



425 Old Kersey Road  
Kersey, PA 15846  
814-245-1835

## Request for Proposals (RFP) for Employment, Advancement and Retention Network (EARN) Program

<b>RFP Summary:</b> The North Central Workforce Development Board (NCWDB) dba Workforce Solutions for North Central PA is seeking proposals from qualified providers to deliver high quality employment, education programs, services and activities to enable welfare and low-income individuals with serious barriers to gaining and maintaining employment to become employed and retain employment, with the ultimate goal of being self-sufficient.	
<b>RFP Issue Date</b>	Thursday, January 4, 2024
<b>Proposal Due Date</b>	<b>Friday, March 8, 2024</b>
<b>Bidders Conference</b>	Revised: Friday, February 2, 2024 9:00 – 10:00am via zoom <del>Thursday, February 1, 2024 9:00 – 10:00 am via zoom</del> <i>The bidders conference will be a joint conference reviewing the WIOA Youth, Adult and Dislocated Worker and EARN RFPs.</i>
<b>Deadline for Questions</b>	The deadline for questions is Wednesday, February 7, 2024, at 3:00 PM EST. Questions and/or inquiries must be submitted to Donna Hottel via email to: <a href="mailto:dhottel@ncwdb.org">dhottel@ncwdb.org</a> .  Subject Line must read: <i>Questions: Workforce Solutions EARN Proposal.</i>
<b>Responses to Questions</b>	Responses to all questions will be compiled and sent to all inquirers on Friday, February 9, 2024.
<b>Proposal Submission Process</b>	Submit One Hard Copy to: Donna Hottel, Strategic Planning and Project Manager Workforce Solutions for North Central PA 425 Old Kersey Road Kersey, PA 15846 <b>and</b> One Electronic Copy to: Donna Hottel at <a href="mailto:dhottel@ncwdb.org">dhottel@ncwdb.org</a> Subject Line must read: Workforce Solutions EARN Proposal



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January 4, 2024

Hello Potential Bidder,

We are excited to announce the release of our Request for Proposal (RFP) for the Employment, Advancement and Retention Network (EARN) Program.

Workforce Solutions for North Central PA serves as the Local Workforce Development Board (LWDB) responsible for the oversight, planning and evaluation of the workforce system in the North Central Workforce Development Area which includes the counties of Cameron, Clearfield, Elk, Jefferson, McKean and Potter. The EARN program is funded by the Department of Human Services through the Department of Labor and Industry. Workforce Solutions is fiscally responsible for the administration of the EARN program and serves as the Fiscal Agent. Likewise, we recognize and work in cooperation with the Local Management Committee (LMC) that oversees the specific Department of Human Services employment and training programs in the six-county region of North Central Pennsylvania.

The purpose of this RFP is to identify a qualified partner or organization capable of providing high quality employment, education programs, services and activities to enable welfare and low-income individuals with serious barriers to gaining and maintaining employment to become employed and retain employment, with the ultimate goal of being self-sufficient.

Thank you for your interest in partnering with us to make positive impacts on this target population. We eagerly anticipate the opportunity to review your proposals.

Sincerely,

*Pam Streich*

Pam Streich, Executive Director  
Workforce Solutions for North Central PA

Auxiliary Aids and Services are available upon request to individuals with disabilities  
Equal Opportunity Employer/Program



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## TABLE OF CONTENTS

<b>1. The Opportunity</b>	<b>1</b>
1.1 Summary	1
1.2 Background	2
1.3 Outcome Goals	7
1.4 Award Terms	7
<b>2. Scope of Work</b>	<b>8</b>
2.1 Services to be provided	9
2.2 Performance Metrics/Measures/Indicators	17
<b>3. Submission</b>	<b>19</b>
3.1 Submission Instructions	20
3.2 How to Apply	20
<b>4. How We Choose</b>	<b>25</b>
4.1 Minimum Qualifications	25
4.2 Evaluation Criteria	25
4.3 Selection Schedule	27
4.4 Questions	27
4.5 Bidders Conference	27
4.6 Selection and Award Process	28
<b>5. Terms and Conditions</b>	<b>30</b>
<b>6. APPENDIX</b>	<b>33</b>
Assurances	34
Concurrence of the Collective Bargaining Agent	37
Certification Regarding Drug-Free Workplace Requirements	38
Lobbying Certification Form	40
Certification Regarding Debarment, Suspension and Ineligibility	41
<b>Attachments</b>	
Attachment A: EARN Program Policy and Procedures Manual	
Attachment B: SNAP EARN Program Policy and Procedures Manual	
Attachment C: Summary Sheet	
Attachment D: Line Item Budget	

# **1.The Opportunity**

## **1.1 Summary**

Workforce Solutions for North Central Pennsylvania, Inc. (referred to as Workforce Solutions through the remainder of this document) is currently soliciting proposals from contractors to provide recipients of Temporary Assistance to Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) employment and training services and/or activities that will enable them to obtain self-sufficiency. The Employment, Advancement and Retention Network (EARN) program goals are unsubsidized employment and job retention.

We believe that meeting these goals successfully requires consistent dedication to motivate and transition a disadvantaged, unemployed person into the world of work. The key to successful performance is creating and maintaining a supportive training environment that puts learning in the greater context of work and motivates clients to participate in all prescribed services and/or activities. The successful bidder proposes to impart academic and work-related skills and attends to the entire transition process from assessment, career planning, skill acquisition, and placement through job retention for up to a 12-month period. Program success will be measured by the successful transition to training-related employment, retention in employment and upward career mobility.

We are seeking creative proposals that involve Human-Centered Design Methodology and collaboration with other agencies to create a system that not only empowers job seekers to succeed in their education and career goals but at the same time meets the needs of our local employers. Throughout this RFP document you will find the requirements of the law because without this law we would not have the opportunity to challenge ourselves.

Workforce Solutions is issuing this RFP. However, this does not obligate Workforce Solutions to make an award as a result of this procurement. The proposals resulting from these instructions do not commit Workforce Solutions to pay for any costs incurred in the preparation of this RFP or for any monies spent prior to an award. This RFP is not an offer. Proposals that may be approved are not guaranteed funding since the funding of programs is contingent upon the availability of funds from the Commonwealth of Pennsylvania, Department of Human Services.

## **Goals:**

1. Engage potential participants through creative and effective outreach efforts.
2. Ensure enrollment of appropriate EARN referrals.
3. Promote strategies to address and eliminate participant barriers.
4. Maintain on-going contact with the participant (intensive case management/monthly contacts).
5. Identify and refer the participant/family to the appropriate local community resource(s) to achieve goals.
6. Advocate for the participant/family when connecting to local community resources.
7. Employ/Access to at least one qualified Social Service Professional to provide an outlet to discuss topics such as mental, social, physical, emotional and behavioral health aspects of the participant's life.
8. Provide activities and programs that lead to acquiring job-related and job readiness skills.
9. Provide or refer participants to formal credentialing programs or trainings.
10. Facilitate the transfer of participants to other DHS employment and training programs.



11. Place participants in unsubsidized employment.
12. Provide wraparound services.
13. Assist and incentivize participants who obtain employment to achieve satisfactory performance, retain employment, and to increase earnings over time.

## **1.2 Background**

Workforce Solutions is fiscally responsible for the administration of this program and serves as the Fiscal Agent. Workforce Solutions is governed by a Board of Directors, appointed by and working in conjunction with the Chief Elected Officials (CEO) of Cameron, Clearfield, Elk, Jefferson, McKean and Potter counties. We oversee and direct all Workforce Innovation and Opportunity Act related activities for the six counties on behalf of the Commonwealth of Pennsylvania. Workforce Solutions recognizes the Local Management Committee (LMC) that oversees the specific Department of Human Services' employment and training programs in the six-county region of North Central Pennsylvania. The LMC manages and directs the local operation of contracted programs subject to the requirements of the current and/or modified EARN Program Policy and Procedures Manual. Hereinafter when the RFP refers to the LMC it will mean the LMC working on behalf of and in cooperation with Workforce Solutions to implement, award, and manage this RFP.

The Quarterly Local Management Committee (LMC) membership is comprised of the Executive Directors from the County Assistance Offices (CAO), EARN Provider, Keystone Education Yields Success (KEYS), Pennsylvania Work Wear (PAWW), Early Learning Resource Centers (ERLC). Additional community agencies that provide services to low income individuals will be identified and invited to participate in the meetings. The LMC meets on a quarterly basis to maximize the resources available in our communities as well as to review contractor performance, resolve issues that may arise with clients and service providers, and discuss recruitment and placement strategies, as well as other pertinent issues.

## **Agency Overview**

Workforce Solutions for North Central PA serves as the Local Workforce Development Board (LWDB) responsible for the oversight, planning and evaluation of the workforce system in the North Central Workforce Development Area which includes the counties of Cameron, Clearfield, Elk, Jefferson, McKean and Potter. Created to implement the Workforce Investment Act (WIA) of 1998, now known as the Workforce Innovation and Opportunity Act of 2014 (WIOA), Workforce Solutions not only is a business-led regional board serving as the fiscal agent for WIOA funding but is also responsible for directing other federal, state and local funding to workforce development programs; identifying the needs of the local job market; overseeing the PA CareerLink® centers in our region as well as developing a strategic plan for the region and implementing initiatives that grow our economy and provide education and training opportunities for today's workforce.

**Vision Statement** – The North Central Workforce Development Board will be a strategic leader focused on promoting economic prosperity and self-sufficiency of individuals by creating a workforce that is competitive in the global marketplace.

**Mission Statement** – The North Central Workforce Development Board serves as the premier facilitator of an innovative workforce development system that meets the changing human capital needs of our

employers and provides resources for our job seekers that maximizes their career potential and focuses on the customer's needs.

Goals of the North Central Workforce Development Board established in 2016.

- Enhance public-private partnerships through better connectivity and communication in order to increase investment in our workforce system leading to greater economic vitality for our region.
- Engage in Sector Strategies of our growth industries identifying current skill gaps of both the incumbent and entry level worker that will result in skill upgrades through customized training and partnerships.
- Design innovative workforce development strategies to reach young adults and keep them engaged through the identification best practices and development of new programs utilizing the customer Centers Design Method.
- Identify Career/Education Pathways in major industry sectors to enhance career counseling that will result in training opportunities for our customer through skill, credential and degree attainment.
- Ensure that our customers, both employer and job seekers, remain in the center of our design of all services and encourage our partners to do the same.

## **Problem Statement**

The North Central Workforce Development Board (NCWDB) dba Workforce Solutions for North Central PA (NCPA) is seeking proposals from qualified providers to deliver high quality employment and educational programs, services and activities, using innovative strategies to enable welfare clients and low-income individuals with serious barriers to gaining and maintaining employment to become employed and to retain employment, with the ultimate goal being ongoing self-sufficiency. Providers must demonstrate their ability to address the needs/barriers of each individual while maximizing the potential of each customer. The provider must also address the changing human capital needs of the North Central region's businesses.

The demographic and economic trends of our region depict a declining population that limits the availability of workers, a lower rate of labor force participation and postsecondary educational attainment, and relatively higher rates of poverty compared to Pennsylvania and the United States. The North Central PA region has a population of 217,921 with a decrease of approximately 1,200 persons per year since 2010. This population decline is projected to continue at this rate through 2030. Our prime age labor force participation rate (age 25-54) is 76.4% compared to 83.6% in PA; 8.3% of our region has no high school diploma compared to 7.5% across PA, and the poverty level of our region is 13.8% while PA is at 11.8%. In addition, there are 3,400 dislocated workers in our labor force of 92,700. Many youths, aged 16-24 as defined in WIOA are facing barriers to employment including 35.4% from single parent households, 15.9% have a disability, 16.45 of households receive food stamps/SNAP.

Workforce Solutions is responsible for preparing, developing and submitting a regional plan for the local workforce development system every 4 years with a required 2-year modification. The local plan aligns with and integrates the area's job-driven workforce development systems, and provides the platform to achieve the area's vision, strategic goals and operational deliverables. These plans require a shared understanding of an area's workforce development needs, a shared vision of how the public workforce development system can be designed to meet those needs and a shared agreement on key strategies to realize this vision. Our local plan was modified in 2022 and through stakeholder input additional

challenges were identified. The selected provider will work with Workforce Solutions to address these challenges that follow.

These challenges include:

1. Lack of a skilled workforce due to population decline.
2. Educational attainment/alignment.
3. Ensuring that school and training program curriculum matches employer needs
4. Ensuring youth are aware of the high priority occupations in our region and the skills and education needed for these occupations.
5. Identifying and eliminating barriers to employment for disadvantaged populations.
6. Increasing the number and types of employers that utilize PA CareerLink® employer services.
7. Ensuring all core and other partners are communicating and collaborating when serving employers.
8. Lack of affordable and available childcare.

This procurement seeks interventions to increase the skills of welfare and low-income individuals with barriers to gaining and retaining employment and to align with the needs of our businesses.

## **Stevens Amendment**

The Stevens Amendment is an appropriations provision that requires grantees of the Department of Labor (DOL), Health and Human Services (HHS), and Education to disclose for a grant program the percent of costs financed with federal funds.

PUBLIC LAW 101-166, SECTION 511

- Workforce Innovation and Opportunity Act (WIOA) programs are federally supported 100% by the U.S. Department of Labor as part of an award totaling \$4,190,726.67 with \$0 (0%) state, local, and/or non-governmental funds.
- Temporary Assistance for Needy Families (TANF) programs are federally supported 100% by the U.S. Department of Health and Human Services as part of an award totaling \$2,002,081.91 with \$0 (0%) state, local, and/or non-governmental funds.
- Discretionary grants are federally supported by the U.S. Department of Labor, U.S. Department of the Treasury, and Appalachian Regional Commission as part of an award totaling \$787,180.57 with \$0 (0%) state, local, and/or non-governmental funds.

## **Earn Overview**

Employment, Advancement and Retention Network (EARN) is designed to provide a range of services to meet individuals' needs, including access to education and training opportunities to move clients toward family economic stability. The program is based on human-centered design and includes a combination of case management, coaching, licensed counseling, and peer-to-peer experiences to develop a career pathway through job placement and job retention goals for the participants referred from the County Assistance Office (CAO).

Human- Centered Design is a framework for systems and services that places the needs and problems the systems and services to use empathy and creativity to understand the individual, their needs, and problems from their perspective to create the plans with the solutions to meet their needs.

## **North Central Workforce Development System**

Workforce Solutions is led by a Private Sector Driven Board with twenty-two (22) members currently.

Twelve (12) of the members are from the private sector while twelve (10) represent the public sector – with representation from education, community-based organizations, economic development, Department Labor and Industry.

The local workforce system structure that has been developed in the North Central WDA was a collaborative effort of the local elected officials and the Workforce Development Board (Workforce Solutions). Currently the North Central Workforce Development system is made up of six (6) Comprehensive One-Stop/PA CareerLink® centers and one affiliate center. A successful proposal will support the maintenance of this structure that extends across the six(6) counties of the region, maintain a coordinated menu of services with partners to provide comprehensive customer services to employers and workers, incorporate continuous improvement practices to meet and exceed established performance goals, support and utilize the workforce system to guide system services and activities and maximize the utilization of technology to expand the availability of virtual services and activities. It is the expectation of the LMC and Workforce Solutions that the successful bidder will be a partner of the PA CareerLink® system and will house staff in the centers and contribute to the PA CareerLink® Operating Budget for each center with funds from this RFP.

Below is a list of the PA CareerLink® centers located in our region.

Pennsylvania CareerLink® center Cameron County (Affiliate)  
135 West 4<sup>th</sup> Street  
Emporium, PA 15834

Pennsylvania CareerLink® center Clearfield County at Clearfield  
1125 Linden Street  
Clearfield, PA 16830

Pennsylvania CareerLink® center Clearfield County at DuBois  
602 West DuBois Avenue, Unit #1  
DuBois, PA 15801

Pennsylvania CareerLink® center Elk County  
St. Marys 245 Depot Street  
St. Marys, PA 15857

Pennsylvania CareerLink® center Jefferson County  
602 East Mahoning Street  
Punxsutawney, PA 15767

Pennsylvania CareerLink® center McKean County  
40 Davis Street  
Bradford, PA 16701

Pennsylvania CareerLink® center Potter County  
279 Route 6 West  
Coudersport, PA 16915

The Workforce Innovation and Opportunity Act (WIOA) identifies several required one-stop system partners and allows for additional partners designated locally. Below is a list of the required partners and any other partners that are present in the North Central PA CareerLink® centers.

Programs authorized under WIOA:

- Title I (Adults, Dislocated Worker and Youth);
- Adult Education and Literacy Act Program administered by the Department of Education;
- Wagner-Peyser Act employment services administered by DOL;
- Rehabilitation Act Title I programs administered by DoED;
- Job Corps program;
- Youth Build program;
- Native American Programs;
- Migrant and seasonal farmworker programs and
- Evaluation and multistate projects.

## **Target Population**

The EARN program is designed to engage recipients of Temporary Assistance for Needy Families (TANF), Extended Temporary Assistance to Needy Families (ETANF) and the Supplemental Nutrition Assistance Program (SNAP) in activities that prepare them for employment and provide them with opportunities to become self-sufficient. The EARN program is administered and funded through the Department of Human Services.

Participants of EARN are referred through DHS by staff of the local County Assistance Offices (CAO). TANF recipients for whom the CAO assigns a work requirement are referred to the EARN program. SNAP recipients may participate in the EARN program on a voluntary basis, whereas participation of TANF recipients with a work requirement is generally mandatory, with limited exceptions.

As customers participate in EARN, they remain connected with their CAO caseworker, fulfilling any further conditions of their public assistance. Although EARN service providers work closely with the CAO, they do not directly administer cash assistance or any other TANF or SNAP benefit, which is handled exclusively by the CAO.

In Program Year 22, the North Central region enrolled a total of 53 participants. The EARN program receives referrals from the general population of TANF and SNAP recipients in the North Central region, which represent a diverse range of individuals who present differing levels of experience, skills and barriers to employment. Customers who enroll in EARN generally seek various education and career goals, requiring a staff capable of differentiating services to accommodate customer backgrounds and experiences. Most EARN clients do not have education beyond a high school level. The selected provider must show a demonstrated experience in delivering workforce development services to a similar population on a comparable scale.

Through this RFP, Workforce Solutions intends to select one provider of Employment, Advancement and Retention Network (EARN) program services within the North Central PA region who will be required to deliver the broad range of career, training, and related services defined in this RFP in close coordination

with Workforce Solutions and the Local Management Committee (LMC). EARN Program services will be provided through our PA CareerLink® centers.

### **1.3 Outcome Goals**

The EARN program must meet or exceed reporting measures, participant outcomes, service delivery standards, and goals established by Pennsylvania Department of Human Services and Workforce Solutions.

The EARN program is designed to assist participants of TANF and SNAP in their transition from receiving public benefits to sustained participation in the workforce, moving customers toward self-sufficiency and meaningful employment and eliminating their need for public assistance. The EARN provider will implement an innovative, tested and holistic employment and training model to deliver EARN services that aligns with Workforce Solutions' vision of a world-class workforce development system and that complies with all federal, state, and local rules and regulations governing EARN and other TANF and SNAP activities.

The EARN provider must address the following goals:

1. Engage potential participants through creative and effective outreach efforts.
2. Ensure enrollment of appropriate EARN referrals.
3. Promote strategies to address and eliminate participant barriers.
4. Maintain on-going contact with the participant (intensive case management/monthly contacts).
5. Identify and refer the participant/family to the appropriate local community resource(s) to achieve goals.
6. Advocate for the participant/family when connecting to local community resources.
7. Employ/Access to at least one qualified Social Service Professional to provide an outlet to discuss topics such as mental, social, physical, emotional and behavioral health aspects of the participant's life.
8. Provide activities and programs that lead to acquiring job-related and job readiness skills.
9. Provide or refer participants to formal credentialing programs or trainings.
10. Facilitate the transfer of participants to other DHS employment and training programs.
11. Place participants in unsubsidized employment.
12. Provide wraparound services.
13. Assist and incentivize participants who obtain employment to achieve satisfactory performance, retain employment, and to increase earnings over time.

### **1.4 Award Terms**

#### **Availability of Funds**

This RFP is being solicited based on anticipated funds. Any awards may be provided only upon the actual availability of EARN funds. Proposals that may be approved are not guaranteed funding since the funding for programs is dependent upon Workforce Solutions receipt of funds under DHS.

Estimated EARN funds available: \$391,606.00

Estimated SNAP funds available: \$28,394.00

## **Performance Period**

Workforce Solutions is soliciting proposals for the period July 1, 2024 through June 30, 2025.

The performance period for this award will be July 1, 2024 – June 30, 2025 with the possibility of the agreement being renewed for an additional three (3) years. Under this solicitation, Workforce Solutions reserves the right to renew contractors for an additional three years; PY 25 (July 2025 through June 2026); PY 26 (July 2026 through June 2027); and PY 27 (July 2027 through June 2028) based upon receipt of the EARN funding allocation from the Department of Human Services, achievement of performance indicators, cost effectiveness, fiscal integrity and compliance with monitoring requirements for DHS regulations.

## **Contract Award**

Please be advised that the level of funding available is subject to change. All funding is contingent upon the receipt of funds under DHS. Services will commence on July 1, 2024 and end on June 30, 2025 subject to the availability and appropriation of funds.

Any proposal submitted in response to this solicitation is not a legally binding document. However, the contents of the proposal of the successful bidder will become contractual obligations and failure to accept these obligations in a contractual agreement may result in the cancellation of the award. Staff will negotiate and execute contracts with the bidder approved for funding. These discussions will take place after final funding approval and may include such items as budget, cost, program design, service levels, location, target population, projections and clarifications.

## **Program Cost Reimbursement**

This means your organization must have the financial capacity to pay all costs upfront. Workforce Solutions will require an invoice, proof of expenses, and required documentation to process a reimbursement. Workforce Solutions will only reimburse the provider for actual expenses incurred during the effective dates of the contract. The reimbursement timeline will be finalized during the contract negotiation period. Allowable costs will be determined by all applicable federal, state and local regulations.

## **2. Scope of Work**

The North Central Workforce Development Board dba Workforce Solutions for North Central PA is currently soliciting proposals to implement the EARN program in the North Central Workforce Development Areas which is comprised of the counties of Cameron, Clearfield, Elk, Jefferson, McKean and Potter. We are looking for a program model that utilizes concepts of human-centered design as well as collaboration with other agencies to create a system that not only empowers job seekers to succeed in their education and career goals but at the same time meets the needs of our local employers. Throughout this RFP document you will find the requirements of the law because without this law we would not have the opportunity to challenge ourselves.

The selected EARN provider must be able to:

1. Engage potential participants through creative and effective outreach efforts.

2. Ensure enrollment of appropriate EARN referrals.
3. Promote strategies to address and eliminate participant barriers.
4. Maintain on-going contact with the participant (intensive case management/monthly contacts).
5. Identify and refer the participant/family to the appropriate local community resource(s) to achieve goals.
6. Advocate for the participant/family when connecting to local community resources.
7. Employ/Access to at least one qualified Social Service Professional to provide an outlet to discuss topics such as mental, social, physical, emotional and behavioral health aspects of the participant's life.
8. Provide activities and programs that lead to acquiring job-related and job readiness skills.
9. Provide or refer participants to formal credentialing programs or trainings.
10. Facilitate the transfer of participants to other DHS employment and training programs.
11. Place participants in unsubsidized employment.
12. Provide wraparound services.
13. Assist and incentivize participants who obtain employment to achieve satisfactory performance, retain employment, and to increase earnings over time.

## 2.1 Services to be Provided

The Employment Advancement and Retention Network (EARN) Program Policy and Procedures Manual issued by the Department of Human Services is attached to this document and must be utilized as the basis for all services to be provided. A brief summary is provided below:

- A. Outreach.** Grantee shall partner closely with local CAOs to ensure successful participant enrollment into Grantee Services. Grantee shall complete the following specific activities to include, but not limited to:
  - i. Repeated contact attempts to participant;
  - ii. An in-person or virtual orientation that includes:
- B. Conduct Comprehensive Needs Assessment.** Grantee shall conduct a comprehensive household assessment that identifies participant strengths and barriers to employment and family economic security. Grantee shall complete this assessment within 14 business days after participant's enrollment date to identify early critical issues that require immediate intervention, such as risks associated with homelessness, domestic violence, or behavior health crises. Grantee shall refine this needs assessment as circumstances dictate throughout service delivery.

While Grantee has discretion to utilize its own assessments, Grantee is advised to refer to participant's case documents from the referring CAO to inform needs assessment, as applicable; and Grantee shall assess, at a minimum, the following:

- i. Household composition: Pregnancy, parenting, and childcare
- ii. Goals, hobbies, and interests
- iii. Social Determinants of Health ("SDOH")
- iv. Work Capacity Assessment for Maximizing Participation Project ("MPP")  
(For ETANF individuals only)



- C. **Execute Individualized Employment Plans.** Grantee shall use the comprehensive household assessment to coordinate with the participant to create and execute an Individualized Employment Plan ("IEP") in the Commonwealth Workforce Development System ("CWDS").

Grantee shall develop the initial IEP within 14 business days of a participant's enrollment and shall update the IEP with the participant throughout the duration of service delivery. This IEP should articulate goals and specific action steps to drive towards employment and retention.

- i. Describe goals, objectives, interests, and services for the participant, as determined from the assessment;
- ii. Promote strategies to be instituted to address the participant's barriers and achieve goals to gain and maintain family economic security such as:
  1. Treatments (including substance use disorder treatment, mental health treatment, and other rehabilitative treatments);
  2. Interventions (including crisis mitigation and barrier remediation);
  3. Education;
  4. Training and credentialing;
  5. Work experience (such as unpaid pre-apprenticeship, unpaid apprenticeship, unpaid entrepreneurship, or other unpaid work experience)

NOTE: SNAP participants may not engage in unpaid entrepreneurship

6. Community service opportunities;
  7. Job readiness and skills (such as soft skills and employment tools, basic life skills, barrier remediation, career exploration, assessments, and aptitude testing)
  8. Have a plan to identify critical needs, crisis situations, and have access to skilled professionals who can address them;
  9. Provide referrals to any social services, religious, or non-profit organization that may additionally be able to assist the individual and family no later than 14 business days after discovering the need; and
  10. Update IEP throughout the retention period until the individual is terminated from the E&T program
- iii. Measure goals, including specific outcomes to be achieved to demonstrate stabilization of the participant's barriers and needs, the time frame(s) for achieving them, the resources available and to be used to realize the outcomes, and the desires and motivation of the participant that may have an impact on their success.
- iv. As required for MPP participants, work with a MDT consisting of a CAO staff such as an Income Maintenance Caseworker ("IMCW"), IMCW Supervisor, Disability Advocacy Program ("DAP") worker or an agent authorized by the Department, and professionals from various disciplines, which may include physicians, psychologists, contracted program case manager, the adult(s) receiving ETANF, other professionals such as members of the Local

Management Committee (“LMC”), and vocational or behavioral rehabilitation specialists to develop a service plan that meets the needs of the participant. For MPP participants, the IEP is known as the MPP Service Plan. For more MPP information see Section III. M. ETANF Services.

**D. Provide specialized counseling.** Grantee shall employ, or have access to, at least one qualified Social Service Professional (“SSP”). Social Service Professionals may consist of licensed professional counselors, social workers, therapists, allied health professionals, or a combination of these professionals. Additional SSP’s may be required dependent upon anticipated enrollment numbers to allow each participant the opportunity for an introductory one-on-one meeting with said professional within 14 business days of their program enrollment.

During this introductory meeting, the SSP shall review participant assessments, provide services or resources to address identified barriers and act as a social service coordinator between the Grantee, participant, and outside resources. The SSP shall then coordinate and refer the client to any appropriate ongoing services; if the SSP will be the ongoing service provider, the SSP may enroll the client as well. The work performed by the SSP should be separated from the scope of work being performed by other staff. The Grantee shall employ or provide access to a SSP who will be available to provide an outlet to discuss topics such as mental, social, physical, emotional, and behavioral health aspects of the participant’s life.

The Grantee shall develop a crisis response plan with the SSP to provide participants with access to supports with flexible hours of contact, including but not limited to weekends and after “traditional” work hours. The Grantee shall continue to provide participants with access to these services as often as needed through the end of the applicable retention period.

In addition to day-to-day activities and engagement with participants as they work towards their IEP goals, the Grantee shall provide access to professionals who are trained and certified to provide social work or counseling services. Grantee shall make these additional services available to support participants who may need more intensive assistance or who want to discuss topics impacting their life with a trusted and trained professional. The Grantee shall provide a SSP who has knowledge of local resources and social service coordination, as well as counseling skills to establish rapport, discuss sensitive topics such as domestic violence and substance use concerns, and respond effectively to participant needs including referrals to ongoing counseling or therapeutic services.

The SSP shall serve as a resource for staff to consult with regarding participant needs, as appropriate and will work with staff to identify and address broader issues that may be impacting participants’ success. This may include communication and advocacy with relevant entities including program administrators and state staff.

Grantee shall provide these services in a manner which is easily accessible, in a timely fashion, and available to participants throughout the duration of their participation.

Grantee shall identify a plan that explains how these services will be provided for their anticipated number of participants and how they will ensure awareness of these services.

In cases where these licensed professionals are registered Medical Assistance (“MA”) providers in the Commonwealth of Pennsylvania, the Grantee shall implement a process to prevent these SSP from billing separately for services provided within the EARN program and paid by the Grantee. There is no scenario where providers should receive double payment for providing the same service to the same individual. If paid by the Grantee, licensed professionals are prohibited from billing MA in addition.

**E. Provide ongoing case management.** Grantee shall provide ongoing support to participant as they work through their IEP. This support may be provided in-person or virtually and can include but is not limited to, case management, coaching, and peer-to-peer experiences.

**F. Remediate barriers to employment.** Grantee shall facilitate remediation of barriers to participant’s employment identified within the comprehensive needs assessment and goals within the participant’s IEP. Grantee shall foster strategic partnerships with local community resource organizations to supplement the social services available to participants from Grantee. As necessary, Grantee shall refer the participant, the family, or both, to the appropriate local community resource(s). Grantee shall provide referrals which have an active point of contact within the referral agency; assistance with the intake process(es), and ongoing case management. Grantee shall provide resources or refer to local community organizations’ resources to remediate barriers to employment which may include but are not limited to:

1. Housing;
2. Education;
3. Legal Assistance;
4. Life skills;
5. Another Employment & Training Provider;

**G. Build job readiness skills.** Grantee shall provide activities and programs which build job readiness skills critical to success in the workplace. Grantee shall provide activities and programs which support the following job-related and job readiness skills, to include but not limited to:

1. Time management;
2. Analytical thinking;
3. Executive function and decision making;
4. Verbal and written communications;
5. Leadership;
6. Professional behaviors and attire;
7. Workplace culture
8. Career exploration;

9. Aptitude testing;
10. Interpersonal;
11. Collaboration;
12. Problem solving;
13. Financial literacy;
14. Resume writing;
15. Interview techniques;
16. Education on regional High Priority Occupations and local job markets; and
17. Digital literacy

**H. Provide vocational education, technical skill building or credential-bearing job training programs.** Grantee shall provide or refer participants to education and training services designed to increase the participants' job skills and employment opportunities that meet the following requirements:

- a. Secondary equivalent: the participation in and completion of an accredited High School Equivalency ("HSE") program. Grantee shall determine whether the structure of the HSE program is suitable to the participant's knowledge base and learning style based on the assessment. HSE can be obtained through the General Equivalency Diploma exam or High School Equivalency Test ("HiSET").
- b. Post-Secondary Education: a certificate of completion of a Registered Pre-Apprenticeship or Registered Apprenticeship, a license issued by the Pennsylvania Department of State or Federal Government, an industry-recognized certificate or certification, or a certificate or associate or baccalaureate degree issued by an accredited career and technical school, college, or university.
- c. Credentialing Programs: job training designed to develop marketable job skills leading to a High Priority Occupation recognized in the participant's local or job search area. The Grantee shall submit proposed credentials to Bureau of Employment Programs ("BEP") for review prior to implementation. In its sole discretion, BEP will approve the credentials.
- d. Other DHS E&T programs: coordinate the successful transfer to additional DHS education and training programs, including:
  1. KEYS - A collaborative program between DHS and the Pennsylvania Community Colleges
  2. ELECT - A collaborative program between DHS and the Pennsylvania Department of Education ("PDE")
  3. SNAP 50/50 Partnerships (for SNAP participants only).

The Grantee shall identify a plan that explains how these services will be provided for their anticipated number of participants and how they will ensure participants are aware of these program options.

- I. Place participants in unsubsidized employment.** Grantee shall foster partnerships with local employers to identify and fill unsubsidized employment opportunities. Grantee should include partnerships with local resources such as, but not limited to:
- I. Workforce Development Boards
  - II. Existing and newly developed relationships with local employers
  - III. Employers enrolled in the Department's Contractor Partnership Program (for TANF participants only)
  - IV. Chambers of commerce
  - V. Employer lead groups, career workshops, job fairs, and registered apprenticeship programs.

Grantee shall require participants to meet with potential employers. Grantees shall advocate and advise their participants to accept employment consistent with their IEP even if the employment will not result in Employment plus hourly wage measure. Grantee achieves "Employment plus hourly wage" measure when a participant is working in unsubsidized employment at an average of 20 hours per week in a four consecutive week period at the higher of the state minimum wage plus two dollars per hour or the federal minimum wage plus two dollars per hour. Once the participant is placed in employment and enters the retention period, Grantee shall contact participant weekly for the first three months and bi-weekly or as often as needed based on the participant's IEP.

- J. Provide wraparound services.** Wraparound services are TANF E&T services specific to individuals who are receiving TANF benefits and are employed but not meeting federally required hours with employment. Grantee shall provide wraparound services to participants to engage in additional allowable activities to fulfil their TANF hourly work requirements.

- K. Retention Services.** Grantee shall facilitate participant's employment retention through ongoing engagement with both participants and employer partners designed to help participants achieve satisfactory job performance, retain employment, and increase their earnings over time.

Grantee shall provide client-focused retention services including but not limited to, incentives (for TANF participants only), peer or mentor support services, and services to support employment advancement opportunities.

Grantee should also provide services to partner employers that support participant's employment retention, including but not limited to, shared resources to assist employees with regular check-ins with job holders, supporting on-the-job issues, job coaching and continued workforce upskilling opportunities.

- For TANF Participants Only: Retention services will begin when unsubsidized employment is obtained, which causes the TANF benefit to close and places the individual in a CWDS extended hold status. Retention services will conclude after one year of TANF remaining closed. The Grantee shall provide documentation of the participant's retention semi-annually which should show that the participant

is still employed and the TANF benefits remain closed. The pay documentation at the twelve-month mark will be reviewed by DHS for wages greater than the wages at “employment plus hourly wage”. While this fourth quarter determines eligibility for the Earned Income Reporting Measure, omitting submission of all necessary wage data for the preceding semi-annual period (6 months) will result in the participant no longer meeting the 12-month retention performance outcomes.

- For SNAP Participants Only: Retention is defined as a period of 90 days from the employment start date for SNAP Participants. Once the participant is placed in employment and enters the retention period, the Grantee shall conduct participant contacts biweekly for the full 90 days of the retention period.

**L. Engage Employers.** Grantee shall foster partnerships with local employers to simultaneously meet critical talent needs and connect participants to unsubsidized employment opportunities. Grantee shall strategically consider local labor market information, hiring trends, and growth opportunities while designing employment and training programs that drive job placement, job retention, and wage promotion opportunities specific to regional workforce needs

**M. ETANF Services.** Grantee will provide the same services to ETANF participants as TANF participants with the additional provision of services as outlined in Section III. ETANF participants are those individuals who have exhausted 60 months or five years of federal TANF benefit receipt. ETANF families remain eligible past the 60-month limit by verifying a hardship as defined by the state by hardship tracks. Ongoing eligibility for ETANF families is contingent upon the ETANF adult’s participation in E&T and other services designed to move the family toward self-sufficiency and economic independence.

Grantee will receive referrals for ETANF individuals from the CAO. The ETANF status, hardship track, and RESET participation requirements will be noted on the Agreement of Mutual Responsibility (“AMR”). Because traditional supports and services were not sufficient to help the family end dependence on TANF in the first 60 months of TANF receipt, supports and services for ETANF families must be intensive and intentional. All ETANF recipients may volunteer to participate in E&T programming.

Grantee will receive referrals, from the CAO, for ETANF individuals eligible in the MPP track. MPP adults are either (1) verified with a temporary (more than 90 days) or permanent physical or mental disability that exempts them from The Road to Economic Self-sufficiency through Employment and Training (“RESET”) requirements or (2) have multiple barriers to participation and have demonstrated a pattern of terminations from E&T programs through Good Cause due to these barriers’ difficulty to resolve. Although there is no initial RESET requirement for these individuals due to (1) exemption or (2) good cause, MPP adults are required to participate in Work Capacity Assessments (“WCA”) (see Section III.B.iv.) to inform the creation of an MPP Service Plan (see Section III. C. iv). MPP adults are required to follow all MPP

requirements to remain eligible for ETANF in this hardship track. The grantee shall be responsible for:

- Enrolling the MPP participant into intensive case management services.
- Facilitating completion of all necessary WCA including any medical or mental health assessments by medical professionals that may be required.
- Participating in the MDT.
- Seeking local human service supports and services the adult and family may need. This may include referrals to Office of Vocational Rehabilitation (“OVR”) and other state programs not under DHS purview.

Assisting the individual seek any federal benefits for which they may be eligible such as benefits from the Social Security Administration (“SSA”).

Grantee will continue to serve MPP participants until such time as:

- All necessary services, barriers are resolved, or appropriately stabilized, does not need continued program supports and services, and is only awaiting a decision from Social Security
- The MDT determines the MPP participant is willfully not complying with the MPP Service Plan and MPP eligibility must end
- Social Security Income (“SSI”) or Retirement, Survivors and Disability Insurance (“RSDI”) has been approved
- As part of the MPP Service Plan, the individual has found employment and is eligible in another ETANF hardship track
- ETANF benefits end when there is no need for retention services

The Grantee shall require all TANF and SNAP participants to engage in the EARN program for at least all hours as determined by the CAO caseworker and recorded on the AMR or Employment Development Plan (“EDP”).

The Grantee shall comply with the EARN Program Policy and Procedures Manual and the SNAP EARN Program Policy and Procedures Manual, including any subsequent changes to the manuals. The EARN Program Policy and Procedures Manual and the SNAP EARN Manual are both available on the CWDS website: <https://www.cwds.state.pa.us/CWDSOnline>. In addition, the Grantee shall monitor the CWDS website for changes to policies that impact the administration of the EARN Program. The Department will provide notice of any material changes and publish them in the EARN Program Policy and Procedure Manual.

## 2.2 Performance Metrics/Measures/Indicators

Category	Description	Goal	Measurement
<b>Assessment</b>	A comprehensive household assessment must be conducted and completed within 7 business days of a participant's enrollment.	85% of all enrolled participants.	A comprehensive household assessment must be conducted <b>and completed</b> within 7 business days of a participant's enrollment.  This is tracked by Activity Code 08, which must be closed when the assessment is totally completed. The end date of the Activity Code 08 must be within 7 business days from a participant's enrollment.
<b>IEP</b>	A detailed IEP must be documented and include at least one barrier, goal and an agreed upon plan for resolution within 14 business days after the assessment is completed.  Note that any IEP completed and signed by a participant without the above may count against a program's total count of timely IEP's during monitoring.	85% of all enrolled participants.	A detailed IEP must be documented and include plans to address barriers and goals that are discussed with the participant. The expectation is that the IEP will be documented as described, discussed with, and signed (electronically) upon by the participant in the CWDS system, within 14 business days after the assessment is completed (which is determined by the end date of Activity Code 08).
<b>Social Service Professional</b>	Employee a social service professional who will conduct an introductory meeting to explain professional social services available to participants. The duties of this professional are to be separate from the duties of	80% of all enrolled participants will be referred to have an introductory 1-on-1 meeting with staff within 14 business days from the	Timely completion will be tracked by the date the referral was data entered under Service Authorization, via CWDS, along with the timely closing and



	other ongoing case management services.	participant's program enrollment.	outcome.
<b>Secondary Equivalency and Credentialing (including referrals to outside programs)</b>	<p>Coordination of educational activities through referrals to ELECT service providers and the KEYS program</p> <p>--OR--</p> <p>For participants in a credentialing or secondary equivalency program, a participant must receive a diploma or certification that will provide the participant with an industry-recognized certificate or certification and marketable skill directly related to their employment goals listed on their AMR and IEP.</p> <p>Each participant is eligible for up to three (3) credentials in succession per enrollment if one is high school equivalency, and up to two (2) if one is not high school equivalency.</p>	<p>50% of participants who.</p> <p>Engaged in an activity that results in a credential activity, earn a credential.</p> <p>Or participants who achieve a successful transfer from the EARN program to the KEYS or ELECT program.</p>	<p>Participants may earn credit toward this performance measure in the following ways:</p> <ul style="list-style-type: none"> <li>-Transfer to an ELECT or KEYS program (indicated by project termination code X), or,</li> <li>-Becoming enrolled in an industry recognized credentialing program as tracked by Activity Code 27 where the end result is the participant earning said credential as indicated by Activity Code 27 being closed with Activity Termination Code C</li> </ul>

## Secondary Performance Metrics

Workforce Solutions has also developed several secondary metrics that align with our desire for a EARN model that utilizes the concepts of human-centered design to implement innovative, effective and sustainable solutions for our EARN population.

<b>Metric</b>	<b>Data Source</b>	<b>Data Frequency</b>	<b>Responsibility</b>	<b>Review Cadence</b>
# of creative and effective outreach strategies	EARN Provider Report	As Needed	EARN Provider	As Needed
# of area employers	Monthly Report	Monthly	EARN Provider	Quarterly with bi-weekly meetings between provider and board staff

contacted				to discuss any challenges or needs for technical assistance
# of workshops	Monthly Report	Monthly	EARN Provider	Quarterly with bi-weekly meetings between provider and board staff to discuss any challenges or needs for technical assistance
# of staff onsite / hours worked EARN/SNAP	Monthly Report	Monthly	EARN Provider	Quarterly with bi-weekly meetings between provider and board staff to discuss any challenges or needs for technical assistance
# of Incentives Issued	Monthly Report	Monthly	EARN Provider	Quarterly with bi-weekly meetings between provider and board staff to discuss any challenges or needs for technical assistance
# of DST Meetings	Monthly Report	Monthly	EARN Provider	Quarterly with bi-weekly meetings between provider and board staff to discuss any challenges or needs for technical assistance
# of LMC Meetings	Monthly Report	Monthly	EARN Provider	Quarterly with bi-weekly meetings between provider and board staff to discuss any challenges or needs for technical assistance

### 3. Submission

#### 3.1 Submission Instructions

##### Proposal Checklist

To ensure a complete and comprehensive proposal, bidders must include the following items:

- Proposal Summary Sheet – Attachment C
- Executive Summary
- Narrative
- EARN and SNAP Line Item Budgets – Attachment D
- Budget Narrative
- Appendix
  - Assurances and Certifications
  - Concurrence of the Collective Bargaining Agreement
  - Certification Regarding Drug-Free Workplace Requirements
  - Lobbying Certification Form
  - Certification Regarding Debarment, Suspension and Ineligibility
- Additional documents as required and stated in this RFP or which are applicable to the bidder's ability to manage, track and report, or align to the mission and services of this RFP.

## Submission Instructions

Proposal should contain a clear and comprehensive response to all requirements and questions in the order contained herein. The project narrative shall not exceed the allowable page limit, be single spaced with an 11- or 12-point font and with no less than one-inch margins on both sides.

Proposals that are in response to this RFP are due no later than **3:00 p.m. on March 8, 2024**. Late submissions will not be considered regardless of reason. One hard copy must be sent in a sealed envelope and one electronic copy must be submitted appropriately as follows:

### Hard Copy:

Donna Hottel, Strategic Planning and Project Manager  
Workforce Solutions for North Central Pennsylvania  
425 Old Kersey Road  
Kersey, PA 15846

### Electronic Copy:

Submit to Donna Hottel at [dhottel@ncwdb.org](mailto:dhottel@ncwdb.org)

Subject Line must read: Workforce Solutions WIOA Youth Adult and Dislocated Worker Proposal

## 3.2 How to Apply

### Summary Sheet – See Attachment C

This form is to be completed by the proposing organization. The proposal summary sheet must be completed, in full, and signed by an agency officer authorized to bind the agency to all commitments made in the proposal. This form is required but not scored.

### Executive Summary (maximum 2 pages)

1. Overview of organization's qualifications and alignment with the services sought by this RFP.
2. Organization's philosophy and approach to workforce development programs and services.
3. Synopsis of the proposed program to deliver EARN services.
4. The amount of funding requested for the EARN program July 1, 2024 through June 30, 2025.

### Program Narrative (maximum 10 pages)

The narrative section of the proposal should not exceed established page limits. The instructions for each section are provided below.

#### Staffing

1. Describe your proposed staffing plan to support the programmatic, administrative and executive components of this program. Attach an organizational chart illustrating all positions with substantive involvement in the proposed program and lines of authority and responsibility. Use this section to clearly describe the organizational chart, including brief job descriptions for each position, what positions will be located at each site and full-time/part-time status. Attach staff resumes or minimum qualifications for key positions of your proposed model.
2. Include how you will:
  - a) Attract, employ and retain staff with the knowledge and expertise described in this RFP
  - b) Ensure the highest level of professionalism, competency, and customer service

- c) Provide quality staff training and professional development relevant to the standards of this RFP
- d) Maintain regular and clear communication between proposed staff and Workforce Solutions
- 3. Describe administrative and fiscal capacity to include proven ability to provide fiscal support and oversight, manage resources and personnel and produce timely and accurate reports.
- 4. What is the ratio of front-line staff to admin staff?

## **Service Delivery**

- 1. Describe your proposed strategy for contacting, enrolling and orienting customers referred by the CAO to the EARN program.
- 2. Describe the process to ensure participants attendance and participation from start to finish. Include strategies of how participants will make up missed activities.
- 3. Describe how customers will flow through the service delivery process. Describe each proposed activity including assessment, orientation, skills training, case management services, and incentives. Detail the services provided in-house and those that are provided by other agencies. Proposing bidders are encouraged to be innovative in their delivery of the EARN program training, services and/or activities, as well as expanding the program training, services and/or activities. Proposals that present a well thought out plan for motivating customers to meet the current and/or modified EARN Program Policy and Procedures Manual (Attachment A) strict time-and-attendance requirements are highly desirable.
- 4. Detail compliance with the EARN Program Policy and Manual (Attachment A).
- 5. Detail your familiarity with current welfare program guidelines, laws, rules, and regulations and for applying them in developing the proposal response.

## **Past Performance/Performance Outcomes**

- 1. Describe strategies that will be utilized to ensure attainment of EARN performance goals.
- 2. Describe any past performance on EARN or similar program performance goals.
- 3. Describe any past and/or current performance measures required of your organization along with other key benchmarks and outcomes such as: total served, total placements to plan, percent of positive exits.
- 4. Explain your process for internally monitoring your ongoing performance. Describe how you will evaluate and assess both the effectiveness and quality of the program. Identify who will be responsible for data collection, analysis, reporting and general oversight.

## **Partnerships and Collaboration**

- 1. Describe your organizational experience in partnering with other organizations to meet the workforce development needs of EARN customers.
- 2. Describe your experience with an integrated service delivery model, information sharing, case management of co-enrolled clients, cross training of staff and shared performance and accountability.
- 3. Describe successes and/or challenges you have experienced in previous collaborative or integrated service delivery models that will contribute to your future success.
- 4. Describe how you envision effectively collaborating with Workforce Solutions, Operator and partner staff to effectively establish and maintain an effective service delivery model.

## **Cost/Budget**

### **Line Item Budgets – See Attachment D (EARN and SNAP)**

All providers must submit a line-item budget using the format presented. Do not substitute budget forms in this solicitation unless otherwise approved by Workforce Solutions. This budget includes a summary of total project costs and the costs proposed to be covered with Workforce Solutions' funds. In developing the budget, please include any administrative costs to operate the program within the line items. Administrative costs should not exceed 10% of the total request.

### **Budget Narrative (maximum 2 pages)**

All providers must adhere to GAAP and comply with Office of Management and Budget (OMB) Uniform Guidance regarding allowable costs.

A brief budget narrative is required to provide details about the budget, e.g., purchase/lease of equipment. This narrative provides the justification for items in this budget.

No purchase of equipment is permitted without special authorization. Therefore, any request where equipment is purchased or leased must be clearly represented in the budget and be consistent with the proposed program as outlined in your proposal.

This narrative should also detail the amount and kind of support provided with other resources.

Program Income – includes the following: income from fees for services performed and from conferences; income from the use or rental of real or personal property acquired with grant or subgrant funds; income from the sale of commodities or items fabricated under a grant or subgrant; revenues earned by a governmental or private non-profit service provider under either a fixed-price or reimbursable award that are in excess of the actual costs incurred in providing the services; and interest income earned on advances of subgrant funds. If any program income is expected to be earned, the budget narrative must address this.

## **Financial Management**

1. Describe your financial management system. Program providers must operate a system that satisfactorily accounts for and documents the receipt and disbursement of all workforce development funds. While a separate accounting system is not required, each provider must maintain financial records that adequately identify the source and application of all workforce development funds. Address each bullet below:
  - *Effective Control and Accountability* over workforce development assets (Funds, Property, other workforce development assets) - Assure that the financial system will maintain effective control and accountability over all funds, property, and other workforce development assets including the adequate safeguard of such assets.
  - *Capability of Generating Financial Information* - Assure that the system is capable of generating all financial information needed for required reports, including data needed to monitor, evaluate and if necessary, modify program performance.
  - *Source Documentation* - Assure that accounting records are supported by source documentation for each transaction. Assure that records are traceable to documentation and maintained in such a manner as to provide a complete and accurate audit trail during any internal or external examination.

- *Bonding for Protection Against Loss* - Assure that all persons authorized to receive or deposit workforce development funds, or to issue financial documents, checks or other instruments of payment for job training program costs will be bonded for protection against loss.  
Identify all positions that are authorized to receive or deposit workforce development funds, issue financial documents, checks or other instruments of payment for workforce development program costs.  
Identify the insuring agency, policy number, term of the bond, and the total dollar amount of the bonding coverage. *Attach a copy of the Bonding certificate.*
- *Record Retention* - Assure that all financial and program records, including any supporting documents, will be retained for at least three years from the date of Workforce Solutions submission of close-out reports. Assure that if any litigations, claims, or audits are begun prior to expiration of the three-year period, that all records shall be retained until such litigations, claims, or audits relating to the records have been resolved. Assure that records relating to non-expendable personal property that may be authorized to be purchased with workforce development funds will be retained for at least three (3) years after final disposition of the property.
- *Cost Allocation Plan* - Describe in detail any cost allocation plan utilized when costs are chargeable to more than one cost category, or to more than one program and/or funding source. *Identify common costs.*
- *Invoices and Reconciliation* - Assure that the actual and accrued expenditures will be reported on invoices and that reconciliation between actual and accrued expenditures will be conducted on a payment-by-payment basis.
- *Generally Accepted Accounting Principles* - Assure that the agency will utilize generally accepted accounting principles in order to account for and control all workforce development funds.
- *Program Income and Stand-In Costs* – Any program income received as a result of this contract must be reported to Workforce Solutions. Program Income must be used prior to payment of any workforce development funds. Assure that any program income earned as a result of the contract for services will be used for job training purposes only. The use of program income against workforce development services must be documentable and traceable through the financial system. It must be reported as part of the invoice.
- *Procurement* – In order to ensure fiscal accountability and prevent waste, fraud and abuse in programs administered under the Workforce Innovation and Opportunity Act, the subrecipient shall have a procurement system, which adequately provides maximum free and open competition. To accomplish this, subrecipients must have a system which: 1) provides for full and open competition, 2) has written procedures for procurement transactions, and 3) has a code of ethical standards, which adequately provide for the avoidance of any conflict of interest. To evaluate this, subrecipients will be required to assure compliance with Workforce Solutions procurement policies that require the solicitation of a minimum of three written bids on purchases of less than \$25,000. Purchases of greater than \$25,000 in total must be procured through a formal

advertising method, a competitive proposal or through non-competitive methods, which is a very limited option of procurement with restrictions. Purchases of greater than \$500 require Workforce Solutions approval prior to purchase.

No portion of this subcontract may be contracted to any other agency for the provision of services within the scope of the guidelines. The agency must assure that it will comply with the Commonwealth and Workforce Solutions procurement requirements.

- *Audit Report* - Attach a copy of the most recently completed independent Audit. Only one Audit Report is required.
- *Assurances and Certifications* - All agencies submitting proposals must return the enclosed assurances and certifications duly signed by an authorized individual. Since these are material representations of fact upon which a favorable proposal may result in an award, the forms must be signed by an individual authorized to bind the organization to a contract. The required assurances and certifications can be found in Appendix. Proposals must state that the assurances and certification will be signed upon award.
- *Records, Reports, Administrative Requirements* – Training providers will submit attendance and progress reports as scheduled – including 1) attendance and progress reports, 2) invoices, and 3) close-out reports.
- *Tagline Requirements* – All recipients of WIOA Title I funds must ensure that all information disseminated to the public through pamphlets, booklets, manuals, posters, internet, etc. include a statement that the program is an: “Equal Opportunity Employer/Program” and “Auxiliary Aids and Services are available to individuals with disabilities” and “Funded in whole or in part by Federal Funds. Detailed information can be found at: <https://www.workforcesolutionspa.com/categories/resources/pages/stevens-amendment>
- Additionally, when publishing or broadcasting program information in the news media the above-mentioned Tagline must also be in place. Further the Tagline should be on agency letterhead, internal communication email, etc.
- *TDD / TTY Relay Number Requirements* – The recipient must also ensure their “TDD/TTY Relay Number” is included on materials routinely made available to the public through pamphlets, booklets, posters, internet, internal communications, news releases, etc.
- *WIOA Section 188 Disability Checklist and the Americans with Disabilities Act Checklist for Readily Achievable Barrier Removal* – 1) Recipients of WIOA Title I funds are required under applicable mandates to be EO/ADA Compliant. To ensure applicable compliance in this regard, the recipient is encouraged to utilize the above-mentioned checklists to self-evaluate their facilities, and 2) The recipient may obtain both “checklists” by contacting the Equal Opportunity Liaison at their local Pennsylvania CareerLink® facility or they may contact the Equal Opportunity Officer at the North Central Workforce Development Area/NC125, 425 Old Kersey Road, Kersey, PA 15846.

## **Additional Resources**

The following are provided as helpful supplementary information: (Attachments A and B)

- EARN Employment Advancement and Retention Network, Program Policy and Procedures Manual and attachments, Commonwealth of Pennsylvania, Department of Human Services, Office of Income Maintenance, Bureau of Employment Programs, Program Year 2022-2023
- SNAP EARN Supplemental Nutrition Assistance Program, Employment Advancement and Retention Network, Program Policy and Procedures Manual, Department of Human Services, Program Year 2023-2024

**Other Attachments** – as required or desired. Examples include:

- Organizational Chart
- Resumes, Job Descriptions, and/or Qualifications
- Letters of Support (no more than 5 letters will be accepted)
- Sample Plans
- Sample Forms
- Audit Report

## **4. How We Choose**

### **4.1 Minimum Qualifications**

These minimum standards must be met if the proposal is to be further evaluated:

- The proposal was submitted before the closing time and date.
- The proposing organization is not on a Federal or State Debarment List.
- The proposing organization is fiscally solvent.
- The person signing the proposal as the submitting officer has the authority to do so.
- The proposing organization agrees to meet all Federal, State, and local Equal Employment Office (EEO) and DHS program and fiscal compliance requirements.
- The proposal addresses all program requirements of EARN.

### **4.2 Evaluation Criteria**

All proposals received by the submission deadline will be reviewed by Workforce Solutions for completeness and compliance with this RFP. Proposals passing this initial review will be scored by qualified evaluators according to the criteria below, with attention to clarity, completeness and quality. High scoring proposals will clearly demonstrate an ability and likelihood to effectively perform the Statement of Work, deliver the proposed program, and meet the standards and intended outcomes of this RFP. Bidders may be requested to participate in presentations or discussions with proposal evaluators and other Workforce Solutions Staff, at the full discretion of Workforce Solutions. Workforce Solutions reserves the right to consider information gathered during presentations or discussions with bidders in its evaluation and selection process. Award recommendations of the evaluators will be presented to the North Central Workforce Development Board for final decision.

Scoring for the required sections of the proposal will be assigned as follows:

<b>Proposal Review Scoring Rubric</b>		
<b>Evaluation Criteria</b>	<b>Percentage of Total</b>	<b>What your proposal should address</b>
Proposal Summary Sheet		Required but not scored
Executive Summary	5%	<ul style="list-style-type: none"><li>• Qualifications and Alignment</li><li>• Philosophy and Approach</li><li>• Synopsis of the proposed program</li></ul>
Staffing	15%	<b>Staffing Plan</b> <ul style="list-style-type: none"><li>• Organizational Chart</li><li>• Substantive Positions</li><li>• Job Descriptions</li></ul>



		<ul style="list-style-type: none"> <li>• Location</li> <li>• Resume/Qualifications</li> </ul> Requirements <ul style="list-style-type: none"> <li>• Strategy to attract and retain staff</li> <li>• Ensure professionalism</li> <li>• Ensure training/prof. development</li> </ul> Communication Capacity Staff Ratio
Targets / Service Delivery	40%	Contacts, Enrollments, and Orientation Attendance and Participation Flow (entire process) <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Orientation</li> <li>• Skills training</li> <li>• Case Management Services</li> <li>• Incentives</li> </ul> Compliance with EARN Program Policy and Procedures Manual Familiarity with applicable welfare rules and process for applying them
Performance / Outcomes including past performance if a returning contractor	20%	<ul style="list-style-type: none"> <li>• EARN Performance Measures</li> <li>• Workforce Solutions Secondary Indicators of Performance</li> <li>• Internal performance monitoring and strategies or improving performance</li> </ul>
Partnerships/Collaboration	10%	<ul style="list-style-type: none"> <li>• Experience with partnerships</li> <li>• Experience with integrated service delivery models</li> <li>• Successes and Challenges</li> <li>• Plan for collaboration with the LMC and Workforce Solutions</li> </ul>
Cost / Budget	10%	<ul style="list-style-type: none"> <li>• Program costs are appropriate, allowable and reasonable</li> <li>• Leverages funds and /or expands existing successful programs</li> <li>• Accurate</li> <li>• Ability to compliant with GAAP and Office of Management and Budget (OMB) Uniform Guidance</li> <li>• Description of Financial Management System</li> <li>• Bonding</li> <li>• Record Retention</li> <li>• Cost Allocation Plan</li> <li>• Audit</li> <li>• Assurances and Certifications</li> <li>• DOL Financial Management Guide</li> </ul>

		<ul style="list-style-type: none"> <li>L&amp;I and WDB related policies</li> </ul>
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### 4.3 Selection Schedule

Selection Schedule (all dates are subject to change):

Selection Schedule	
Event	Date
RFP Issue Date	January 4, 2024
Bidder's Conference	<b>Revised: February 2, 2024</b> February 1, 2024
Deadline for Questions	February 7, 2024
Posting of Q&A	February 9, 2024
<b>Proposals Due</b>	<b>March 8, 2024</b>
Potential Bidder Presentation	TBD
Anticipated Award Date	TBD
Anticipated Contract Execution / Start Date	July 1, 2024

### 4.4 Questions

All questions or requests for additional information regarding this RFP must be made in writing to Donna Hottel, Strategic Planning and Project Manager, at [dhottel@ncwdb.org](mailto:dhottel@ncwdb.org) by February 7, 2024 at 3:00 PM. Emails must have the subject line "Questions, Workforce Solutions EARN proposal. Answers will be posted publicly at [www.workforcesolutionspa.com](http://www.workforcesolutionspa.com). Interested parties are encouraged to check the website frequently for updates. Workforce Solutions is not required to post answers to questions received after February 7, 2024 at 3:00 PM EST.

### 4.5 Bidders Conference

Workforce Solutions intends to conduct a bidder's conference on **February 2, 2024** at 9:00 AM EST via Zoom. The bidders conference will be a joint conference with the WIOA Youth, Adult, and Dislocated Worker and EARN RFPs. Workforce Solutions reserves the right to reschedule or cancel the bidder's conference and will post notice via the Workforce Solutions website if it chooses to do so. All interested parties are highly encouraged to attend the bidder's conference, which should be viewed as a vital opportunity to ask questions, understand proposal requirements, and obtain guidance on the scope and nature of the work required by this RFP.

The bidder's conference will be conducted virtually. Attendees must register no later than January 27, 2024 at 3:00 PM EST by emailing [dhottel@ncwdb.org](mailto:dhottel@ncwdb.org) and including the name of the organization and attendees planning to participate. Emails must have the subject line "Bidders Conference, **EARN proposal**". Workforce Solutions will reply to confirm attendance and send instructions regarding how to attend the event.

Questions may be asked during the bidder's conference, but complete answers may not be available until a question/answer document is released or updated following the conference. Interested parties

are to submit questions in advance of the bidder's conference, following the guidance provided in the *Questions* section above, no later than 3:00 PM EST on February 7, 2024.

## 4.6 Selection and Award Process

The selection and award process are designed to ensure fair, transparent, and competitive procurement, resulting in the selection of the most qualified vendor to meet the needs of the North Central Workforce Development Area.

### A. Round One: Responsiveness Review

- In the first round, Workforce Solutions will conduct a responsiveness review to determine the completeness of required documents.
- Proposals that do not meet the minimum qualifications or fail to provide all required documents may be disqualified.

### B. Round Two: Evaluation Committee Assessment

- In the second round, an evaluation committee of Workforce Solutions staff will review and score the written proposals based on the criteria outlined in the RFP.
- The evaluation committee will assess each proposal's demonstrated experience, qualifications, proposed service delivery approach, and cost-effectiveness.
- The top-scoring bidders will be invited to participate in a round three interview or demonstration.

### C. Round Three: Interviews, Presentations, or Demonstrations

- In the third round, shortlisted bidders may be required to participate in interviews, presentations, or demonstrations to further demonstrate their qualifications and proposed service delivery approach.
- The evaluation committee may also request site visits to gain additional insights into the bidder's operational capabilities and service quality.

### Award Decision

- Following the completion of all evaluation rounds, the evaluation committee will recommend the highest-scoring bidder for contract award.
- Workforce Solutions reserves the right to negotiate with the selected proposer to refine the scope of work, deliverables, and contract terms.
- The award decision will be based on the best overall value, considering qualifications, proposed service delivery approach, and cost-effectiveness.

### Availability of Funds

This RFP is being solicited based on anticipated funds. Any awards may be provided only upon the actual availability of Title I of WIOA Adult and Dislocated Worker Funds. Applications that may be approved are not guaranteed funding since the funding for programs is dependent upon Workforce Solutions receipt of funds under the Workforce Innovation and Opportunity Act (WIOA).

### Rejection of Proposals

Workforce Solutions reserves the right to reject any or all proposals, in whole or in part, received as a result of this request or to negotiate separately with competing bidders.

#### Incurring Costs

Workforce Solutions is not responsible for any costs incurred by bidders prior to the selection of service providers by Workforce Solutions. The cost to develop and submit a proposal in response to this RFP is not reimbursable.

#### Disclosure of Proposal Contents

Proposals will be held in confidence and, except for selected proposals, will not be revealed or discussed with competitors. All materials submitted with the Proposal and the Proposal itself, become the property of Workforce Solutions and will not be returned. Workforce Solutions reserves the right to use any or all ideas presented in any proposal. Selection or rejection of the proposal does not affect this right.

#### News Releases

All subcontractors must receive prior written approval from Workforce Solutions for the publication of any news releases.

#### Disclaimer

The submission of a proposal to Workforce Solutions does not assure or imply an award of a contract to the organization(s) submitting the proposal.

Workforce Solutions reserves the right to accept or reject any or all proposals, in whole or in part, to negotiate any offer made, and/or to cancel or amend any part of this application package for whatever reason.

In addition, based on current or proposed legislative activity, Workforce Solutions reserves the right to adjust any conflicting administrative and/or programmatic requirements that may occur prior to or after the contracting process.

#### Response on Action Taken Regarding Proposal

All proposals received will receive a response as to the action taken by Workforce Solutions. Bidders may request a briefing on the action taken on the proposal.

#### Contracting Dates

Workforce Solutions is soliciting proposals for the period, July 1, 2024 through June 30, 2025. Workforce Solutions may renew awarded agreements beyond June 30, 2024 for up to three additional contract periods. The additional contract periods are renewable at the discretion of Workforce Solutions based on performance of the successful bidder and funds available. Workforce Solutions reserves the option to modify contract on a year to year basis.

#### Selection of Service Providers

Priority for selection will be based on the effectiveness of the agency or organization to deliver comparable or related services based on demonstrated performance in terms of the likelihood of meeting performance goals, cost, quality of training, and characteristics of participants.

#### Non-Duplication of Facilities or Services

Programs represented may not duplicate facilities or services available in the area (with or without reimbursement) from Federal, State or local sources, unless it is demonstrated that alternative services or facilities would be more effective or more likely to achieve Workforce Solutions performance goals.

### Required Information:

Bidders must submit their proposal to this RFP which meets the minimum requirements of this RFP. All bidders are required to respond to this RFP exactly as outlined in order for the Workforce Solutions to evaluate all proposals on an equal and timely basis.

### Minimum Standards

These minimum standards must be met if the proposal is to be further evaluated:

- The proposal was submitted before the closing time and date.
- The proposing organization is not on a Federal or State Debarment List.
- The proposing organization is fiscally solvent.
- The proposing organization has additional funding sources and will not be dependent on WIOA funds alone for ongoing operations.
- The person signing the proposal as the submitting officer has the authority to do so.
- The proposing organization agrees to meet all Federal, State, and local Equal Employment Office (EEO) and WIOA program and fiscal compliance requirements.
- The proposal addresses all program requirements of WIOA.
- The successful applicant will identify new ways of rethinking the workforce system.

### **Protest and Appeals Process**

This Request for Proposal contains an allowance for disputes involving this procurement action. Appeal dispute sources may include, but are not limited to:

- Unfair competition in the decision-making process
- Illegal/improper act or violation of law

Written appeals must be made to Pam Streich, Executive Director, Workforce Solutions. All disputes will be reviewed by the Executive Director and WDB staff with a written response in twenty (20) days. If appealed, Workforce Solutions' decision is final.

## **5. Terms and Conditions**

This proposal package must be completed and submitted by the deadline in order to be considered. All proposals must be in full compliance with the format provided in this Request for Proposal (RFP) packet. Failure to abide by this policy will result in the rejection of your proposal.

The application resulting from these instructions does not commit Workforce Solutions to award any contract for services or supplies, nor to pay for any costs incurred in preparing this application. Workforce Solutions reserves the right to accept or reject any proposals, to negotiate with all applicants, and/or cancel any part of this application package. Workforce Solutions may request the applicant to participate in negotiations or to submit revisions to the proposal.

Application approval does not guarantee funding as funding for training is dependent upon receipt of funds under the Workforce Innovation and Opportunity Act and other funding sources.

### **Monitoring and Reporting**

The EARN provider must regularly track and monitor data related to EARN participation and outcomes,

using observations and evaluation to ensure continuous program improvement. Such efforts must be supported by strong internal systems and applications. The EARN provider is required to provide Workforce Solutions with timely reports and supporting documentation that clearly demonstrate program enrollment, participation, activity compliance, progress, outputs and outcomes. Workforce Solutions will work with the EARN provider to understand reporting requirements and program existing procedures and to determine the appropriate template for reporting outcomes and performance. Reporting frequency and content are subject to change at the discretion of Workforce Solutions. Possible areas of reporting include but are not limited to:

- Outreach activities
- Referrals and enrollments
- Activities and services customers are engaged in
- Participant and employer stories, including successes and major challenges
- Barriers to employment faced by customers
- Efforts to remediate barriers to employment, including related results
- Credentials attained, including credentialing program characteristics
- Job placements and retentions
- Client wages and benefits
- Incentives issued to clients
- Business engagement efforts
- Partner referrals
- Customer satisfaction rates
- Number and volume of employer engagement
- Remote Activities

The Executive Director of Workforce Solutions for North Central PA is responsible for reviewing all in-house and contractual operations. The primary purpose of monitoring is to evaluate program effectiveness, ensure compliance with mutually agreed goals, and to offer technical assistance and/or recommendations for corrective action to subgrantees as deemed necessary.

All proposal submitters funded will be monitored by Workforce Solutions' Monitor periodically. The visits may include the following areas: training, fiscal, participant files, administrative records, participants' terminations (plan vs. actual), follow-up, participant responses, monitor's observations, and problem areas. Reporting requirements to Workforce Solutions and DHS will be outlined in the subcontract upon award.

### **Commonwealth Workforce Development System (CWDS)**

The EARN provider will be required to utilize the Commonwealth Workforce Development System (CWDS) as the information system of record for all participant and employer communication, service provision and other program activity and must ensure that all data is entered accurately and in a timely manner, adhering to all applicable data rules, regulations, and entry time requirements. Staff must be fully competent in utilizing CWDS and providing basic guidance regarding CWDS to other service providers within the North Central Workforce Development Area, including querying and producing reports from CWDS regarding the EARN program. Workforce Solutions will use data from CWDS as well as data collected from other sources to determine program compliance and evaluate performance of the EARN provider.

The EARN provider will follow guidelines for proper use of CWDS provided by the Pennsylvania Department of Human Services (PADHS) and/or Workforce Solutions and maintain internal protocols for

uniformed and detailed case notes to ensure clear and consistent tracking and documentation of participant progress throughout the program. The EARN provider will participate in data quality, validation and compliance activities required by PADHS and/or Workforce Solutions, as well as regular meetings and review of performance reports, and other written reports when requested.

The EARN provider will identify staff members whose work requires access to CWDS and submit applications for CWDS access per local protocols, subject to approval by Workforce Solutions. Appropriate staff members who received CWDS access include case managers, employment specialists, job developers, and other staff members who have regular contact with participants or whose work requires monitoring and oversight of participant data maintained in CWDS. CWDS account credentials and login information may not be shared between staff members or other individuals. The EARN provider must submit notification if any staff member with CWDS access is terminated, voluntarily or involuntarily, within 24 hours of termination. Failure to do so may result in revocation of CWDS access for the EARN provider and contract termination.

The EARN provider must have the capacity to utilize additional information systems, as needed and according to the Uniform Guidance and related policies governing Personally Identifiable Information and technology. Examples include eCIS-PADHS' customer information system, and any complimentary case management platforms, recognizing CWDS as the System of Record for the EARN program.

Use of a private, secondary database must be approved by Workforce Solutions prior to use.

## **Records and Documentation**

The EARN provider must retain, secure, and ensure the accuracy of all program files and records, whether related to clients, employers, or general operations, in compliance with related federal and state regulations, and Workforce Solutions record retention requirements. The EARN provider must allow Workforce Solutions and representatives of other regulatory authority access to all records, program materials, staff and participants related to this proposal, if awarded.

The EARN provider is responsible for maintaining and securing participant case files at all times, as well as ensuring privacy and protection of all personal information collected from participants per the EARN manual and applicable laws, regulations and Workforce Solutions' policies. Accurate documentation showing evidence of time spent in activities and work are critical to meeting performance. Case files are the property of Workforce Solutions and must contain a variety of documentation including but not limited to:

- Identification and contact information
- Release of information
- Assessment information and service plans
- Attendance forms, time sheets and excused absences
- Customer contacts and updates
- Job search logs, time and attendance sheets
- Employment Verification Forms (EVF) and paystubs
- Verification of retention
- Other relevant forms and information as applicable

The EARN provider is also responsible for maintaining clear and detailed narratives for each customer in their case file. Case narratives must include but are not limited to:

- Date, time and location of all EARN-related contacts
- Purpose and outcome of all EARN-related contacts
- Any changes in the customer's conditions or circumstances
- Solutions offered and related customer responses
- Services and supports needed, requested or provided
- Pertinent information received from the CAO
- Other relevant information as applicable

The EARN provider will participate in regular data and documentation validation requests initiated by Workforce Solutions and PADHS, responding to such requests in a timely manner, according to the deadlines defined by Workforce Solutions. To effectively respond to data and document validation requests, the EARN provider must have ready access to customer data and documentation and the capacity to send customer data and documentation to Workforce Solutions electronically. When transmitting customer data and documentation the EARN provider will utilize a secure online application as determined by Workforce Solutions and follow all related privacy rules and regulations.

## **Confidentiality**

Confidentiality of customer information must be maintained to meet the requirements of the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and any other confidentiality requirements applicable to the services delivered through an award. HIPAA requires that organizations protect individual identifiable individual health care information. The ERN provider must provide each staff member who has contact with participants and/or participant information with HIPAA training at least once yearly. The EARN provider is required to provide proof or documentation of such training and include the staff names of those attending.

## **Financial Records, Personnel and Close-Out Procedures**

All proposing organizations shall be responsible for keeping their own financial records. Included are regular maintenance of timesheets, individual payroll records, payroll journals, quarterly and yearly tax returns, and general ledger records. Timely tax deposits should be made with Federal, State, and local governments. Any technical assistance required will be given by Workforce Solutions provided there is a mutually agreed need for such assistance.

## **6. Appendix**

The Appendix section of this RFP provides essential forms and documents that proposers must review, complete, and submit as part of their proposal package. These forms and documents ensure compliance with various regulations, policies, and requirements associated with the provision of services. By completing and submitting these forms, proposers demonstrate their commitment to adhering to all necessary legal and ethical standards throughout the contract period.

A. Assurances and Certifications: This form requires proposers to review and acknowledge their understanding of, and agreement to, various assurances and certifications related to the delivery of One-Stop Operator services. These assurances and certifications include compliance with all applicable federal, state, and local laws, regulations, and policies.

B. Concurrence of the Collective Bargaining Agent: If applicable, proposers must obtain and submit a statement of concurrence from the relevant collective bargaining agent(s), indicating their agreement



with the proposer's plans and approach to providing One-Stop Operator services.

C. Certification Regarding Drug-Free Workplace Requirements: Proposers must certify their commitment to maintaining a drug-free workplace in compliance with the Drug-Free Workplace Act of 1988. This certification ensures that the proposer's organization has implemented a policy to prevent the unlawful manufacture, distribution, dispensation, possession, or use of controlled substances in the workplace.

D. Lobbying Certification Form: This form requires proposers to certify that no federal funds have been used for lobbying activities related to the One-Stop Operator RFP. Proposers must disclose any lobbying activities and associated expenditures in accordance with federal requirements.

E. Certification Regarding Debarment, Suspension, and Ineligibility: Proposers must certify that their organization and its principals are not debarred, suspended, or otherwise ineligible to participate in federally funded contracts or programs. This certification ensures that the proposer is in good standing and capable of delivering One-Stop Operator services without risk to the NCWDB or the community it serves.

By reviewing, completing, and submitting the required forms and documents, proposers demonstrate their commitment to compliance and ethical standards in the delivery of One-Stop Operator services. Failure to submit these forms may result in the disqualification of a proposal from the evaluation process. Proposers are encouraged to carefully review and complete all forms in the Appendix to ensure a complete and compliant proposal package.

#### **ASSURANCES AND CERTIFICATIONS**

1. The Subcontractor certifies that no Federal appropriated funds awarded under this agreement will be used for lobbying activities, and that any funds other than Federal appropriated funds that have been or will be used for lobbying activities have been properly disclosed.
2. The Subcontractor agrees to provide a drug-free workplace in accordance with the requirements of the Drug-Free Workplace Act.
3. The Subcontractor certifies that neither it, nor its principles are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency. The Subcontractor certifies that it shall provide immediate written notice to the Contractor if at any time the Subcontractor learns that its certification was erroneous when submitted or has become erroneous because of changed circumstances.
4. The Subcontractor assures us that it has adequate administrative and accounting controls, adequate supervisory and training capacity, and sufficient materials and supplies to fulfill its obligations under the terms of this agreement.

5. Both the Contractor and Subcontractor agree to prohibit their employees from using their positions for a purpose that is, or give the appearance of, being motivated by a desire for private gain for themselves, particularly those with whom they have family, business, or other ties.
6. The Subcontractor cannot subcontract any aspect of this agreement without the written approval of the Contractor.
7. The Subcontractor assures that it will comply fully with the Nondiscrimination and Equal Opportunity provisions of the Workforce Innovation and Opportunity Act, including the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1974, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including, but not limited to 29 CFR part 34, Copeland Anti-Kickback Act; Davis Bacon Act; Compliance with all applicable standards, orders, or requirements issued under the Clean Air Act, Clean Water Act, Environmental Protection Agency regulations for contracts/grants exceeding \$100,000; Mandatory standards and policies relating to energy efficiency that are contained in the state energy conservation plan issued in compliance with Energy Policy and Conservation Act; Patent rights; and Copyrights and rights to data.
8. The Subcontractor assures us it complies with their respective State's Unemployment Compensation and Workers Compensation Laws.
9. The Subcontractor assures that it will comply with Section I-111 of the Pennsylvania School Code (24 P.S. ' 1-111) and its regulations at 22 PA Code § 8.1 - 8.4.
10. The Subcontractor assures us it will fully comply with the requirements of the Workforce Innovation and Opportunity Act and all Federal and State Regulations.
11. The Subcontractor assures us that it will abide by the Workforce Solutions' property purchase procedures when purchasing any non-expendable property. This applies to any non-expendable property purchased using funds from this agreement. Written approval for the purchase of non-expendable property must be received from Workforce Solutions prior to its acquisition. Please contact Workforce Solutions regarding these procedures.
12. The Subcontractor will comply with the Pennsylvania Right-To-Know Law, 65 P.S. §§ 67.101-3104 ("RTKL").

13. The Subcontractor will comply with the Federal, State, and Local Child Labor Laws; the WIOA program regulations published in the Federal Register; the Title I Youth Policies and Procedures published by the Bureau of Workforce Development Partnership.
14. The Subcontractor assures it will comply with the Contract Work Hours and Safety Standards Act. (40 U.S.C. §§ 327-333).
15. The subcontractor assures that they will comply with the Confidentiality Policy of the North Central Workforce Investment Area. (A primary obligation of all Workforce Innovation and Opportunity Act personnel, contractors and sub-contractors are to safeguard all information, either written or spoken, regarding any client. Agency personnel are defined as anyone who functions in any service and/or administrative capacity. These individuals are bound by WIOA policy not to reveal the identity circumstances of any past or current clients, except to authorized school or agency personnel working with our clients or by consent of the client.
16. The Subcontractor will assure that no funds under WIOA shall be used to assist, promote, or deter Union organization.
17. The Subcontractor assures it will comply with Minimum Wage Requirements.

## CONCURRENCE OF THE COLLECTIVE BARGAINING AGENT

To ensure the most effective development of employment and training opportunities, the Subcontractor must obtain written concurrence from the appropriate bargaining agent where a collective bargaining agreement exists with the participating employer covering occupations in which training or subsidized employment is proposed. Such concurrence shall apply to the elements of the proposed activity which affect the bargaining agreement, such as occupation, wages, and benefits.

Is the occupation(s) in which employment and training is to be offered subject to a collective bargaining agreement?

YES \_\_\_\_\_ NO \_\_\_\_\_

If yes, has the appropriate bargaining representatives agreed on the employment and training activities associated with it?

YES \_\_\_\_\_ NO \_\_\_\_\_

If no, please comment \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please indicate the name, title and union affiliation of the appropriate bargaining representative.

\_\_\_\_\_

(Signature)

(Title)

(Date)

\_\_\_\_\_

(Union Affiliation)

\_\_\_\_\_

(Signature of Chief Administrator)

**CERTIFICATION REGARDING DRUG-FREE  
WORKPLACE REQUIREMENTS**

- A. The Subcontractor certifies that it will or will continue to provide a drug-free workplace by:
- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Subcontractor's workplace and specifying the actions that will be taken against employees for violation of such prohibition:
  - (b) Establishing an ongoing drug-free awareness program to inform employees about--
    - (1) The dangers of drug abuse in the workplace;
    - (2) The grantee's policy of maintaining a drug-free workplace;
    - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
    - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will—
    - (1) Abide by the terms of the statement; and
    - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - (e) Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position, title, to every grant officer or other designee on whose contract activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
  - (f) Taking one of the following actions within 30 calendar days of receiving notice under subparagraph (d)(2) with respect to any employee who is so convicted—

(1) Taking appropriate personnel action against such an employee, up to and including termination. Consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

(2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

(g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

B. The Subcontractor may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

C. Place of Performance (Street Address, City, County, State, Zip Code)

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Check ( ) if there are workplaces that are not identified here.

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Name of Organization

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Name and Title of Authorized Signatory

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## LOBBYING CERTIFICATION FORM

### Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed under Section 1352, Title 31, U. S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for such failure.

SIGNATURE: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

## **CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND INELIGIBILITY**

Subcontractor's Name \_\_\_\_\_

Employer ID Number \_\_\_\_\_

The contract you are entering into involves the payment of State and or Federal Funds. Please complete and sign this Contract Certification.

### **STATE FUNDED CONTRACT CERTIFICATION**

This certification is required by Management Directive 215.9 which implements Executive Order 1990-3.

The prospective recipient of State funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, or declared ineligible, from participation in this transaction by any State or Federal Department or agency.

### **FEDERALLY FUNDED CONTRACT CERTIFICATION**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension. 29 CFR Part 98. Section 98.510, Participants responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

1. The prospective recipient of Federal Assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

**Before completing this certification, read the instructions for certification on the reverse of this form.**

\_\_\_\_\_  
Name and Title of Authorized Representative

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



### Instructions for Certification

1. By signing this certification and submitting it with this proposal, the prospective recipient of State and/or Federal assistance funds is providing certification as set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of State and/or Federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the State and/or Federal Government may pursue available remedies, including suspension and/or debarment.
3. The prospective recipient of State and/or Federal assistance funds shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective recipient of State and/or Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded" as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to whom this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective recipient of State and/or Federal assistance funds further agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transactions with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the Department.
6. The prospective recipient of State and/or Federal assistance funds further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant covered transaction may rely upon certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. For contracts involving Federal funds, each participant may, but is not required, to check the List of Parties Excluded from Procurement or Non-procurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishment of a system or records to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is

suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the State and/or Federal Government, the Department may pursue available remedies, including suspension and/or debarment.

**Attachment A – EARN Program Policy and Procedures Manual**  
**Attachment B – SNAP EARN Program Policy and Procedures Manual**  
**Attachment C – Summary Form**  
**Attachment D – Line Item Budget (EARN and SNAP)**

# **EARN**

**EMPLOYMENT ADVANCEMENT AND RETENTION NETWORK**



**PROGRAM POLICY AND PROCEDURES MANUAL**

**COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF HUMAN SERVICES  
Office of Income Maintenance  
Bureau of Employment Programs**

**PROGRAM YEAR 2023-2024**

## Table of Contents

<b>SECTION 1 – INTRODUCTION .....</b>	<b>5</b>
<b>Program Overview.....</b>	<b>5</b>
<b>Eligibility Criteria .....</b>	<b>5</b>
<b>SECTION 2 – REFERRALS .....</b>	<b>6</b>
<b>CAO Referrals .....</b>	<b>6</b>
<b>Reverse Referrals .....</b>	<b>6</b>
<b>Project Referral Rejection Codes .....</b>	<b>8</b>
<b>SECTION 3 - ENROLLMENTS .....</b>	<b>9</b>
<b>Initial Program Enrollment.....</b>	<b>9</b>
<b>Individualized Employment Plan (IEP) /Service Plans .....</b>	<b>11</b>
<b>Extended Temporary Assistance for Needy Families (ETANF) Participants .....</b>	<b>17</b>
<b>Refugee Participants.....</b>	<b>21</b>
<b>Determining Hours of Participation.....</b>	<b>Error! Bookmark not defined.</b>
<b>Participation Hours.....</b>	<b>21</b>
<b>Note: Lunchbreaks do not count towards participation but should be offered following the same break schedule offered to provider employees. ....</b>	
	<b>22</b>
<b>SECTION 4 – Employment and Training (E&amp;T) ACTIVITIES.....</b>	<b>23</b>
<b>E&amp;T Activity Codes and Descriptions .....</b>	<b>23</b>
<b>Remote Activities and Service Provision .....</b>	<b>36</b>
<b>Ongoing Social Service and/or Licensed Counseling Services .....</b>	<b>36</b>
<b>Vocational Education .....</b>	<b>37</b>
<b>Self-Initiated Students .....</b>	<b>37</b>
<b>Credentialing and Training Services.....</b>	<b>37</b>
<b>Credentialing Programs .....</b>	<b>38</b>
<b>Other Vocational Education Activities (not credentialed) .....</b>	<b>40</b>
<b>Activity Closing Codes.....</b>	<b>41</b>
<b>SECTION 5 – TRACKING PROGRAM PARTICIPATION &amp; RECORD KEEPING Tracking Participation .....</b>	<b>42</b>
<b>Absences.....</b>	<b>42</b>
<b>Employment Documentation .....</b>	<b>44</b>
<b>Retention .....</b>	<b>44</b>
<b>Data Entry .....</b>	<b>46</b>
<b>Internal Data Reconciliation.....</b>	<b>49</b>
<b>SECTION 6 – TERMINATIONS.....</b>	<b>50</b>
<b>Project Termination.....</b>	<b>50</b>

<b>Project Termination Codes</b> .....	<b>51</b>
<b>SECTION 7 – PERFORMANCE REQUIREMENTS &amp; STANDARDS</b> .....	<b>52</b>
<b>Performance Outcomes</b> .....	<b>52</b>
<b>Monitoring</b> .....	<b>58</b>
<b>Technical Assistance</b> .....	<b>58</b>
<b>Monthly TANF Sample</b> .....	<b>59</b>
<b>Program Implementation Plan</b> .....	<b>59</b>
<b>SECTION 8 – PROGRAM OVERSIGHT</b> .....	<b>61</b>
<b>Americans with Disabilities Act of 1990 (ADA)</b> .....	<b>61</b>
<b>Limited English Proficiency (LEP)</b> .....	<b>61</b>
<b>Confidentiality</b> .....	<b>61</b>
<b>Disposition of Equipment</b> .....	<b>62</b>
<b>Client Incentives</b> .....	<b>62</b>
<b>Supportive Services</b> .....	<b>63</b>
<b>Direct Service Team (DST) Meetings</b> .....	<b>63</b>
<b>Local Management Committee (LMC) Meetings</b> .....	<b>64</b>
<b>Maximizing Participation Project (MPP) and Multidisciplinary Team Meetings (MDT)</b> .....	<b>64</b>
<b>Contacts</b> .....	<b>66</b>
<b>ATTACHMENTS</b> .....	<b>67</b>
<b>ATTACHMENT A: PA 1951</b> .....	<b>67</b>
<b>ATTACHMENT B: Reverse Referral Tracking Report</b> .....	<b>67</b>
<b>ATTACHMENT C: Contractor Letter #2021-05-25 Reverse Referrals</b> .....	<b>67</b>
<b>ATTACHMENT D: Contractor Letter #2021-05-06 ETANF Participants</b> .....	<b>67</b>
<b>ATTACHMENT E: Operations Memorandum #20-08-01 Changes to Education Policy</b> .....	<b>67</b>
<b>ATTACHMENT F: WR Attendance Sheet</b> .....	<b>67</b>
<b>ATTACHMENT G: PA 590</b> .....	<b>67</b>
<b>ATTACHMENT H: PA Community Service Desk Guide</b> .....	<b>67</b>
<b>ATTACHMENT I: PA 1694</b> .....	<b>68</b>
<b>ATTACHMENT J: EVF</b> .....	<b>68</b>
<b>ATTACHMENT L: Confidential Release of Information</b> .....	<b>68</b>
<b>ATTACHMENT M: Validation</b> .....	<b>68</b>
<b>ATTACHMENT N: PIP</b> .....	<b>68</b>
<b>ATTACHMENT O: PA 1883</b> .....	<b>68</b>
<b>ATTACHMENT P: SPAL Desk Guide</b> .....	<b>68</b>

ATTACHMENT Q: LMC .....	68
ATTACHMENT R: Cash Closing Widget.....	69
ATTACHMENT S: MDT.....	69

## SECTION 1 – INTRODUCTION

### Program Overview

Employment Advancement and Retention Network (EARN) is designed to provide a range of services to meet individuals' needs, including access to education and training opportunities to move clients toward family economic stability. The program is based on human-centered design and includes a combination of case management, coaching, licensed counseling, and peer--to--peer experiences to develop a career pathway through job placement and job retention goals for the participants referred from the County Assistance Office (CAO).

Human-Centered Design is a framework for systems and services that places the needs and problems of those accessing the systems or services at the forefront. It allows for individuals or teams who design the systems and services to use empathy and creativity to understand the individual, their needs, and problems from their perspective to create plans for solutions to meet their goals.

### Eligibility Criteria

CAO staff will determine eligibility for the EARN program and refer clients to EARN based on CAO policy and procedures. CAO staff will complete the Agreement of Mutual Responsibility (AMR) with hourly requirement based on household composition.

Individuals eligible for Temporary Assistance for Needy Families (TANF), Extended Temporary Assistance for Needy Families (ETANF) in areas where there is no Work Ready provider, and ineligible for or declining Diversion, may be referred to the EARN contractor. Individuals who are ineligible for or decline diversion may be referred to EARN as a SNAP E&T participant if they are receiving SNAP benefits.



## SECTION 2 – REFERRALS

### CAO Referrals

Outreach efforts to increase program enrollment rates and continued participation are expected to begin when a program receives a referral in the Commonwealth Workforce Development System (CWDS). Outreach efforts are to include contacting program participants prior to their enrollment date to introduce yourselves and your program, confirming the participant's attendance, and answering any additional questions that the participant may have. Programs must make a minimum of three contact attempts should the initial attempt be unsuccessful. Documentation of contact attempts is required and are to be entered on the participant's CIS Referral Details screen. Programs are required to develop a plan for referral outreach available to the Bureau of Employment Programs (BEP) via the Program Implementation Plan (PIP).

The provider will make every reasonable accommodation to accept referrals every day of the business week.

EARN programs may set their orientation times and dates; however, a client must be given an opportunity to report to the program and should not have their referral rejected if they are late for the program's orientation or scheduled appointment date. Initial meetings with the client may be done via phone or other electronic means. The client does not need to physically report to the EARN center to be enrolled in programming.

In the case of an employed individual being referred to EARN for additional participation hours, case managers should meet with the client at a time and location that does not interfere with the client's scheduled work hours.

It is expected that the program will continue to communicate with the CAO before referral rejecting a client. Local procedures should be established and followed to ensure the best interests of the participants are considered and addressed. The outreach plan, submitted via the PIP, should align with local procedure.

The EARN provider must act on the CAO referral within 14 calendar days of the referral date.

**NOTE:** The referral date is not included in this count. It is day zero.

### Reverse Referrals

Reverse Referrals are program referrals that are initiated by the EARN service provider instead of the CAO. The provider must use the Reverse Referral Form (PA 1951) ([Attachment A](#)) to give the local CAO the information necessary to determine if the referral for a specific program or service is appropriate and allowable. The referral determination can then be shared with the individual and provider. The submission of a PA 1951 does not change the policy or process for

determining appropriate referrals or completing the AMR and submitting a system referral if the referral is approved. The form offers individuals an additional way to request consideration for programs and services in which they are interested.

The CAO has 15 calendar days to:

- determine eligibility for a contracted program referral;
- complete/update the Agreement of Mutual Responsibility (AMR) or Employment Development Plan (EDP) and obtain recipient's signature;
- discuss and issue special allowances as needed for participation;
- return a completed copy of the PA 1951 to the recipient and contracted program with the eligibility determination; and
- submit an electronic referral via eCIS

**NOTE:** The contracted program may assist the CAO in obtaining the recipient's signature on required documents to complete the referral.

A recipient does not need to provide a PA 1951 to be referred to an E&T program by the CAO. The recipient may contact the CAO directly, in-person or by telephone, to request to participate in cash or SNAP E&T, complete or update an AMR or EDP, and receive an electronic referral to an E&T program.

The use of the PA 1951 does not change the policy or process for completing the AMR or EDP and submitting an electronic referral via eCIS if the activity is approved. A face-to-face appointment is not required. The AMR or EDP may be updated by telephone, and/or with the assistance of a contracted provider. A copy, signed and initialed by the recipient, must be returned to the CAO by either the recipient or contractor. If a signed copy is not received by the CAO within 10 calendar days of the date the EDP or AMR was sent to the recipient for signature, the CAO will reject the reverse referral.

The electronic referral to a contracted program and SPALs to support the activity may not be processed until the signed and completed AMR or EDP is returned to the CAO.

If the CAO determines the E&T referral is not appropriate, or if the individual and/or contractor does not return a completed AMR/EDP, the CAO must notify the recipient and the contracted program by returning a completed PA 1951 indicating that the reverse referral was rejected

Providers must report reverse referrals to DHS using the Reverse Referral Tracking Report ([Attachment B](#)). DHS is monitoring how many reverse referrals are rejected or accepted by the CAO. Only the reverse referrals that have received a response by the CAO should be on the list. Programs should inform BEP if pending reverse referrals are taking longer than 15 calendar days to be reviewed by the CAO. BEP can assist the programs in resolving the issue. The Reverse Referral Report is due by the close of business the first week of the month following the reporting month. Please refer to Contractor Letter #2021-05-25 Reverse Referrals ([Attachment C](#)) for more background and guidance regarding the Reverse Referral process.

## **Project Referral Rejection Codes**

If the client does not report for orientation the EARN service provider will conduct outreach to the client to enroll and engage the client. If the client refuses to cooperate at the orientation, the provider should speak with the client one-on-one to share the benefits of EARN programming, success stories/testimonials, and other materials as well as determine how they can work with the client to engage in and successfully complete the program.

Referral rejection codes will be used to track the reason a client's referral to EARN is rejected prior to enrollment. The EARN service provider must data enter these codes in CWDS.

The following project referral rejection codes may be used with EARN:

- Code 1 – Failed to report (after documented repeated attempts at outreach)
- Code 2 – Refused to cooperate (after documented repeated attempts at outreach)
- Code 4 – No Action Taken (System Generated)
- Code 5 – Other
- Code T – Referred in error

## SECTION 3 - ENROLLMENTS

### Initial Program Enrollment

The EARN service provider must enroll the client in the program on the date they report to or agree to participate via phone or other electronic means. Data entry of the client's enrollment in CWDS must be completed within three business days of the date of enrollment.

**NOTE:** The client's reporting date is not included in this 3 business-day count.

To enroll a client (Project Code D—or NC for Philadelphia), the EARN service provider will enter an enrollment date in CWDS. After enrolling the client in the program, the EARN service provider must open at least one activity code to track participation. Under **NO** circumstance is a client to have an open project without an open activity code.

Once notified that the participant is to be enrolled, the EARN service provider will conduct a case review to become familiar with the client's background and situation to determine what additional assistance the participant will need to achieve family economic security. The EARN service provider will review the information below:

- Family and social history
- Medical information including physician, clinic, and hospital records
- Work history
- Information regarding services the participant is receiving from other agencies or providers
- Case narratives
- Job readiness assessment
- Agreement of Mutual Responsibility (AMR), (for ETANF participants this includes eligibility track number and the reason for eligibility)
- Information regarding the participant's current and past participation in Employment and Training (E&T) programs
- Draft Maximizing Participation Project (MPP) Service Plan (for MPP participants only)
- Educational activities and outcome of those experiences
- Need for technology to support remote participation
- Any other pertinent information

Each participant shall have an in-person or remote orientation, either individually or in a group, to the EARN Program within five business days of the participant's referral. During participant orientation the EARN service provider must review the EARN policies and participant requirements with the participant, including:

- The goals and purpose of the program
- The overall approach to reaching these goals including participation in a joint planning process to identify needs and appropriate activities
- Attendance requirements to include hourly requirements, holidays, excused and unexcused absence policy
- Participant and EARN rights and responsibilities
- Explanation of how participant progress is tracked and measured
- Information on the grievance procedure
- Confidentiality agreement
- Authorization for release of participant information
- Program requirements (lunch, breaks, behavior, dress code, reporting changes, income, submission of paystubs to the EARN and the CAO)

For TANF participants, the EARN service provider and its team shall conduct an in-person or remote comprehensive household assessment that identifies participant strengths and barriers to employment and family economic security. The assessment shall be completed within 14 business days after the enrollment date. As part of the assessment, the participant's social indicators of health (SIOH) shall be identified and reviewed with the participant to the extent that the participant is willing and able to share. The assessment should be conducted in a private setting to the extent possible whenever it is conducted in person. The SIOH include, but are not limited to:

- Interests and goals
- Household composition
- Current employment and financial status
- Education
- Language and literacy (including English proficiency)
- Housing
- Food security and nutritional education
- Clothing
- Transportation
- General and mental health
- Drug and alcohol dependency
- Criminal History
- Criminal background inquiry and checks
- Domestic violence (If Domestic Violence is indicated, providers must ensure that any additional conversation is done in a private and safe space)
- Pregnancy

- Childcare and parenting
- Support network
- Work experience
- Work Capacity Assessment if required for ETANF participants

The appropriate activity for the assessment period will be AC 8 - Assessment. Based on the results of the assessment and initial social service professional appointment, the EARN program will determine the next appropriate activity and develop the Individualized Employment Plan (IEP).

Providers are expected to share any completed assessments with the receiving provider whenever a participant transitions to another E&T provider in the network.

**The assessment must be completed within 14 business days following the enrollment. To capture the performance standard correctly, the provider is expected to open AC 08, complete the assessment and close AC 08 within 14 business days following the participant enrollment.**

### Individualized Employment Plan (IEP) /Service Plans

The EARN service provider will use the comprehensive household assessment to coordinate with the participant to create and execute a service plan called an Individual Employment Plan (IEP) in CWDS. The IEP will be a living document that follows the participant throughout their enrollment. In coordination with the participant, the EARN service provider shall develop and use the IEP as the comprehensive plan to:

- Describe goals, objectives, interests, and planned services of the participant, as determined from the assessment
- Promote strategies to be instituted to address the participant's barriers and achieve goals to gain and maintain family economic security such as:
  - Treatments (including substance use disorder treatment, mental health treatment, and other rehabilitative treatments)
  - Interventions (including crisis mitigation and barrier remediation)
  - Education
  - Training and credentialing
  - Work experience (such as pre-apprenticeship or other unpaid work experience)
  - Community service opportunities
  - Job readiness and skills (such as soft skills and employment tools, basic life skills, barrier remediation, career exploration, assessments, and aptitude testing)
- Measure goals, including specific outcomes, to be achieved to demonstrate stabilization of the participant's barriers and needs, the time frame(s) for achieving them, the resources available and to be used to realize the outcomes, and the desires and motivation of the participant that may have an impact on their success
- If required, work with a multidisciplinary group consisting of a CAO worker or an agent authorized by the Department and professionals from various disciplines, which may

include physicians, psychologists and vocational or behavioral rehabilitation specialists to develop a service plan that meets the needs of the participant

To remain enrolled in EARN, the client must agree to the terms of the IEP and sign and date the document at the time of completion, as well as at the time of any updates.

If a participant already has an existing IEP in CWDS, the provider is expected to review the IEP and make any necessary updates to the goals, barriers, or objectives upon enrollment.

**NOTE:** The EARN service provider is to create the IEP in CWDS 2.0 using the Add Plan feature.

**NOTE:** Inability or refusal to make progress with the IEP should be documented in the case notes and discussed at the local DST meeting.

As part of the ongoing services to the participant, the EARN service provider will:

1. **Maintain on-going contact with the participant.** Ongoing contact is defined as monthly contact that can be done via face-to-face meetings, telephony, or electronic means. The EARN service provider shall use one or more of the following methods and/or other appropriate methods deemed helpful in engaging and supporting the participant in working through the IEP:
  - Intensive case management
  - Coaching
  - Peer-to-peer experiences
2. **Identify and refer the participant and/or their family to the appropriate local community resource(s) to achieve goals** identified in the IEP, such as:
  - Shelter
  - Education
    - Adult Basic Education
    - English as a Second Language
    - Post-secondary institutions
    - Keystone Education Yields Success (KEYS) providers
    - Education Leading to Employment and Career Training (ELECT)
    - WIOA Title I Individual Training Accounts
    - Registered Pre-Apprenticeships
  - Legal Assistance
    - Legal services
    - Criminal background inquiries and checks

- Criminal record expungement
    - Pennsylvania Legal Aid Network
  - Life skills, including:
    - Financial literacy
    - Parenting
    - Nutrition
    - Other appropriate information
  - Another Employment & Training Provider
    - EARN program in another area
    - Work Ready
    - KEYS
    - ELECT
    - SNAP 50/50
    - SNAP EARN
3. **Advocate for the participant and their family when connecting to local community resources by providing participants with:**
- Maintain active connection and point of contact for all community partners in CWDS
  - Assistance with application and scheduling, warm handoffs are encouraged to connect participants with services
  - Ongoing case management and services while participant engages with the community resource
  - Referrals should be driven by the outcome of the assessment with all identified needs supported through a referral to community partners
  - Referrals should also be made anytime a need is identified throughout the enrollment period
4. **Employ or have access to, at least one qualified Social Service Professional (SSP) to provide an outlet to discuss topics such as mental, social, physical, emotional, and behavioral health aspects of the participant's life.** The work performed by the SSP should be separated from the scope of work being performed by other staff. Social Service Professionals may consist of licensed professional counselors, social workers, therapists, allied health professionals or a combination of these professionals. The EARN service provider will submit to BEP, the qualifications of said professional for review.
- Social Service Professionals must be available in sufficient numbers so that each participant can be offered the opportunity to have an introductory 1-on-1 meeting with said professional within 28 business days of their program enrollment.
  - During this introductory meeting the Social Service Professional will be required to explain their offered services, review participant assessments, offer services or resources to address identified barriers, and act as a social service coordinator



between the grantee, participant, and outside resources. The Social Service Professional will then coordinate and refer the client to any appropriate ongoing services; if the SSP will be the ongoing service provider, the SSP may enroll the client as well. Licensed professionals must be made available on site at least one day per month, based on participant need. 1-on-1 meeting days comply with this requirement.

- If the social service professional is not a licensed social worker or counselor, they may only act as a referral source and must refer the participant to professionals specially trained to provide such services. This includes but not limited to domestic violence or physical and mental health related issues.
- Social Service professionals must be made available to participants upon request. The licensed professional, or their organization, must respond to participant requests for services within 24 hours. At a minimum the response must include documented outreach to schedule an appointment.
- The EARN service provider should develop a crisis response plan to include professional having flexible hours of contact, including but not limited to weekends and after “traditional” work hours. The EARN service provider shall continue to provide participants with access to these services as often as needed through the end of the 12-month retention period.

**All referrals to the social service professional are to be recorded in CWDS using the service authorization. The provider is to create a service category and select Scheduled Appointments and record the appointment date and outcome of the meeting.**

**Outcomes of the meeting should be recorded using Meeting Complete or Refused to Cooperate.**

**NOTE: If the social service professional does not have access to CWDS, the data entry can be completed by provider designated staff.**

5. **Provide activities and programs that lead to acquiring job-related and job readiness skills** in addition to education and employment activities. Job-related and job readiness skills may include but are not limited to:

- Time management
- Analytical thinking
- Executive function and decision making
- Verbal and written communications
- Leadership
- Professional behaviors and attire
- Career exploration
- Aptitude testing

- Interpersonal communication
- Collaboration
- Problem solving
- Financial literacy
- Digital literacy
- Resume writing
- Interview techniques
- Education on regional High Priority Occupations and local job market: [High Priority Occupations; County Profiles \(pa.gov\)](#)

**6. Provide or refer participants to formal credentialing programs or trainings, which may include:**

- Industry skill certifications to achieve and demonstrate skills necessary for specific occupations
- Upgrades of an individual's job-related skills including instructional certificate programs that are awarded based upon completion or accumulated credits
- Associate degree programs including those that result in an Associate of Arts, Associate of Science, or an Associate of Applied Science degree
- Baccalaureate degree programs including those that result in a Bachelor of Arts, Bachelor of Science, or a Bachelor of Applied Science degree
- Organized educational programs that are directly related to the preparation of individuals for employment in current or emerging occupations requiring training other than a degree
- High School Equivalency, GED, Adult Basic Education, and English as a Second Language programs as stand-alone activities or as part of a career pathway in which these classes are integrated within, being taken concurrently with, or for a limited-duration prerequisite to post-secondary education or training as part of a career pathway program

**7. Facilitate the transfer of participants to other DHS employment and training programs, when appropriate and approved by both the CAO and the receiving program. Program transfer options include, but are not limited to:**

- Keystone Education Yields Success (KEYS) is a collaborative program between the Pennsylvania Department of Human Services (DHS) and Pennsylvania Community Colleges. The program includes an appropriate combination of case management, coaching, and peer-to-peer experiences to develop a career pathway through upskilling, certificate, and/or associate degree program completion. The EARN service provider shall transfer to the KEYS program those participants who have enrolled or are interested in enrolling at a Pennsylvania community college to pursue an education activity that leads to receipt of a diploma, certificate, license, or industry recognized credential. The EARN service provider shall coordinate

educational activities at community colleges with the KEYS program and shall terminate the EARN participants who meet all requirements for KEYS and desire to participate in KEYS. The EARN service provider shall facilitate the referral and transfer to KEYS. The EARN service provider may not terminate EARN participants who have expressed interest in community college but have not yet enrolled. The EARN service provider shall coordinate with the KEYS Program Coordinator when participants express a desire to enter community college. If such participants subsequently enroll in a community college, the EARN service provider shall terminate the EARN participant who meets all requirements to enroll in KEYS and shall facilitate the referral and transfer to KEYS. The KEYS program will request an updated AMR and referral to KEYS from the CAO using the reverse referral process.

- ELECT is a joint initiative between the Department and Pennsylvania Department of Education that enables school districts and intermediate units to help pregnant and parenting teens earn a high school diploma or HSE credential, become better parents and transition to employment, career training or higher education. Their services are available to students ages 22 and younger. An ELECT referral must be completed before the participant reaches the age of 22. The EARN service provider shall coordinate educational activities with the ELECT programs and shall terminate the EARN participation of TANF participants who meet all requirements to enroll in ELECT and desire to do so and shall facilitate the referral and transfer to ELECT. The ELECT program will request an updated AMR and referral to ELECT from the CAO.
8. **Place participants in unsubsidized employment.** To identify and fill employment opportunities, the EARN service provider should utilize the resources within the local area including but not limited to, Workforce Development Boards, existing and newly developed relationships with local employers, chambers of commerce, employer lead groups, career workshops, job fairs, and Registered Apprenticeship programs. The EARN service provider shall require participants meet in person with potential employers, where appropriate. The EARN service provider shall advocate and advise their participants to accept employment consistent with their IEP even if the employment will not result in a placement performance outcome.

The EARN service provider achieves a placement performance outcome when a participant is working in unsubsidized employment (Activity 33) at least 80 hours in a four consecutive week period at the higher of the state minimum wage plus two dollars per hour or the federal minimum wage plus two dollars per hour for all qualifying hours worked. Once the participant is placed in employment and has entered the retention period, the EARN service provider shall contact the participant weekly for the first three months and bi-weekly or as often as needed based on the participant's IEP thereafter.

9. **Provide wraparound services.** Wraparound services are TANF employment and training activities for individuals, who simultaneously participate in unsubsidized employment. These wraparound services will assist the participant in meeting their goals, strengthen their skills, and meet their hourly requirements throughout their program enrollment. For the purposes of service provision, the EARN service provider shall provide wraparound services to participants who are not able to meet participation requirements through unsubsidized employment alone when TANF benefits remain open.
10. **Assist and incentivize participants who obtain employment to achieve satisfactory performance, retain employment, and to increase earnings over time** through the provision of retention services. The EARN service provider shall provide retention services when an individual obtains unsubsidized employment and is placed in CWDS Extended Hold indicating the initial TANF recipient supports and services have ended, and retention supports, and services have begun. The EARN service provider shall provide retention supports and services for up to one year after the participant's TANF benefit closes due to earned income.

### **Extended Temporary Assistance for Needy Families (ETANF) Participants**

ETANF recipients are individuals who have received more than 1830 days of TANF with a hardship as defined by the state (to include domestic violence victims and individuals who are temporarily or permanently disabled and required to participate in Maximizing Participation Project) who have been granted additional time and opportunities to work toward achieving economic independence, including continuing or starting an education or training activity. There are currently Seven Hardship Tracks in which an individual may be placed to qualify for ETANF:

#### **Hardship Track 1- Domestic Violence**

The adult or other family member who is or has been a victim of domestic violence or is at risk of further domestic violence qualifies the family for Extended TANF in this track.

#### **DHS Contracted Provider Responsibilities**

If an adult eligible in this track is referred to an E&T program, that program is responsible to know whether the adult is receiving good cause or an exemption for RESET based on the information included on the AMR.

If the E&T program is not clear what the RESET status of the individual is, they should discuss with the CAO upon receiving and accepting the referral.

The E&T program is responsible to serve the eligible adult as outlined in their contract language, statement of work, and program manual.

## **Hardship Track 2-Maximizing Participation Project (MPP)**

The adult who is exempt from RESET due to a verified physical or mental disability which temporarily (more than 90 days) or permanently precludes them from any form of employment or work-related activity will be required to comply with MPP and cooperate in obtaining a Work Capacity Assessment (WCA).

The adult who previously received Extended TANF in the Deferral Track (Track 3) and did not resolve their good cause situation while in that track and who is mandatory to participate in RESET but establishes good cause for not participating in RESET will be required to comply with MPP and cooperate in obtaining a WCA.

### DHS Contracted Provider Responsibilities

The DHS Contracted Provider (Work Ready or EARN in counties where there is no Work Ready) is responsible to enroll the individual into intensive case management services, complete all necessary assessments, facilitate completion of assessments by medical professionals, seek local human service supports and services the adult family may need, and to assist the individual with seeking any federal benefits for which they may be eligible. This could also include referrals to the Office of Vocational Rehabilitation (OVR) and other state programs not under DHS purview.

While the adult eligible in this track is cooperating with the WCA, the CAO and members of the Multi-Disciplinary Team (MDT) will meet with the adult to develop the MPP Service Plan and determine what activities they should pursue during the period of time they are awaiting the WCA results.

The DHS Contracted Provider is responsible to share the results of the WCA with the MDT. The MDT will utilize the WCA results summary to create the final MPP Service Plan.

Upon development of the Final MPP Service Plan, the eligible adult will continue in MPP until:

- All barriers are stabilized, and they are terminated from MPP to be reviewed by the CAO for eligibility in another Hardship Track

**OR**

- SSI/RSDI is approved

**OR**

- They are terminated from MPP for failure to comply

**OR**

- They gain employment and are terminated to be reviewed by the CAO to **for** eligibility in another Hardship Track.

The E&T program is responsible to serve the eligible adult as outlined in their contract language, statement of work, and program manual.

### **Hardship Track 3- Deferral (aka Deferred Referral)**

This hardship track was designed for a family with an adult who has a temporary good cause situation usually no longer than 90 days. Examples of good cause reasons could be a temporary disability, housing crisis or lack of childcare. The adult who meets one of the criteria for the Deferral Track will have a period, usually no longer than 90 days, to work on and/or resolve their situation prior to being required to comply with one of the other tracks.

There are two exceptions:

- A TANF parent providing care for a disabled family member living in the home (ETP 54) is also placed in this track. The need for a caregiver must be verified on the Caregiver Review Form (PA 1820).
- A parent in a one-parent household who chooses to use the time limited newborn exemption.

#### DHS Contracted Provider Responsibilities

If an adult eligible in this track is referred to an E&T program, that program is responsible to know whether the adult is receiving good cause or an exemption for RESET based on the information included on the AMR.

If the E&T program is not clear what the RESET status of the individual is, they should discuss with the CAO upon receiving and accepting the referral.

The E&T program is responsible to serve the eligible adult as outlined in their contract language, statement of work, and program manual.

### **Hardship Track 4- Referred to or Enrolled in an E&T Program**

The adult who is currently referred to or enrolled in an approved Employment and Training program is considered eligible for Extended TANF in this track as they are already engaged in 30 hours per week of work and/or work-related activities.

#### DHS Contracted Provider Responsibilities

The E&T program is responsible to serve the eligible adult as outlined in their contract language, statement of work, and program manual. If the individual has problems meeting their hourly requirement or a situation arises that may require a good cause review or eligibility review in another Hardship Track, the E&T program should discuss the situation with the CAO.

### **Hardship Track 5- Work Plus**

The mandatory RESET adult who is not working or who is employed an average of less than 20 hours per week and is capable of working at least 30 hours per week will be required to enroll

and participate in the Work Plus (WP) Track, which includes full family and/or individual assessments.

The mandatory RESET adult who can, or is, participating an average of 20 hours per week in work and/or work-activities, and has established good cause for not participating in work and/or work-activities for the remaining portion of the 30 hours per week ETANF requirement, will also be required to enroll and participate in the WP Track and be referred to the appropriate E&T contractor for additional support.

The mandatory RESET adult who is employed an average of 20-29 hours per week and has established good cause for not working or participating at least 30 hours per week will be required to enroll and participate in the WP Track.

#### DHS Contracted Provider Responsibilities

If an adult eligible in this track is referred to an E&T program, that program is responsible to know whether the adult is receiving good cause or an exemption for RESET based on the information included on the AMR.

If the E&T program is not clear what the RESET status of the individual is, they should discuss with the CAO upon receiving and accepting the referral.

The E&T program is responsible to serve the eligible adult as outlined in their contract language, statement of work, and program manual.

#### **Hardship Track 6- Working but Not Meeting Hourly Requirements**

The mandatory RESET adult who is working an average of at least 20 hours per week, but not more than 29 hours per week and does NOT have good cause for not participating at least 30 hours per week, will be referred to a DHS contracted provider and must enroll and participate via Hardship Track 6.

#### DHS Contracted Provider Responsibilities

The E&T program is responsible to serve the eligible adult as outlined in their contract language, statement of work, and program manual.

#### **Hardship Track 7- Working and Meeting Hourly Requirements**

The mandatory RESET adult who is working an average of at least 30 hours per week is considered eligible for Extended TANF in this track if the employment continues, and the family remains eligible.

#### DHS Contracted Provider Responsibilities

An adult eligible in this track is not required to be referred to E&T programming, however they may elect to be referred for case management, job retention, up-skilling, or job upgrade services.



The E&T program is responsible to serve the eligible adult as outlined in their contract language, statement of work, and program manual.

Please refer to [ATTACHMENT D](#) Contractor Letter #2021-05-06 ETANF Participants for more guidance on the various Hardship Tracks and participants' and CAOs' responsibilities

### Refugee Participants

When a qualifying immigrant eligible for refugee benefits enters the country, they do not have a social security number immediately. For Cuban/Haitian Entrants (Cuban/Haitian parolees) they also do not have work authorization and must apply for an "EAD" or Employment Authorization Document (which is a card). Those "refugees" who are eligible for benefits must engage in employment and training activities as a condition of eligibility while they receive Refugee Cash Assistance (RCA) for a limit of 12 months from date of entry.

For refugee participants, the EARN service provider will:

- Accept refugee participants in counties where there is no readily accessible refugee employment service provider.
- Provide specialized job development and case management services remotely for the benefit of the refugee participant.

If there are any questions regarding enrolling refugee participants, please reach out to your Program Advisor or email the Refugee Resettlement Unit: [RA-PWREFUGEEPROGRAM@PA.GOV](mailto:RA-PWREFUGEEPROGRAM@PA.GOV)

The CAO will determine and record RESET participation hourly requirements on the participant's AMR. The EARN service provider must ensure the client participates for at least the minimum number of hours required. The chart below shows the hourly requirements for TANF recipients, as defined by federal regulations.

### Participation Hours

**Core Hours:** Required for all individuals who are mandatory to participate in Road to Economic Self-Sufficiency through Employment and Training (RESET).

**Noncore Hours:** Available if additional hours are needed to meet the minimum work requirement after the required core activity hours are met or when all opportunities to participate in a countable core activity have been exhausted or are not available.

**Case Management Hours:** Should be used when participants are involved in intensive case management, including weekly participant contacts, face to face meetings, and participation in barrier remediation appointments and activities. This code is not federally recognized as a core or noncore activity.



An individual can participate in more than one core activity to meet the minimum work requirement. Once the required number of core hours are met, an individual may choose to participate in any core or noncore activity.

HOUSEHOLD COMPOSITION	MINIMUM HOURS per WEEK
<b>SINGLE PARENT</b>	
child under age 6	20 hours in a core activity
all children over age 6	30 hours with at least 20 in a core activity
ETANF household w/children	The mandatory adult must participate for 30 hours per week, regardless of the age of the children, unless the adult has a verified exemption or established good cause.
pregnant/no other children	30 hours with at least 20 in a core activity
under age 22, head of household	Meeting participation requirement if satisfactory attendance at a secondary school or GED program. Enter 20 hours
<b>TWO-PARENT</b>	
both parents under age 22, heads of household	Meeting participation requirement if satisfactory attendance at a secondary school or GED program. Enter 20 hours for each parent.
not receiving federally funded childcare	35 hours combined. One parent must participate in at least 30 hours in a core activity
receiving federally funded childcare	55 hours combined, at least 50 hours in a core activity. One parent must participate in at least 30 hours in a core activity. Either parent may participate for any remaining activity hours in noncore activities
one parent DS, NS or DF not receiving federally funded childcare	One parent must participate in 35 hours, at least 30 hours in a core activity
one parent DS, NS or DF receiving federally funded childcare	One parent must participate in 55 hours, at least 50 hours in a core activity
one parent disabled – J parent	20 or 30 hours depending on the family composition. One parent must participate for 20 hours in core activities and childcare does not affect the number of participation hours
one parent ETP code 53	30 hours. One parent must participate for 20 hours in core activities and childcare does not affect the number of participation hours

**Note: Lunchbreaks do not count towards participation but should be offered following the same break schedule offered to provider employees.**

## SECTION 4 – Employment and Training (E&T) ACTIVITIES

### E&T Activity Codes and Descriptions

E&T Activity Codes will be used to track the activities in which the EARN client is engaged at any specific time. The EARN service provider will data enter the activity codes in CWDS. Multiple activity codes can be entered at the same time; however, the activity codes in CWDS and the activities listed on the IEP must agree. The activity codes that may be used in the EARN program are listed in the table on the following pages, along with descriptions of each code. Please note the designation of core or noncore for each activity, as well as durational time limits and important notes.

The EARN service provider must enter participation hours after the client attends the service or activity and documentation is provided.

For EARN clients who self-initiate, it is important to note that education clients can remain in their educational track. EARNs should encourage and support clients as they seek to improve themselves through education. See the self-initiated student section below for more clarification.

**NOTE:** Self-initiated clients who are enrolled in EARN should have the appropriate activity code opened along with the appropriate sub-project code. See the [Self-Initiated Students Section](#).

Paid Activities				
Type	Definition	Limitations	Activity Codes	Verification Requirements
<b>Unsubsidized Employment</b>	The Commonwealth of Pennsylvania (Commonwealth) defines unsubsidized employment as full- or part-time employment in the public or private sector, including self-employment, apprenticeships, internships, work study, and employment resulting in income-in-kind compensation, in which neither the employer nor employee receives a subsidy from TANF or other public funds.	The number of countable hours of unsubsidized employment counted towards participation is determined based on the hours of work, including any paid breaks built into the schedule, and any paid leave time, including sick, personal, vacation, parental, and holiday time, granted by the employer. For individuals with tipped wages, the actual hours stated on the pay stub are the verified hours worked.	<b>AC 30</b> – Income-in-kind Employment <b>AC 33</b> – Unsubsidized Employment	Below is a list of allowable methods to document and verify paid activities: <ul style="list-style-type: none"> <li>Copies of paystubs that reflect actual hours for corresponding week ending pay periods or, at least one pay stub that was current, if it is representative of ongoing income, at the time it was used to project hours (for no more than six months);</li> <li>A letter or statement from the employer that enumerates hours and includes gross pay amounts and pay dates;</li> </ul>
<b>Subsidized Private Sector Employment</b>	The Commonwealth defines subsidized private sector employment as full- or part-time employment in the private sector for which the for-profit employer receives a subsidy from TANF or other public funds to offset some or all the wages and costs of employment for the individual. This includes apprenticeships, internships, work study, and any other subsidized employment with a for-profit employer in which the employer is provided with a wage subsidy to assist with payment of wages to the individual for work performed.	Subsidized private and public sector employment does not include “on-the-job training” programs, where employers are subsidized to offset the costs of training.  Hours of participation in supportive activities, such as substance abuse treatment, mental health treatment or rehabilitation activities, or various other barrier-removal or educational activities, can only	<b>AC 23</b> – Subsidized Employment Private Sector <b>AC 51</b> – Subsidized Work Study (private sector)	<ul style="list-style-type: none"> <li>A copy of an attendance record as verified by the employer that enumerates hours and includes gross pay amounts and pay dates;</li> <li>State or contractor employment verification form that contains historical gross pay amounts, pay dates, and pay rate;</li> <li>Time sheets as verified by the employer that enumerate hours of employment and includes gross pay amounts and pay dates;</li> <li>A letter stating the details of the work provided as income-in-kind to include the number of hours or</li> </ul>

<p><b>Subsidized Public Sector Employment</b></p>	<p>The Commonwealth defines subsidized public sector employment as full- or part-time employment in the public sector for which the employer receives a subsidy from TANF or other public funds to offset some or all wages and costs of employing an individual. Subsidized public sector employment includes apprenticeships, internships, and work study with a unit of federal, state, or local government, or non-profit organization in which the employer is provided with a subsidy to assist with payment of wages to the individual for work performed. Examples of subsidized public sector employment include: Preservation, enhancement, and remediation of the environment; Caring for and supporting the education and well-being of children, the elderly, persons with physical or developmental disabilities, and persons with low incomes; Improvement activities on public land or facilities; Projects or activities which improve public health, safety, and welfare; and On-going activities that support the services provided by non-profit and government organizations.</p>	<p>count toward the participation if the individual is paid for these hours as part of the subsidized employment activity. If not, see Job Search and Job Readiness Assistance for guidance.</p> <p>When employment is subsidized with TANF funds, provided by the Commonwealth, there must be an approved operational budget, with a budget justification that provides a comprehensive subsidized employment plan and outlines time limits.</p>	<p><b>AC 26</b> – Subsidized Employment Public Sector <b>AC 51</b> – Subsidized Work Study (public sector)</p>	<p>total value of the goods or services;</p> <ul style="list-style-type: none"> <li>• Collateral contacts including employee’s supervisory, pay roll, or management staff but not a co-worker (obtain name, phone number, and title of the employer’s representative providing the information); or</li> <li>• Independent verification sources such as employee’s pay account (via phone, email, or digital device), Commonwealth-contracted verification providers (such as Equifax/Work Number).</li> <li>• Statement from the self-employed individual showing gross earned income (less allowable business expenses) such as business ledgers, invoices, expense reports, or a representative tax return.</li> </ul>
<p><b>On-the-Job Training (OJT)</b></p>	<p>The Commonwealth defines on-the-job training (OJT) as full- or part-time, private, or public sector training that is given to a paid employee while they are engaged in productive work. This</p>		<p><b>AC 22</b> – On-the-Job Training</p>	

	<p>training provides knowledge and skills essential to the adequate level of performance on the job.</p> <p>OJT provides individualized occupational skills training to acquire specific skills and employment competencies through participation in a work setting. The participant gains familiarity with the processes, work tasks, tools and methods of a specific job or group of jobs. OJT is intended to place participants in occupations that improve their prospects for employment that leads to self-sufficiency. This activity may include internships, practicums, professional certification, and clinical training required by an academic or training institution for licensure, when the client is paid by an employer to attend.</p>			
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Unpaid Activities				
Type	Definition	Limitations	Activity Codes	Verification Requirements
<b>Work Experience</b>	The Commonwealth defines work experience as a work activity performed in return for welfare that provides the individual with an opportunity to acquire the general skills, knowledge, and work habits necessary to obtain and maintain employment. The purpose of work experience is to improve the	Individuals can participate in work experience as their work activity to the extent permitted under the Fair Labor and Standards Act (FLSA). This information should be provided with the Agreement of Mutual Responsibility (AMR).	<b>AC 21</b> – Work Experience (unpaid)	An individual's participation in work experience is verified by contracted providers who maintain attendance records such as paper or electronic time sheets, time clocks, swipe card systems, telephone time, official Commonwealth forms,

	<p>employability of those who cannot find or maintain unsubsidized full-time employment. This activity must be supervised by an employer, work site sponsor, or other responsible party on an ongoing basis no less frequently than once each day in which the individual is scheduled to participate. Unpaid pre-apprenticeships, unpaid entrepreneurship, unpaid apprenticeships, and unpaid internships are an examples of work experience. Work experience also includes work associated with the refurbishing of publicly assisted housing.</p>	<p>Individuals who are engaged in work experience for the full number of hours permissible under FLSA but whose permissible hours under the FLSA are lower than the hours required to meet full participation are deemed the additional core hours.</p> <p><b>Example:</b> In a single-parent household, regardless of the age of the youngest child, the parent can deem their work experience hours up to their <i>core hourly requirement per week</i>. Therefore, if the parent has an FLSA maximum of 14 hours of work experience per week and participate for all 14 hours in any given week, the participant is deemed to have met their core participation requirement and 20 hours is entered into CWDS.</p>		<p>and/or other attendance systems. All methods include the participants' identifying information including name and/or ID number and are to be signed or verified by a case manager, instructor, or supervisor. Methods of verification could include:</p> <ul style="list-style-type: none"> <li>• Completion of Employment and Training Activity Verification Form (PA 1895); or</li> <li>• A preapproved contractor attendance sheet that contains the same data captured in the PA 1895; or</li> <li>• Work Experience Verification Form (PA 1980)</li> </ul>
<b>Job Search and Job Readiness Assistance</b>	<p>The Commonwealth defines job search and job readiness assistance as the act of seeking or obtaining employment and/or preparation to seek or obtain employment. Job Readiness includes appropriate employability/skills/education</p>	<p>Time spent in only AC 8 – Assessment is limited to fourteen business days. Except for AC 8 (see above) Pennsylvania has opted not to enforce time limits associated with this federal activity (<b>AC 4,</b></p>	<p><b>AC 4</b> – Life and Parenting Skills <b>AC 8</b> – Assessment <b>AC 42</b> – Job Search</p>	<p>Employment and training, substance abuse, mental health, domestic violence, and other rehabilitative services providers maintain paper or electronic time sheets, time clocks, swipe card systems, telephone time,</p>

	<p>assessments, life skills training/coaching, substance abuse treatment, mental health treatment, or rehabilitation activities. <b><i>Such treatment or therapy must be determined to be necessary and documented by qualified medical, substance abuse, or mental health professionals.</i></b></p> <p>Job search (AC 42) and job readiness activities must be supervised by the contracted provider, TANF agency, or other responsible party on an ongoing basis not less frequently than once each day in which the individual is scheduled to participate.</p> <p>Examples of activities included under this type are:</p> <ul style="list-style-type: none"> <li>• Workplace preparation that may include instruction in interviewing techniques, resume preparation skills, time management, and identification of employer and workplace expectations. (AC 44)</li> <li>• Problem solving, reading comprehension, decision making, and critical thinking skills (all considered executive function abilities) (AC 44)</li> <li>• Limited basic literacy and English-as-a-Second Language (ESL) preparation embedded with job readiness assistance as necessary for an individual to seek or obtain employment; this includes literacy and English instruction in the context of preparing a resume or job application, interviewing skills,</li> </ul>	<p><b>AC 42, AC 44, and AC 49)</b> at the contractor level when an individual is actively engaged with the contractor and working on their goal plan as listed on their AMR and IEP regardless of how long the individual remains in these activity codes.</p>	<p><b>AC 44</b> – Job Readiness Assistance including barrier remediation</p> <p><b>AC 49</b> – Rehabilitative Services</p>	<p>other attendance systems, and job search logs with date/time stamps to verify the participant's attendance and activities. All methods include the participants' identifying information including name and/or ID number and are to be signed or verified by a case manager, instructor, or supervisor.</p>
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	<p>workplace expectations, and effective job seeking (AC 44)</p> <ul style="list-style-type: none"> <li>• Barrier remediation services to prepare individuals for job search and employment such as (but not limited to) criminal history assistance, family services, homelessness/housing services, domestic violence assistance, and vocational rehabilitation (AC 44)</li> <li>• Basic life skills instruction such as balancing life and work, budgeting, parenting classes, and household management. (AC 4)</li> <li>• Career exploration including aptitude testing. (AC 44)</li> <li>• Job readiness, skills, and literacy assessments. (AC 44)</li> </ul> <p>Substance abuse treatment, mental health treatment, and other rehabilitative treatments <u>when the necessity of treatment is documented by a qualified medical, abuse, or mental health professional.</u> (AC 49)</p>			
<b>Community Service Programs</b>	<p>The Commonwealth defines community service programs as structured programs and embedded activities in which individuals perform unpaid work for the direct benefit of the community under the auspices of public or nonprofit organizations. Community service programs must be limited to projects that serve a useful community purpose in fields such as health, social service, environmental protection, education,</p>	<p>An individual may participate in community service programs for an unlimited number of hours, but the Commonwealth considers only the total number of hours allowed under the FLSA toward participation requirements.</p> <p>Individuals who are engaged in work experience for the full</p>	<b>AC 20</b> – Community Service	<p>An individual's participation in community service is verified by contracted providers who maintain attendance records such as paper or electronic time sheets, time clocks, swipe card systems, telephone time, official Commonwealth forms, and/or other attendance systems. All methods include the participants' identifying</p>



	<p>urban and rural redevelopment, welfare, recreation, public facilities, public safety, and childcare. Community service programs are designed to improve the employability of individuals not otherwise able to obtain unsubsidized full-time employment and must be supervised on an ongoing basis no less frequently than once a day in which the individual is scheduled to participate.</p> <p>Activities identified as community service programs must include community and social services provided by federal, state, and local governments, faith-based organizations, and non-profit organizations that qualify as tax-exempt under section 501(c) of the Internal Revenue Code. These organizations must be qualified to provide community service opportunities that provide value in the activities or tasks that participants perform comparable to work for which an employer would normally pay at least minimum wage.</p>	<p>number of hours permissible under FLSA but whose permissible hours under the FLSA are lower than the hours required to meet full participation are deemed the additional core hours.</p> <p><b>Example:</b> In a single-parent household, regardless of the age of the youngest child, the parent can deem their community service hours up to their <i>core hourly requirement per week</i>. Therefore, if the parent has an FLSA maximum of 14 hours of community service per week and participate for all 14 hours in any given week, the participant is deemed to have met their core participation requirement and 20 hours is entered into CWDS.</p>		<p>information including name and/or ID number and are to be signed or verified by a case manager, instructor, or supervisor. Methods of verification could include:</p> <ul style="list-style-type: none"> <li>• Completion of Employment and Training Activity Verification Form (PA 1895); or</li> <li>• A preapproved contractor attendance sheet that contains the same data captured in the PA 1895; or</li> <li>• Community Service Verification Form (PA 1979)</li> </ul> <p>See the Appendix for community services forms: Attachment G- PA 590 Attachment H- Community Service Desk Guide Attachment I- PA 1694</p>
<b>Vocational Educational Training</b>	<p>The Commonwealth defines vocational educational training as organized educational programs that are directly related to the preparation of an individual for employment in current or emerging occupations. Vocational educational training includes a specific curriculum of training provided by a</p>	<p>The vocational educational training that is provided must be consistent with local labor market demands.</p> <p>Pennsylvania allows for individuals to continue their vocational educational trainings for 24 months with possibility of</p>	<p><b>AC 11</b> – English-as-a-Second Language (ESL)/English Language Training (ELT)</p> <p><b>AC 12</b> – Adult Basic Education/Literacy (ABE)</p>	<p>Due to changes in technology, a student participating in vocational educational activities on campus or online may have their hours of participation verified utilizing several different methods. All methods include documentation of class</p>

	<p>contracted employment and training vendor, an accredited educational provider, or an accredited Internet-based educational institution that is intended to prepare the participant for a specific occupation.</p> <p>Activities identified as vocational educational training include certificate and credit-yielding activities designed to prepare the individual with the skill and knowledge necessary to perform the duties of a specific job or occupation. Vocational educational training programs that lead to employment are facilitated by employment and training contractors contracted by the Commonwealth and may include vocational-technical schools, degree or certificate programs at secondary and post-secondary educational institutions, and accredited Internet-based educational institutions. Vocational educational training may take place at a secondary school, but it will not consist of secondary school training or be part of a secondary school diploma. The Commonwealth includes attendance at community college or its equivalent in a course of study intended to prepare the participant for a specific occupation as Vocational Educational</p>	<p>six-month extensions thereafter. Seek BEP approval after 24 months.</p> <p>Pennsylvania allows for second and subsequent trainings based on specific criteria. You must seek BEP approval prior to enrolling or supporting a participant in a second or subsequent training.</p> <p>The student's class schedule, syllabus, and enrollment details must be acquired and maintained/updated each semester/period of educational enrollment.</p> <p>The school's study policy must be acquired and retained. This document identifies the number of study time hours expected by the school. A student can receive one hour of unsupervised study time for one hour of class time with no verification needed. Study time that is documented and monitored by the E&amp;T contractor or an accredited education provider can also be counted. Total study time hours – unsupervised and supervised–</p>	<p><b>AC 14</b> – Enrolled in a KEYS/KEYS Expansion Program Institution</p> <p><b>AC 16</b> – Enrolled in any post-secondary institution not defined as a KEYS/KEYS Expansion Program Institution</p> <p><b>AC 24</b> – Other Vocational Education</p> <p><b>AC 27</b> – Other Vocational Education - Credential Program Only</p>	<p>schedule, class credits, ongoing case manager contact, study policy, and satisfactory progress in the vocational educational activity.</p> <p>When the participant is enrolled with a Commonwealth contracted employment and training program, staff may utilize self-reported hours of participation in an accredited educational institution if they have ongoing contact with the participant, access to course credits and grades, and are otherwise able to monitor course progress. Ongoing contact is defined as monthly contact that may be in-person, via telephone, or electronic.</p> <p><u>For credited courses, supervised or unsupervised study time</u> is counted at the maximum time indicated by the accredited educational institution's study policy. If the institution has no study policy, the Commonwealth will count one hour of study time for every hour of classroom time.</p>
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	<p>Training. Vocational educational training may include programs leading to a baccalaureate degree.</p> <p><u>Accredited internet-based education and distance learning</u>, including blended learning (hybrid of online and in-person classes), is counted toward participation as vocational educational training.</p> <p>Activities that the Commonwealth counts toward participation in vocational educational training include:</p> <ul style="list-style-type: none"> <li>• industry skill certifications to achieve and demonstrate skills necessary for specific occupations;</li> <li>• credentialing programs provided to improve an individual's ability to obtain and maintain employment;</li> <li>• upgrades of an individual's job-related skills including instructional certificate programs that are awarded based upon completion or accumulated credits;</li> <li>• associate degree programs including those that result in an associate of arts, associate of science, or an associate of applied science degree in vocational fields;</li> <li>• High School Equivalency (HSE), General Equivalency Degree (GED), Adult Basic Education (ABE), English as a Second Language (ESL) programs when these classes are integrated within, taken concurrently with, or for a limited-</li> </ul>	<p>may not exceed the number of study time hours expected for the course as determined by the school's study policy.</p>		<p><u>For courses that are not credited, supervised or unsupervised study time</u> is counted at the maximum time indicated by the accredited educational institution's study policy. The total hours of countable unsupervised and supervised study time may not exceed the number of hours as verified by the institution's study policy. If the institution has no study policy the Commonwealth will count one hour of study time for every hour of classroom time.</p>
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	<p>duration prerequisite to post-secondary education or training as part of a career pathway program;</p> <ul style="list-style-type: none"> <li>• baccalaureate degree programs including those that result in a Bachelor of Arts, Bachelor of Science, or a Bachelor of Applied Science degree in vocational fields; and</li> <li>• organized educational programs that are directly related to the preparation of individuals for employment in current or emerging occupations requiring training other than a baccalaureate degree.</li> </ul>			
<p><b>Satisfactory Attendance at a Secondary School or in a Course of Study Leading to a Certificate of General Equivalence</b></p>	<p>The Commonwealth defines satisfactory school attendance at secondary school or in a course of study leading to a certificate of general equivalence, in the case of a recipient who has not completed secondary school or received such a certificate, as an individual regularly attending secondary school or course of study leading to a certificate of general equivalence. The individual must be participating in accordance with the requirements of the secondary school or course of study. The activity must be supervised on an ongoing basis no less frequently than once each day in which the individual is scheduled to participate.</p> <p>Activities identified as satisfactory school attendance at secondary school or in a course of study leading to a certificate of general equivalence include active and</p>	<p><b>For ELECT Students:</b> When the participant maintains satisfactory progress as determined by the educational provider, the client will receive credit for 20 hours per week of activity when 21 years or younger.</p> <p><b>For Non-ELECT Students:</b> When the individual maintains satisfactory progress as determined by the educational provider and is 22 or older, enter the actual hours of participation.</p>	<p><b>AC 13 – High School/HSE/GED/GED prep (ELECT students only)</b></p> <p><b>AC 18 – Satisfactory Attendance in High School or Equivalent HSE/GED/GED prep (non-ELECT students)</b></p>	<p><u>Satisfactory school attendance at secondary school or in a course of study leading to a certificate of general equivalence</u> meet federally required work participation hours using documentation from the educational institution that the student is maintaining expected regular daily attendance.</p> <p>Regular attendance is identified by the school district or educational provider. The Commonwealth does not extend excused absence criteria beyond that which the educational institution adopts for its students.</p>

	<p>successful participation in high school, vocational technical school, on-line courses, and any accredited curriculum that results in a high school diploma or its equivalent. This also includes enrollment and participation the Commonwealth's Education Leading to Employment and Career Training (ELECT), Pregnant and Parenting Youth (PPY) and Fatherhood Initiative programs in any of the manners described above.</p> <p><u>Accredited Internet-based education and distance learning</u> including blended learning (hybrid of online and in-person classes), is counted toward participation as satisfactory school attendance at secondary school or in a course of study leading to a certificate of general equivalence.</p>			<p>For an individual who is 22 or older and not enrolled in the ELECT program, utilize Vocational Educational Training verification guidance.</p> <p><a href="#">Vocational Education Activity Codes- 7/1/22</a></p>
<p><b>Providing Child Care Services to an Individual Who is Participating in a Community Service Program</b></p>	<p>The Commonwealth defines providing childcare services to an individual who is participating in a community service program as an individual caring for the child(ren), <u>without payment</u>, to enable another TANF or state-funded, Separate State Program (SSP) recipient in community service program as described above under Community Service Programs.</p> <p>This is an unpaid activity and must be a structured program designed to improve</p>	<p>Providing childcare services to an individual who is participating in a community service program is counted toward participation using documentation of actual hours the recipient of the childcare is engaged in community service plus reasonable travel time to and from the community service site.</p>	<p><b>AC 6 – Providing Child Care Services to an Individual Participating in a Community Service Program</b></p>	<p>An individual's participation in providing childcare services to an individual who is participating in a community service program is verified by contracted providers who maintain attendance records such as paper or electronic time sheets, time clocks, swipe card systems, telephone time, official Commonwealth forms, and/or other attendance systems. All methods include the participants' identifying information including name and/or ID number and are to</p>

	<p>the employability of individuals who participate in this activity. This activity must be supervised on an ongoing basis no less frequently than once each day in which the individual is scheduled to participate.</p>	<p>If the individual receives any income either from the parent of the children or the state's subsidized childcare system, this activity is then deemed to be a paid activity and should be recorded and verified as such.</p>		<p>be signed or verified by a case manager, instructor, or supervisor. Methods of verification may include:</p> <ul style="list-style-type: none"> <li>• Completion of Employment and Training Activity Verification Form (PA 1895); or</li> <li>• A preapproved contractor attendance sheet that contains the same data captured in the PA 1895; and</li> <li>• The contractor must obtain documentation of the individual's participation in a Community Service Program for which the childcare is needed.</li> </ul>
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### Remote Activities and Service Provision

Contracted providers are responsible for developing a remote participation plan for everyone who will be using this option as part of the PIP. Review the E&T Activity Codes and Descriptions chart (p. 17) for methods on how to log and verify each type of activity conducted remotely.

### Ongoing Social Service and/or Licensed Counseling Services

EARN service providers must also provide access to professionals who are trained and certified to provide social work or counseling services. These additional services will be available to support participants who may need more intensive assistance or who want to discuss topics impacting their life with a trusted and trained professional. The professionals should have knowledge of local resources and social service coordination, as well as counseling skills to establish rapport, discuss sensitive topics such as domestic violence and substance use concerns, and respond effectively to participant needs including referrals to ongoing counseling or therapeutic services if needed.

The professionals will serve as a resource for staff to consult with regarding participant needs, as appropriate. They will also work with staff to identify and address broader issues that may be impacting participants' success. This may include communication and advocacy with relevant entities including program administrators and state staff.

If it is determined by a medical professional that the participant will receive ongoing services provided by the EARN service provider's licensed counselor and/or social service professional, the provider will implement the following procedure:


- All participants receiving ongoing counseling services will be indicated by the opening of the CWDS sub-project code 78.
- For sub-project code 78 participants who require mental health rehabilitation as verified by a medical professional, the appropriate CWDS activity code is 49 as defined in the table above.
- Ongoing case management services (activity code 92) provided by the contractor in association with the participants involvement with activity code 49 should be tracked independently and only for time spent providing case management services to participants.
- Appropriate CWDS case progress notes will be updated as the participant proceeds through the counseling services.

If it is not determined medically necessary but the participant will be receiving ongoing services provided by the EARN service provider's licensed counselor and/or social service professional, the provider will follow all guidance above with the exception that activity code 44 (barrier remediation) will be used in place of 49 (rehabilitative services).

## Vocational Education

### Self-Initiated Students

TANF participants who self-enroll in post-secondary education—also known as self-initiated students—will be referred to EARN from the CAO. EARN is responsible for case management, verification and data entry of participation hours, and job placement assistance after graduation. Self-initiated students fall into two main categories 1.) KEYS Expansion Students and 2.) Non-KEYS Students.

Student Category	Activity Code	Sub Project Code 1	Sub Project Code 2	Core Y/N	Durational Limits	Comments
KEYS Expansion (Enrolled in a KEYS approved educational institution)	14	45: Career & Tech Students  46: State-Owned University Students	48: Students who are in months 13 to 24 of voc ed time  49: Students who are in month 25 or over of voc ed time	Y	24 months with 6-month extensions available. Enter an additional sub-project code if beyond 12 months. (See Sub Project Code 2 in chart)	For a complete list of schools, see attachment below:   KEYS Expansion Institutions.pdf
Non-KEYS	16	50	n/a		24 months with 6-month extensions available	
	24		n/a		24 months with 6-month extensions available if specific criteria is met	
	27				24 months with 6-month extensions thereafter if specific criteria is met. For credential, license, certificate, and degree programs only	
Study Time Policy						
The school’s study policy must be obtained and retained. This document identifies the number of study time hours expected by the school. A student can receive one hour of unsupervised study time for one hour of class time with no verification needed. Study time that is documented and monitored by the E&T contractor or an accredited education provider can also be counted. Total study time hours – unsupervised and supervised, may not exceed the number of study time hours expected for the course as determined by the school’s study policy.						
Extension Requests						
Extensions while an individual is already participating in an E&T program will be approved by BEP via E&T contractor request. The request should contain the most recent AMR, vocational education extension addendum and most recent transcripts. Extension requests are to be sent to: TANF <a href="mailto:RA-PWBEP.TANF@pa.gov">RA-PWBEP.TANF@pa.gov</a> or SNAP <a href="mailto:RA-PWBEP.SNAP@pa.gov">RA-PWBEP.SNAP@pa.gov</a>						

## Credentialing and Training Services



The EARN service provider must provide credentialing and training opportunities for participants as outlined in this section. Vocational educational training is defined as “organized educational programs that are directly related to the preparation of individuals for employment in current or emerging occupations requiring training other than an advanced degree.”

All vocational education activities conducted in-house, whether designed to provide a credential/certification or not, must be matched to a growing job market within the Workforce Development Area.

Workforce Innovation and Opportunity Act (WIOA) co-enrollment opportunities are to be explored by all EARN providers. Co-Enrollment ensures that an individual receives skills training, or other education, to carry out their individualized employment plan while providing needed support to reduce the probability of participant drop-out due to barriers. Participants who are co-enrolled in multiple programs have resources leveraged in a way that increases the probability to achieve long-term success in the labor market.

WIOA mandated core programs and partner programs identified for co-enrollment include:

- Adult, Dislocated Worker, and Youth Activities (Title I);
- Adult Education and Literacy Activities (Title II);
- Wagner-Peyser (Title III);
- Vocational Rehabilitation Services (Title IV); and
- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)
- Reemployment Services and Eligibility Assessments (RESEA)
- Trade Adjustment Assistance (TAA)

### Credentialing Programs

Credentials consist of an industry recognized certificate or certification, a certificate of completion of a Registered Pre-Apprenticeship or Registered Apprenticeship, a license issued by the Pennsylvania Department of State or federal government, or an associate’s or baccalaureate degree. Credentials measure competence in core content and performance standards in a specific set of work-related tasks. The work-related tasks and assessment must connect with workforce demands. The EARN service provider shall submit proposed in-house credentials to the Bureau of Employment Programs (BEP) for review prior to implementation. Credentialing programs must have a direct connection to industries listed on the High Priority Occupation (HPO) list. In-house credentialing is tracked using AC 27. In its sole discretion, BEP will approve the credentials. The EARN service provider shall include the following in any credentialing program package:

1. Certification area: A statement including what marketable, valuable skill will be earned by the participant when the program is completed.

2. Program's value: Justification of why the certification is valuable in your area industry, and how developing the skill will improve the participant's chance of gaining employment in a high priority occupation based on the workforce area and moving toward self-sufficiency.
3. Curriculum: The subjects that the certification program will cover.  
**Example:** If the program is going to lead to a certificate in customer service, list all the subjects covered such as: Proper Dress Codes, Professional Writing Skills, How to Speak to Customers, etc.
4. Syllabus: A day-to-day outline of the progression of the program, including time frames. This should provide detail on how the curriculum will be taught. It also needs to include the goal of each lesson.
5. Assessment: The methods to be used in measuring student progress.
6. Statement of study time expectations (if applicable): Study time will not be granted automatically for these programs. If a client is expected to study outside of class time, then a statement of what the study time expectations are must accompany the program description. If a statement of study time is not submitted, no study time will be allowed when a case is pulled for validation.

Providers are to maintain an accurate and current list of all credentialing programs.

**NOTE:** External credentialing programs, already accredited by the Pennsylvania Department of Education (PDE) and/or any trainings programs provided via Pennsylvania Department of Labor and Industry's (DLI) [Eligible Training Participant List \(ETPL\)](#), must still be submitted to BEP for review. This ensures that BEP can maintain a list of all credentialing programs being offered to participants.

If changes are made to the approved certification program, an updated package must be resubmitted for endorsement to BEP at least 10 business days prior to implementation. However, changes should be submitted as quickly as possible as the certification process may take longer. Certification program packages should be submitted to the BEP EARN resource account, [RA-BOPEARNPOLICY@PA.GOV](mailto:RA-BOPEARNPOLICY@PA.GOV).

## Other Vocational Education Activities (not credentialed)

Vocational education activities conducted in-house without the intent of credentialing must be accompanied by a curriculum that is available at the request of BEP. When closing a non-credentialing AC 24, code 1 or 9 should be data entered. Closing code C should not be used.

### HSE/GED/ESL/ABE

Vocational Education training includes adult education activities, such as High School Equivalency (HSE), General Equivalence Degree (GED), English-as-a Second Language (ESL) and Adult Basic Education (GED). Secondary equivalency is the participation in and completion of a credible HSE program. All participants, regardless of TANF/ETANF status, without a high school diploma or HSE, regardless of age, may pursue HSE. The EARN service provider shall determine whether the structure of the HSE program is suitable to the participant's knowledge base and learning style based on the program's assessment. HSE can be obtained through the General Equivalency Diploma (GED®) test or High School Equivalency Test (HiSET®). In all instances, participants will receive good cause to waive the requirement to fulfill additional core or noncore hours and activities.

### Vocational Education not provided by the EARN Contractor

Hours of participation and/or certifications will only be recognized for those educational institutions who are approved by the Pennsylvania Department of Education (PDE) to grant degrees or certifications and are operating as a licensed business as registered with the Pennsylvania Department of State (DOS).

Online education/certification will only be accepted if the online institution is recognized by the United States Department of Education as an accredited institution. EARN contractors must be diligent in ensuring they are connecting their participants with educational institutions and programs that will offer the individuals viable and suitable career pathways.

PDE approved training facilities can be searched at the following link:

<http://www.edna.pa.gov/Screens/wfSearchEntity.aspx>

Businesses licensed with DOS can be searched at the following link:

<https://www.corporations.pa.gov/Search/CorpSearch>

Online colleges approved by the US Department of Education can be searched at the following link:

<https://ope.ed.gov/dapip/#/home>

## Activity Closing Codes

The EARN service provider is required to data enter an appropriate activity closing code when ending the client's participation in an activity. The code used to terminate the activity will indicate the completion of the activity and must be entered before terminating the project in CWDS.

**NOTE:** All activities and sub-projects must be end-dated before a termination code can be data entered on the Edit Participant Case Details Screen to end the client's project enrollment.

The following activity closing codes may be used with EARN activities:

- Activity Closing Code 1 – Not Complete
- Activity Closing Code 9 – Complete
- Activity Closing Code C – Credentialing Complete

The CWDS IEP must accurately represent a client's scheduled activities. If a client no longer has scheduled days of participation in an activity, the activity must be closed. The activity can be reopened when additional hours of participation are needed to meet AMR requirements.

## SECTION 5 – TRACKING PROGRAM PARTICIPATION & RECORD KEEPING

### Tracking Participation

Participation hours in all activities except unsubsidized employment must be tracked by the EARN program staff. The tracking guidance below applies to activities other than unsubsidized employment

#### Key Terms Related to Tracking Participation

**Daily supervision** must be provided by the employment and training contractor, the accredited educational provider, or an accredited Internet-based educational institution.

Daily supervision does not mean daily in-person contact. Daily supervision requires ongoing contact. The supervision must be ongoing and may be via telephone or electronic contact such as email, text, course attendance reports and grades, or other software and ensures that the individual participates and progresses in their assigned activities.

**Ongoing contact** is defined as monthly contact that may be in-person, via telephone, or electronic.

**Satisfactory Progress** is defined as meeting the college's expectations to remain enrolled in the college the following semester. Where required, evidence of satisfactory progress can include:

- Electronic communication with the instructor or college personnel to verify that the student is attending class or completing required assignments on a weekly basis;
- Weekly progress reports from the college; or
- Documentation of expected assignments and confirmation of completion and submission of assignments on a weekly basis.

When unpaid work activities are coordinated through an employment and training contractor, the contractor reports directly to the Commonwealth via a computerized and automated data processing interface and maintains documentation in the case record for six years. Data entry by the contractor of the hours of participation is sufficient documentation.

#### Absences

##### Excused Absences

Clients engaged in unpaid work activities may be given participation credit for excused absences. For a client to receive credit for excused absence time, including holiday time, they must have been scheduled to participate on the day and time of the absence. Credit may only be given for the number of hours the client would have been scheduled on that day.

**Example:** If a client is scheduled to participate in Activity 24 from 9 a.m. to 12 p.m. on Monday but is excused for a medical appointment during that time, they may be credited with three hours of excused time.

**A client may receive excused absence credit for up to 16 hours in a month and no more than 80 hours of excused absences within a rolling 12-month period, excluding DHS recognized holidays. An excused absence tracking log should be completed and kept up to date.**

EARN is to document the reason for the use of excused time in the case narrative and list the time as excused on the EARN attendance sheet. When available, the EARN service provider is to collect documentation from a third party describing or documenting the reason for the absence.

Clients can be excused from participation for the following reasons:

- Medical appointments for the client or dependents
- CAO appointments
- WIC appointments
- Legal appointments
- School appointments, including school events
- Counseling appointments
- Housing appointments
- Obtaining childcare
- Child support appointments
- Obtaining birth certificates
- Obtaining documents needed for eligibility for DHS programs
- Obtaining transportation
- Other appointments deemed necessary by the contractor

The use of excused absences must be discussed with the client—the client should be notified of the excused absence hours used and hours remaining.

For working clients, paid annual, sick, or paid time off, as reflected on a client's paystub or pay statement may be included in the number of hours tracked for that period.

### **Holidays**

Clients receive credit for participation on the following days recognized by DHS as holidays: New Year's Day, Martin Luther King, Jr.'s. Birthday, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day and Christmas Day.

For a client to receive credit for holiday time, they must have been scheduled to participate on that day. Credit may only be given for the number of hours the client would have been scheduled.

### Make-Up Time

For clients that do not meet their required number of hours in any week, the EARN service provider is required to develop a plan for the client to make up the hours during the month in which the hours were missed. If clients are unable to make up hours within the month, they should still be encouraged to make up missed hours.

Make-up plans should be developed between the client and case manager within a week of the absence. The plan should be maintained in the case record.

EARN providers should consider developing a make-up plan as opposed to using excused absence time when feasible.

### Banking Hours

For absences not covered above, including religious holidays not observed by the Department, the EARN provider should allow participants to “bank” hours in the same month as the absence(s). The participant must notify the EARN provider of their intentions in advance and together they must develop a plan to make sure hourly requirements are still met within the month of the absence.

### Employment Documentation

Employment hours must be verified through paystubs, documentation from the employer, DHS approved Employment Verification Form (EVF) ([Attachment J](#)) or the Work Number (or similar service). Hours of employment for TANF and former TANF participants may be projected from a single paystub for 6 months at a time. The service provider will be asked to provide actual paystubs for the purpose of job placement validation and TANF sampling. A copy of at least one pay stub that was current, if it is representative of ongoing income, at the time it was used should be used to project future hours in CWDS at the beginning of each month in situations where the participant has not provided any updates. Once employment information is verified, the EARN service provider must enter a placement report in CWDS to notify the CAO of the client’s earned income.

### Retention

Retention eligibility begins when a participant’s TANF benefits close due to earned income. The program will be notified of TANF closure when the participant’s case status changes from Enrolled to 45 Day Hold. This indicates the client’s TANF budget has a closure date and program must contact the CAO to verify the reason for the TANF closure.

**NOTE:** When a client is eligible for Transitional Cash Assistance (Program Status Code 71), the CWDS case does not go into 45 Day Hold status until shortly before TCA closes. The Cash Closing Case List widget on the Case Management Dashboard helps the

contractor identify participants whose TANF cash budget has closed prior to the CWDS case status changing from Enrolled to 45 Day Hold.

County Assistance Offices

- eCIS
- CWDS Enrollment Report – Program Status Code
- BEP Program Monitor / Advisor

If the client is not eligible for TCA, then the 45 Day Hold status in will post in CWDS the day following TANF closure.

If TANF closure results in eligibility for retention services, the EARN service provider will move the client into Extended Hold Status and open sub-project code 01 beginning the day after the TANF case is closed.

During the retention period it is not necessary to collect paystubs for the entire 12 months. Employment verification is necessary at months 6 and 12 for validation purposes. During the retention period, providers must data enter hours each month using the hours from the placement verification.

If the following occurs during Retention period	Program Action
Participant loses employment and TANF remains closed.	Subproject 01 remains open, AC33 is closed and AC92 is opened. Participant is reengaged with case management activities with no hourly requirement. Retention clock continues.
Participant loses employment and TANF is re-opened.	Subproject 01 and AC33 are closed. Participant is reengaged to meet TANF hourly requirement as established on the AMR. Retention clock resets.
Participant is still employed, but TANF reopens	Subproject 01 is closed and AC33 remains open. Participant is reengaged in wrap around hours to meet the TANF hourly requirement established on the AMR. Retention clock resets.

**\*NOTE:** A participant may achieve the 6-month benchmark only once per enrollment. **Example:** Participant A achieves the 6-month benchmark in 6/2024, but then in 8/2024 loses employment and TANF is reopen, resetting the retention clock. The participant cannot once again achieve the 6-month benchmark during the same enrollment.

**NOTE:** Retention may continue if an individual is on a leave of absence during the retention period. There must be verification that the participant is still an active employee while on an approved leave of absence.



**NOTE:** Failure to data enter the representative hours monthly will result in errors on the Missing Attendance Hours report.

### Retention and Increased Earned Income Verification

The EARN service provider must verify employment at 6 months (183 days) and 12 months (365 days) after retention begins. DHS will work with our internal resources to data match wage and income information and distribute it to providers. The provider will be responsible for verifying employment information for participants that cannot be matched and/or verified through DHS mechanisms. The methods of employment verification include but are not limited to paystubs, documentation from the employer, DHS approved Employment Verification Form (EVF), the Work Number (or similar service), or CIS. To meet the Increased Earned Income performance measure, verification of actual income is required, and the hourly rate must be adjusted for the initial job placement.

### Retention Services

Retention services should be a continuum of services provided prior to placement. Client contact should occur weekly for the first three months and then bi-weekly, or as often as needed, while the client remains in retention. Retention contacts should include a comprehensive overview of the client's IEP as well as a discussion to determine if the client needs any referrals for services. Programs should look to develop and offer workshops or events that are designed to support employed participants.

AC 92 should be opened if the participant is in retention, has lost their job and the TANF benefits remain closed. AC 92 will be used to track the participant engagement.

### Data Entry

EARN service providers may have their own data information system to track program referrals, rejections, enrollments, participant data, activities, and terminations. However, CIS, CWDS, and DocuShare are the official data systems that DHS will use to validate a client's activities and evaluate achievement of outcomes. EARN provider staff hired to perform data entry are required to attend CWDS training.

DHS has instituted restrictions on timeframes for the data entry of client information into CWDS. These restrictions are necessary to ensure the timely reporting to the Department's state and federal partners, and timely action by CAOs affecting clients' eligibility for benefits or continued participation in EARN.

The EARN service provider must complete data entry into CWDS as follows:

Reporting Element	System of Record	Reporting Deadline
Program Implementation Plan	DocuShare	45 business days following the start of the PY
Assessment	Case Record	14 business days following the date of enrollment
IEP	CWDS	14 business days following the date of enrollment
Case Progress Notes	CWDS	30 calendar days following the point of contact
TANF Sampling	CWDS	1 <sup>st</sup> day of the month following the month of request
Annual Monitoring/Technical Assistance	N/A	Ongoing
Referrals	CWDS	14 business days following the discovery of need
Unsubsidized Employment	CWDS	15 calendar days into the second calendar month after info date (i.e. if hours are from 10/2022, data needs entered by 12/15/2022)

Any data not entered by the data entry deadlines will not count toward the performance outcomes.

Mathematical rounding will be used to round clients' hours: round down to the next whole hour if the fraction is .49 or below and round up to the next whole hour if the fraction is .5 or above. Mathematical rounding will be instituted at the end of each week per activity.

EARN service providers must promptly and correctly data enter information into CWDS. It is essential to capture all client activity hours to assure accountability and track participant activities for each month they receive a TANF payment as federally required.

All information data entered into CWDS must match the information on the EARN attendance sheets ([see Attachment F](#)). All service providers must develop a data reconciliation process to ensure that all information in CWDS is accurate. Data reconciliation must be completed at least monthly.

**EARN service providers are expected to maintain a data accuracy and timeliness rate of at least 85%.**

**NOTE:** EARN service providers may refer to the CWDS manual for further information on the operation of CWDS. Data entry questions can be directed to the CWDS Help Desk at 1-866-236-6297 or [RA-CWDS@pa.gov](mailto:RA-CWDS@pa.gov).

## EARN Case Record Requirements

The EARN service provider will create a confidential EARN Case Record. The EARN Case Record must be kept in a secure location with limited accessibility. Staff not associated with the EARN case may not have access to the EARN Case Record or narrative.

The EARN service provider will document the following in the EARN Case Record narrative:

- date, time, and location of all EARN related contacts
- purpose and outcome of all EARN related contacts
- any changes in the client's conditions or circumstances
- solutions offered and the client's responses
- services and supports requested or provided
- pertinent information received from the CAO
- any other relevant information

**NOTE:** The EARN service providers are required to document their narratives using the CWDS Create Case Progress Notes screen. All case progress notes are to be entered within 30 calendar days following the contact. Additionally, it is suggested to identify case notes with specific topics, for example "Incentives."

The following documents should be maintained in the client's file and must be available for upload in CWDS for validation and focused case review purposes:

- AMR
- Service Plan/IEP
- Attendance Sheets, including make-up plans (See [Attachment F](#)) for the EARN Attendance sheet)
- Job Search Logs
- Excused Absence Logs
- Release of Information Form (See [Attachment L](#))
- Employment Verification Form (EVF) (See [Attachment J](#))
- Verification of Retention
- Other Relevant Information

Documents must be retained for a period of six years.

### Internal Data Reconciliation

The EARN program is evaluated based on eCIS and CWDS information; therefore, it is imperative that the contractor schedule time at least once a month to reconcile the data found throughout all systems and case files used by the contractor to ensure the accuracy of the data used to track participants.

At a minimum, the following must be consistent in all the data systems.	Critical data that must match across all reporting systems.
Client Information System	Project begin and end dates
Commonwealth Workforce Development System	Activities, including begin and end dates
Job Placement and Retention Report	Time and attendance information.
Case Records	Employment information (employer, job start and end dates, medical information, wages, etc.)

The CWDS enrollment, closings, and other reports must be accessed and utilized for reconciliation purposes.

## SECTION 6 – TERMINATIONS

### Project Termination

Project termination codes reflect program outcomes, including whether the client secured employment or not. The EARN service provider must include the reason for termination in the narrative of the client's case record.

Termination codes 3, 5, and 7 must be data entered within three business days of the date of the decision to terminate. For clients terminated with employment/retention codes 1 and 8, the termination date may date back to the final day worked which completes the 12-month retention period as verified by paystubs.

Programs must conduct outreach efforts for clients who miss three consecutive scheduled days of program activity. If a client does not respond to the outreach efforts and does not report on the fourth day the client must be terminated from the program. Clients who report at any time on the fourth day should not be terminated.

The CAO and contractor members of the DST can decide jointly to terminate an underperforming client from the program even if attendance does not warrant it under the three-day absence rule. Alternatively, if it is determined by the CAO that a client who missed three or more consecutive scheduled days or fell short of their required hours would benefit from remaining in the program, and there is a plan of action with the client for them to be re-engaged immediately, the client may be retained in the program. The plan of action should include using excused and/or unexcused absences and make-up time to remain within a reasonable level of compliance with their AMR. This should be noted in the contractor's case narrative and the decision documented by the CAO. In no circumstance should the contractor make the decision to retain the client without approval from the CAO and contact with the client.

When a client moves out of their county of residence, the EARN provider must terminate the project.

## Project Termination Codes

Termination Type	Code	Clarifications
<b>Part-time Employment.</b> Client obtains employment for 20 to 29 hours per week as validated by CWDS reports.	<b>1</b>	The termination date may date back to the final day worked which completes 12-month retention period.
<b>Full-time Employment.</b> Client obtains employment for 30 hours or more per week as validated by CWDS reports.	<b>8</b>	
<p><b>Withdraws or Terminates Without Good Cause.</b> Client withdraws from the program without good cause or fails to comply with the contractor's absence policies.</p> <p>This includes clients who are terminated from the program for missing three consecutive scheduled days of activity without a valid excuse and who do not report on the fourth day.</p> <p>It also includes participants who have been placed but terminated without meeting retention requirements.</p>	<b>3</b>	Good cause is determined by the CAO after the client is terminated. Use code 3 unless the CAO determines <b>at the time of termination</b> that good cause will be granted, at which time code 7 is appropriate.
<b>Obtains SSI/RSDI.</b> Client is approved for SSI/RSDI.	<b>J</b>	
<b>Transfers to KEYS or ELECT.</b> Client transfers to KEYS or ELECT program to fulfill their hourly participation requirements.	<b>X</b>	Provider must facilitate the referral/transfer to the KEYS or ELECT program. The KEYS/ELECT program will request an updated AMR and referral from the CAO using the reverse referral process prior to termination from the EARN program.
<b>Completion of planned AMR activities with no employment.</b> Client has successfully completed the EARN Program and is transferred back to the CAO to be referred to another appropriate E&T program.	<b>5</b>	
<b>Other.</b> Client's reason for termination does not fit other termination codes listed here.	<b>7</b>	

## SECTION 7 – PERFORMANCE REQUIREMENTS & STANDARDS

### Performance Outcomes

Certain performance outcomes will be used to assess the effectiveness of the service provider. Performance outcomes for EARN PY 2023 – 2024 are outlined in the chart below. If the service provider does not meet the threshold/goal for any of the categories listed, a corrective action plan must be submitted.

Outcome	TANF Outcome Description	TANF Goal	Measurement
Secondary Equivalent and Credentialing	A participant must receive a diploma or certification that will provide the participant with an industry-recognized certificate or certification (as defined in Section III(H)(a - c)) and marketable skill directly related to their employment goals listed in their AMR and IEP.	50% of all participants in an activity that results in the achievement of a credential.	Number of credential activities closed where credential earned during program year / number of credential activities closed during the program year.
Successful Referral to Educational Programming	Grantee shall coordinate educational activities with ELECT service providers and the KEYS program programs where appropriate; providing supports to ensure successful transfer, referral, and enrollment to the receiving program (as defined in Section III(H)(d)).	90% of those terminated from EARN with Project Termination Code X go onto enroll with ELECT or KEYS program within 90 days.	Number of individuals who have a referral (regardless of outcome) to ELECT, SNAP 50/50, TANF KEYS or SNAP KEYS within 90 days following Project Termination X in program year /number of individuals with project term code X in program year.

Employment with hourly wage (\$2 hour above minimum wage)	Grantee shall place participants in unsubsidized employment, for an average of 20 hours in a consecutive four-week period, with a wage at least two dollars above the higher of the federal or state minimum wage as of July 1 of the program year.	65% of all enrolled participants who become employed achieve Employment with hourly wage.	Number of cases where individual employed with hourly wage during program year / number of cases with active unsubsidized employment during program year.
Retention (six- and twelve-month benchmarks)	Retention begins when an individual has TANF or ETANF close due to earned income from employment and is placed in CWDS extended hold. The Grantee shall provide documentation of the participant's retention semi-annually (six and twelve months)	70% of all enrolled participants who met the employment reporting measure at six-months will achieve the benchmark  50% of all enrolled participants who met the employment reporting measure at twelve-months will achieve the benchmark	Count of individuals enrolled in retention, who achieved the employment reporting measure at or prior to retention, achieve 183 or 365 days in retention; divided by all individuals who achieved retention and employment reporting measure who had retention either between 0-183 days or 183-365 days. (Only individuals who could cross the day count threshold in the PY would be counted.)



## Reporting Measures

Grantee will be expected to report on the following measures monthly:

Outcome	TANF Outcome Description	Measurement
Employment	Grantee shall place participants in unsubsidized employment for an average of 20 hours per week in a consecutive four-week period	Actual hours of attendance entered for unsubsidized employment in a four-week period.
Employment related to High Priority Occupations (HPO)	Grantee shall place participants in unsubsidized employment for an average of 20 hours per week in a consecutive four-week period and the employment is related to an HPO L&I: <a href="#">High Priority Occupations (HPOs)</a>	O*NET or SOC code in placement report in CWDS unsubsidized employment activity in a case is determined to be a DLI HPO for program county after, or in unison with, Employment measures being fulfilled as described above.
Employment related to IEP/Goals	Grantee shall place participants in unsubsidized employment for an average of 20 hours per week in a consecutive four-week period and the employment is related to a marketable skill consistent with their employment goals listed in their AMR and IEP.	Goal or Skill in IEP/EDP has a SOC/O*NET code that matches the SOC/O*NET code of an unsubsidized employment achieved during the case/enrollment that has also met the “Employment” reporting measure.
Employment related to education/training	Grantee shall place participants in unsubsidized employment for an average of 20 hours per week in a consecutive four-week period and the employment is aligned with their completed credentialing, certification, or vocational education studies.	SOC/O*NET code for unsubsidized employment that meets “Employment” performance measure matches CIP code associated to previously completed credential/training activity on case. CWDS will match the CIP code to the SOC/O*NET code based on the <a href="#">2020 CIP/SOC Crosswalk</a> .

Retention IEP Services	Grantee shall continue to update the participation IEP throughout the retention period until the individual is terminated from the E&T program; no later than 12 months post-TANF closure.	IEP has at least one component updated, as indicated by date in CWDS, between start of retention activity and end of retention activity.
Earned Income	Participants that achieved Employment who, at the conclusion of the 12- month retention period, have increased their hourly wage.	Individuals who achieve employment w/wage performance measure and achieve 12-month retention will have placement report hourly wage data reviewed to determine if an increase occurred between the start and end of retention.

## Service Delivery Standards

Grantee will strive to meet the service delivery standards below. Close adherence to these service standards will ensure quality assurance, align with EARN program design, and drive program participant outcomes.

Outcome	TANF Outcome Description	TANF Goal	Measurement
Assessment and IEP	Grantee shall conduct and complete a comprehensive household assessment (Section III.B.) as well as complete and document a detailed IEP (Section III.C.) that includes plans to address participant challenges (barriers) and agreed upon plan for resolution within 14 business days of a participant's enrollment.	90% of all participants enrolled with the Grantee for whom an assessment is required.	Count of individuals who have assessment activity complete, with IEP showing updated or new barrier and goal, with assessment activity end & participant signature date occurring less than or equal to 14 business days from the case begin date divided by all newly enrolled individuals in program year.
Referrals to External Support Services	Grantee shall complete a referral to a community-based organization to help assist the individual, family, or both within 14 business days of discovering the need	90% of all enrolled participants for whom a need has been identified.	Count of new IEP Barriers that have referral made to an outside agency within 14 business days of IEP Barrier being opened divided by all IEP Barriers with a referral made to an outside agency. (Only IEP Barriers with an associated referral will be evaluated.)

Social Service Professional	Grantee shall have a network of professionals as required by Section III. D so that eligible participants have a one-on-one meeting within 28 business days following the date of enrollment.	80% of all enrolled participants for whom a meeting is required will have an introductory one-on-one meeting with the licensed professional within 28 business days following the date of enrollment.	LC/SW services that are opened within 28 business days or fewer business days after enrollment.
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## Monitoring

DHS will monitor EARN service providers at least annually but may conduct more frequent monitoring at its discretion. Monitoring will include a review of data systems, monthly case record reviews as well as site visits to review program compliance. DHS will also conduct training and information sessions, along with technical assistance for the service providers as needed.

EARN service providers that do not meet minimum outcomes and expectations will be asked to submit a corrective action plan addressing the deficiencies within 14 business days of notification of the deficiencies. Regular progress reports on actions to correct the deficiencies will also be required.

EARN service providers that have multiple areas of deficiencies or those who do not show progress because of the corrective action plans are required to participate in meetings to plan and review progress.

See [Attachment M](#) for detailed information on performance validation.

## Technical Assistance

Technical Assistance (TA) will be provided throughout the year. TA can be in the form of one-on-one conversations or done in a group setting such as the EARN monthly calls. TA can cover a variety of topics including but not limited to:

- A review of performance goals or standards
- Policy or procedural training
- Collaborative roundtable discussions
- DST support

A provider may request TA at any time throughout the program year.

### Monthly TANF Sample

The monthly TANF Sample is used for the following purposes:

1. To ensure program performance requirements and standards in service are supported.
2. As part of ongoing TANF audits associated with federal block grant funding.
3. To provide the Administration for Children and Families (ACF) with required information for the federal TANF Data Report.

The monthly TANF Sample is a random selection of cases that are submitted to and reviewed by the federal government. The time spent participating in work or work-related programs must be verified and documented. That documentation must be available for review upon Pennsylvania's request and retained for at least six years. All requested information and documentation must be provided complete, accurate, and in a timely manner.

Because the TANF Sample is random, there is no way to know which cases will be selected monthly. For this reason, and to assure accountability, it is important that E&T providers accurately and promptly track participant activities for each month they receive a TANF payment. For verification purposes, documentation should be kept in the case record for all hours of participation.

Providers are to enter actual hours for each week in which hours have been recorded for any activity. Mathematical rounding will be instituted at the end of each month based on the combined weekly totals.

Monthly, E&T providers will receive an email alerting them if any of their TANF enrollees have been sampled for the target month. E&T providers will be instructed to access their CWDS Program Administration Dashboard to obtain their list of sampled participants.

Designated E&T provider staff may access the TANF Sampling Checklist, the TANF Sampling PowerPoint training, and instructions for Using CWDS for the TANF Sample in the Provider Resource File here. These documents will also be available on the Provider Resource and Collaboration website upon its release.

Contractors who do not have access to CWDS should contact Bureau of Employment Programs (BEP) at [RA-TANFsample@pa.gov](mailto:RA-TANFsample@pa.gov) to request access immediately or contact your program advisor for assistance.

### Program Implementation Plan

At the beginning of each program year, every provider will be required to submit a Program Implementation Plan (PIP) to BEP ([Attachment N](#)). This plan will be used by the providers to explain how they intend to operate and design programming that aligns with the requirements

outlined in the Statement of Work. The PIP must be submitted to BEP within 45 days of the program year start.

The PIP will be used in conjunction with the monthly reports to evaluate program effectiveness and may be referenced throughout the year as part of program monitoring, technical assistance, and overall program performance.

## SECTION 8 – PROGRAM OVERSIGHT

### Americans with Disabilities Act of 1990 (ADA)

The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services. All contractors must comply with the ADA.

### Limited English Proficiency (LEP)

Each EARN provider must have a written LEP policy that includes a plan to serve LEP populations, compliance with Title VI Requirements, acceptable use of volunteer interpreters, and the description and level of training staff has obtained yearly. The EARN provider will provide yearly LEP training and will maintain documentation of the staff receiving yearly LEP training.

The EARN provider will provide LEP participants with information in their native language either through translation or interpretation. The EARN provider will notify participants of the availability of oral and written language services at no cost to the participant.

### Confidentiality

All clients must be assured that the personal data they provide will be confidential.

The EARN service provider will keep client information obtained from the client or other sources confidential. It will only be released upon the client's written approval, obtained on DHS approved Authorization for Release of Information Forms ([Attachment G](#)), and only for the purpose specified by the client.

Per the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule (45 CFR Parts 160 and 164) all personal health information should be retained for a period of six years. All EARN information should be kept for a period of six years, after which the information should be shredded.

All program staff must receive annual training to ensure full understanding of safeguarding policies.

The EARN must have a secure e-mail site set up by DHS when transmitting information between the CAO and program. Without a secure e-mail site, EARN programs are not permitted to transmit participant information via e-mail.



### Disposition of Equipment

Grantees must request approval for disposal instructions from the state office for all inventories. Equipment may be disposed of with no obligation to the federal program, if all of the following criteria are met: (2 CFR §200.313(e))

1. Equipment is no longer needed in the current program;
2. Equipment is not needed in other programs or previously funded by a federal agency;
3. Equipment is an item that has a current per-unit fair market value of less than \$5,000.

Grantee may purchase or lease equipment with federal funds if:

1. It is reasonable and necessary to operate its federal program effectively;
2. Existing equipment will not be sufficient; and
3. The costs are reasonable.

### Client Incentives

TANF participants may receive incentives, as funding permits, to promote positive behavior and/or to reinforce a student's demonstration of improved behavior such as increased or sustained attendance, goal attainment and active program participation. TANF incentives must encourage participation in a TANF activity and accomplish one or more of the four purposes of TANF:

1. Provide assistance to needy families so that children can be cared for in their own homes or in the homes of relatives;
2. End the dependence of needy parents on government benefits by promoting job preparation, work, and marriage;
3. Prevent and reduce the incidence of out-of-wedlock pregnancies;
4. Encourage the formation and maintenance of two-parent families

These supports may be given in advance of the individual's compliance with participation to promote attendance in employment and training activities and programming. If an individual does not subsequently participate or comply, the provider should evaluate if continued incentives would improve the participant's outcomes.

It is not allowable to use TANF incentives on items the individual is eligible to receive through a special allowance. TANF funds cannot be used to supplement authorized SPALs. Additionally, TANF incentives may not be issued for costs related to entertainment such as tickets to shows or sports events, meals, lodging, rentals, transportation, and gratuities.

The EARN service provider must maintain a list of all incentives issued that includes at a minimum the following information: amount and type of incentive issued, name of individual receiving incentive, date issued and reason for issuance of incentive. All incentives given to a participant should also be recorded in the CWDS case narrative. The issuances of client incentives are subject to monitoring.

### Supportive Services

EARN service providers will not issue special allowances to clients. Clients may continue to be eligible for CAO-issued special allowances. The EARN provider may assist clients in completing and submitting the SPAL Request Form (PA 1883), along with any supporting documentation, to the CAO. This form and documentation may be submitted by secure email or fax or via CWDS. (If submitting through CWDS, a SPAL Verification form must still be submitted separately to the CAO).

The CAO will consider multiple factors when determining eligibility for a SPAL, including, but not limited to, those listed below.

The item or service must:

1. Be required for participation in work or an approved activity.
2. Be the least costly and most practical item or service that will meet the need;
3. Not be available from another source or at no cost to the client; and
4. Not be already owned by or previously paid for by participant

SPALs will not be issued by the CAO if the requested item or service is available at no cost to the participant from another source.

If the CAO finds the client eligible for the SPAL, the client is to provide a receipt showing that the SPAL was used for the intended purpose within 14 calendar days. Failure to document how the SPAL was used within the 14-day time frame, or documentation showing the SPAL was used inappropriately, may result in an overpayment for the client.

See [Attachment O](#) for the SPAL Request Form and [Attachment P](#) for the SPAL Desk Guide used by the CAOs.

### Direct Service Team (DST) Meetings

DST Meetings provide an opportunity for CAOs and case managers from contracted employment and training programs to meet, at least monthly, to problem solve for individual clients and reconcile records.

The DST must consist of at least a representative from the CAO and a program operator from the EARN provider. DHS has made a commitment to reforming E&T programming to better suit the varied needs, challenges, and situations that our participants represent. As such, one initiative is to foster better communication between all area contracted E&T providers and the CAO.

Contracted E&T providers should establish a meeting time and location to engage the CAO via DST meetings no less than once a month; in-person meetings are preferred but telephone meetings are also permissible.

Contracted E&T providers will utilize the DST meetings to reconcile records, develop makeup plans, discuss participant issues, and collaborate toward resolutions with meaningful impact.

### Local Management Committee (LMC) Meetings

This meeting is responsible for the coordination of operations and services provided in the local areas to public assistance recipients. All local E&T program providers are required to attend.

See [Attachment Q](#) for detailed LMC information.

### Maximizing Participation Project (MPP) and Multidisciplinary Team Meetings (MDT)

Maximizing Participation Project (MPP) is an Extended TANF eligibility track for certain ETANF adults who:

- are exempt from RESET due to a verified temporary (more than 90 days) or permanent physical or mental disability as determined by a Medical Assessment Form (MAF) ([PA 635](#));

OR

- previously received ETANF in Deferral Hardship Track 3 and was unable to resolve barriers to participation and have demonstrated a pattern of being terminated from E&T programs with good cause due to these barriers.

Certain ETANF adults must agree to enroll with a DHS contractor who provides MPP services, cooperate with a Work Capacity Assessment (WCA), cooperate with MPP requirements, and cooperate with the MPP Service Plan if they want to receive ETANF for themselves and their family.

Cooperation with MPP requirements is mandatory for the ETANF adult who meets one of the criteria for this track. MPP focuses on the needs and barriers of the entire family. The primary goal of MPP is to help ETANF adults become economically independent and set goals by providing services and encouragement that will help the family remediate or stabilize barriers that may hinder them from achieving self-sufficiency. This is accomplished through appropriate assessments, evaluations, services, and activities.

There is no maximum number of months an ETANF adult may be eligible in MPP.

## **The MPP Multi-Disciplinary Team (MDT)**

MPP has a team-centered approach. A team of professionals, called the Multi-Disciplinary Team (MDT) will help the individual identify and resolve barriers. The MDT will consist of members from the CAO (such as TANF Income Maintenance Caseworker (IMCW), IMCW Supervisor, and DAP worker), DHS Contractor, the ETANF adult, and any other professionals such as members of the Local Management Committee (LMC) who are able to provide professional feedback and assistance in the development of the MPP Service Plan.

The MDT will meet with the adult to develop the MPP Service Plan and determine what activities they should pursue during the time they are awaiting the WCA results. The MPP Service Plan should include activities to support the needs and assist with the removal of barriers to economic independence. This could include, but is not limited to, doctors' appointments, therapy sessions, life skills coaching, rehabilitation, ESL, ABE, HSE/GED, post-secondary education, and parenting classes.

The MPP **MDT** will coordinate with local social service agencies such as:

- Mental Health (MH) Agencies.
- Drug and Alcohol (D&A) Agencies.
- Office of Vocational Rehabilitation (OVR).
- Other social services or medical assistance agencies as appropriate, examples include:
  - Domestic Violence Agencies.
  - Housing Agencies.
  - Crisis Intervention Centers.
  - Children and Youth Agencies

The MDT should determine if participants are ready or able to increase activity hours because they have resolved or stabilized their barriers sufficiently, or have minimal barriers, and do not require extensive interventions. MPP participants who need the support of a ramp-up to employment can be referred to the appropriate **DHS** contractor for Employment and Training activities.

[See Attachment S-MDT](#)

## Contacts

Questions regarding EARN program policy should be addressed to [RA-BOPEARNPOLICY@PA.GOV](mailto:RA-BOPEARNPOLICY@PA.GOV).

Questions regarding EARN program validation requirements should be addressed to [RA-BPE-DPI@PA.GOV](mailto:RA-BPE-DPI@PA.GOV).

Questions regarding EARN program data entry into CWDS should be addressed to the CWDS Help Desk at 1-866-236-6297 or [RA-CWDS@pa.gov](mailto:RA-CWDS@pa.gov)

## ATTACHMENTS

### ATTACHMENT A: PA 1951



ATTACHMENT A PA  
1951.docx

### ATTACHMENT B: Reverse Referral Tracking Report



Attachment  
B-Reveral Referral Tr

### ATTACHMENT C: Contractor Letter #2021-05-25 Reverse Referrals



ATTACHMENT C  
Contractor Letter #2

### ATTACHMENT D: Contractor Letter #2021-05-06 ETANF Participants



ATTACHMENT D  
Contractor Letter #2

### ATTACHMENT E: Operations Memorandum #20-08-01 Changes to Education Policy



ATTACHMENT E  
OPS MEMO #20-08-0

### ATTACHMENT F: WR Attendance Sheet



PA 1895.pdf

### ATTACHMENT G: PA 590



ATTACHMENT G PA  
590.pdf

### ATTACHMENT H: PA Community Service Desk Guide



ATTACHMENT H  
Community Service I

### ATTACHMENT I: PA 1694



ATTACHMENT I PA  
1694.pdf

### ATTACHMENT J: EVF



ATTACHMENT J  
EVF.pdf

### ATTACHMENT L: Confidential Release of Information



ATTACHMENT L  
Confidential Release

### ATTACHMENT M: Validation



EARN M Validation  
PY2324.pdf

### ATTACHMENT N: PIP



Program  
Implementation Plan

### ATTACHMENT O: PA 1883



ATTACHMENT O PA  
1883.pdf

### ATTACHMENT P: SPAL Desk Guide



ATTACHMENT P  
SPAL Desk Guide.pdf

### ATTACHMENT Q: LMC



LMC Manual  
Attachment\_6.1.202:

### ATTACHMENT R: Cash Closing Widget



Attachment R- Cash  
Closing Widget.pdf

### ATTACHMENT S: MDT



Attachment  
S-MDT.pdf



# **SNAP EARN**

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM  
EMPLOYMENT ADVANCEMENT AND RETENTION NETWORK**



**PROGRAM POLICY AND PROCEDURES MANUAL**

**DEPARTMENT OF HUMAN SERVICES  
PROGRAM YEAR 2023 – 2024**

**APPENDIX A OF THE STATEMENT OF WORK**

**Table of Contents**

SECTION 1 – INTRODUCTION .....	5
Program Overview .....	5
Eligibility Criteria .....	5
SECTION 2 – REFERRALS.....	6
Program Referrals .....	6
Reverse Referrals .....	6
Project Referral Rejection Codes .....	8
SECTION 3 - ENROLLMENTS .....	9
Initial Program Enrollment.....	9
Individualized Employment Plan (IEP)/Service Plans.....	11
Determining Hours of Participation .....	16
SNAP E&T Outcome Reporting .....	17
SECTION 4 – Employment and Training (E&T) ACTIVITIES.....	18
E&T Activity Codes and Descriptions .....	18
Remote Activities and Service Provision.....	18
Supervision.....	18
Self-Initiated Students .....	23
Credentialing and Training Services.....	23
Credentialing.....	24
Other Vocational Activities (not credentialed) .....	25
Vocational Education not provided by the SNAP EARN Contractor (Credentialing and Non-Credentialing) .....	25
Activity Closing Codes .....	25
SECTION 5 – PROGRAM ATTENDANCE & RECORD KEEPING .....	27
Attendance Documentation .....	27
Community Service .....	27
Absences .....	28
Make-Up Time.....	28
Banking Hours .....	28
Employment Documentation.....	28
Retention .....	29
Earned Income Verification .....	29
Retention Services .....	29

Data Entry .....	30
SNAP EARN Case Record Requirements .....	31
Internal Data Reconciliation .....	32
SECTION 6 – TERMINATIONS .....	33
Project Termination .....	33
Project Termination Codes .....	34
SECTION 7 – PERFORMANCE REQUIREMENTS & STANDARDS .....	35
Performance Outcomes .....	35
Reporting Measures.....	37
Service Delivery Standards.....	38
Monitoring .....	39
Program Implementation Plan.....	39
SECTION 8 – PROGRAM OVERSIGHT.....	41
Americans with Disabilities Act of 1990 (ADA) .....	41
USDA Non-Discrimination Statement.....	41
Limited English Proficiency (LEP) .....	42
Confidentiality.....	42
Disposition of Equipment.....	42
Client Incentives/Reimbursements.....	43
Supportive Services.....	43
Direct Service Team (DST) Meetings.....	44
Local Management Committee (LMC) Meetings.....	44
Contacts .....	44
ATTACHMENTS.....	46
ATTACHMENT A SNAP EARN Attendance Sheet.....	46
ATTACHMENT B PA 1938 .....	46
ATTACHMENT C Community Service Desk Guide.....	46
ATTACHMENT D Community Service Verification Form.....	46
ATTACHMENT E EVF .....	46
ATTACHMENT G Confidential Release of Info .....	46
ATTACHMENT H Validation.....	46
ATTACHMENT I Program Implementation Plan.....	47
ATTACHMENT J SPAL Request Form.....	47
ATTACHMENT K SPAL Desk Guide - CAO .....	47

ATTACHMENT L LMC Operations.....	47
ATTACHMENT M- Validation .....	47

## SECTION 1 – INTRODUCTION

### Program Overview

Supplemental Assistance Nutrition Program Employment Advancement and Retention Network (SNAP EARN) is designed to provide a range of services to meet individuals' needs, including access to education and training opportunities to move clients toward family economic stability. The program is based on human-centered design and includes an appropriate combination of case management, coaching, and peer to peer experiences to develop a career pathway through job placement and job retention goals for the participants referred from the County Assistance Office (CAO).

### Eligibility Criteria

CAO staff will determine eligibility for the SNAP EARN program and refer clients to SNAP EARN based on CAO policy and procedures.

Individuals eligible for Supplemental Nutrition Assistance Program (SNAP, previously known as food stamps) benefits, who are **not** also eligible for Temporary Assistance for Needy Families (TANF), may be referred to the SNAP EARN contractor. The hours of participation are determined by whether the individual is considered an Able-Bodied Adult Without Dependents (ABAWD).

## SECTION 2 – REFERRALS

### Program Referrals

Outreach efforts to increase program enrollment rates and continued participation are expected to begin when a program receives a referral in the Commonwealth Workforce Development System (CWDS). Outreach efforts are to include contacting program participants prior to their enrollment date to introduce yourselves and your program, confirming the participant's attendance, and answering any additional questions that the participant may have. Programs must make a minimum of three contact attempts should the initial attempt be unsuccessful. Documentation of contact attempts is required. Programs are required to develop a plan for referral outreach available to the Bureau of Employment Programs (BEP) via the Program Implementation Plan (PIP).

The provider will make every reasonable accommodation to accept referrals every day of the business week.

SNAP EARN programs may set their orientation times and dates; however, a client must be given opportunity to report to the program and should not have their referral rejected if they are late for the program's orientation or scheduled appointment date. Initial meetings with the client may be done via phone or other electronic means. The client does not need to physically report to the SNAP EARN center to be enrolled in programming.

In the case of an employed individual being referred to SNAP EARN for additional participation hours; case managers should meet with the client at a time and location that does not interfere with the client's scheduled work hours.

It is required that the program work with the CAO before referral rejecting a client.

The SNAP EARN provider must act on the CAO referral within 14 days of the referral date.

**NOTE:** The referral date is not included in this count. It is day zero.

### Reverse Referrals

Reverse Referrals are program referrals that are initiated by the SNAP service provider instead of the CAO. The provider must use the Reverse Referral Form (PA 1951) ([Attachment A](#)) to give the local CAO the information necessary to determine if the referral for a specific program or service is appropriate and allowable. The referral determination can then be shared with the individual and provider. The submission of a PA 1951 does not change the policy or process for determining appropriate referrals or completing the EDP and submitting a system referral if the referral is

approved. The form offers individuals an additional way to request consideration for programs and services in which they are interested.

The CAO has 15 calendar days to:

- • determine eligibility for a contracted program referral;
- • complete/update the Agreement of Mutual Responsibility (AMR) or Employment Development Plan (EDP) and obtain recipient's signature;
- • discuss and issue special allowances as needed for participation;
- • return a completed copy of the PA 1951 to the recipient and contracted program with the eligibility determination; and
- • submit an electronic referral via eCIS

**NOTE:** The contracted program may assist the CAO in obtaining the recipient's signature on required documents to complete the referral.

A recipient does not need to provide a PA 1951 in order to be referred to an E&T program by the CAO. The recipient may contact the CAO directly, in-person or by telephone, to request to participate in cash or SNAP E&T, complete or update an AMR or EDP, and receive an electronic referral to an E&T program.

The use of the PA 1951 does not change the policy or process for completing the AMR or EDP and submitting an electronic referral via eCIS if the activity is approved. A face-to-face appointment is not required. The AMR or EDP may be updated by telephone, and/or with the assistance of a contracted provider. A copy, signed and initialed by the recipient, must be returned to the CAO by either the recipient or contractor. If a signed copy is not received by the CAO within 10 calendar days of the date the EDP or AMR was sent to the recipient for signature, the CAO will reject the reverse referral.

The electronic referral to a contracted program and SPALs to support the activity may not be processed until the signed and completed AMR or EDP is returned to the CAO.

If the CAO determines the E&T referral is not appropriate, or if the individual and/or contractor does not return a completed AMR/EDP, the CAO must notify the recipient and the contracted program by returning a completed PA 1951 indicating that the reverse referral was rejected

Providers must report reverse referrals to DHS using the Reverse Referral Tracking Report ([Attachment B](#)). DHS is monitoring how many reverse referrals are rejected or accepted by the CAO. Only the reverse referrals that have received a response by the CAO should be on the list. Programs should inform BEP if pending reverse referrals are taking longer than 15 calendar days to be reviewed by the CAO. BEP can assist the programs in resolving the issue. The Reverse Referral Report is due by the close of business the first week of the month following the reporting month. Please refer to Contractor Letter #2021-05-25 Reverse Referrals ([Attachment C](#)) for more background and guidance regarding the Reverse Referral process.

### Project Referral Rejection Codes

If the client does not show for orientation the SNAP EARN service provider will conduct outreach to the client to enroll and engage the client. If the client refuses to cooperate at the orientation, the provider should speak with the client one-on-one to determine how they can assist the client in engaging in and successfully completing the program.

Referral rejection codes will be used to track the reason a client's referral to SNAP EARN is rejected prior to enrollment. The SNAP EARN service provider must data enter these codes in CWDS.

The following project referral rejection codes may be used with SNAP EARN:

- Code 1 – Failed to report (after documented repeated attempts at outreach)
- Code 2 – Refused to cooperate (after documented repeated attempts at outreach)
- Code 4 – No Action Taken (System Generated)
- Code 5 – Other
- Code T – Referred in error



## SECTION 3 - ENROLLMENTS

### Initial Program Enrollment

The SNAP EARN service provider must enroll the client in the program the date they report to or agree to participate via phone or other electronic means. Data entry of the client's enrollment in CWDS must be completed within three working days of the date of enrollment.

**NOTE:** The client's reporting date is not included in this 3 business-day count.

To enroll a client (Project Code SD or SN for Philadelphia), the SNAP EARN service provider will enter an enrollment date in CWDS. After enrolling the client in the program, the SNAP EARN service provider must open at least one activity code to track participation. Under **NO** circumstance is a client to have an open project without an open activity code.

Once notified that the participant is to be enrolled, the SNAP EARN service provider will conduct a case review to become familiar with the client's background and situation to determine what additional assistance the participant will need to achieve family economic security. The SNAP EARN service provider will review the information below:

- Family and social history
- Medical information, including physician, clinic, and hospital records
- Work history
- Information regarding services the participant is receiving from other agencies or providers
- Case narratives
- Job readiness assessment
- Employment Development Plan (EDP)
- Information regarding the participant's current and past participation in Employment and Training (E&T) programs
- Educational activities and outcomes of those experiences
- Any other pertinent information

Each participant shall have an in-person orientation, either individually or in a group, to the SNAP EARN Program within five business days of the participant's referral. During participant orientation the SNAP EARN service provider must review the SNAP EARN policies and participant requirements with the participant, including:

- The goals and purpose of the program
- The overall approach to reaching these goals including participation in a joint planning process to identify needs and appropriate activities

- Attendance requirements to include hourly requirements, holidays, and unexcused absence policy
- Participant and SNAP EARN rights and responsibilities
- Explanation of how participant progress is tracked and measured
- Information on the grievance procedure
- Confidentiality agreement
- Authorization for release of participant information
- Program requirements (lunch, breaks, behavior, dress code, reporting changes, income, submission of paystubs to the SNAP EARN and the CAO)

For SNAP participants, the SNAP EARN service provider and its team shall conduct an in-person comprehensive assessment that identifies participant strengths and barriers to employment and family economic security. The assessment shall be completed within 14 business days after the enrollment date. As part of the assessment, the participant's social indicators of health (SIOH) shall be identified, including but not limited to:

- Interests and goals
- Current employment and financial status
- Education
- Language and literacy (including English proficiency)
- Housing
- Food security and nutritional education
- Clothing
- Transportation
- General and mental health
- Criminal History
- Criminal background inquiry and checks
- Domestic violence
- Support network
- Work experience

The appropriate activity for the assessment period will be AC 09. Based on the results of the assessment, the SNAP EARN program will determine the next appropriate activity and develop the service plan.

Providers are expected to share any completed assessments whenever a participant transitions to another E&T provider in the network.

**The assessment must be completed within 14 business days following the enrollment. To capture the performance standard correctly, the provider is expected to open AC 09, complete the assessment and close AC 09 within 14 business days following the participant enrollment.**

### Individualized Employment Plan (IEP)/Service Plans

The SNAP EARN service provider will use the comprehensive assessment to coordinate with the participant to create and execute an Individual Employment Plan (IEP) in CWDS. The IEP will be a living document. In coordination with the participant, the SNAP EARN service provider shall develop and use the IEP as the comprehensive plan to:

- describe goals, objectives, barriers, interests, and planned services of the participant, as determined from the assessment
- promote strategies to be instituted to address the participant's barriers and achieve goals to gain and maintain family economic security, mental health treatment, and other rehabilitative treatments);
- Interventions (including crisis mitigation and barrier remediation);
  - Education;
  - Training and credentialing;
  - Community service opportunities consistent with the community service option reflected on the EDP; and
  - Job readiness and skills (such as soft skills and employment tools, basic life skills, barrier remediation, career exploration, assessments, and aptitude testing)
- measure goals, including specific outcomes, to be achieved to demonstrate stabilization of the participant's barriers and needs, the time frame(s) for achieving them, the resources available and to be used to realize the outcomes, and the desires and motivation of the participant that may have an impact on their success
  - if required, work with a multidisciplinary group consisting of a CAO worker or an agent authorized by the Department and professionals from various disciplines, which may include physicians, psychologists and vocational or behavioral rehabilitation specialists to develop a service plan that meets the needs of the participant

To remain enrolled in SNAP EARN, the client must agree to the terms of the IEP and sign and date the document at the time of completion, as well as at the time of any updates.

If a participant already has an existing IEP in CWDS, the provider is expected to review the IEP and make any necessary updates to the goals, barriers, or objectives upon enrollment.

**NOTE:** The SNAP EARN service provider is to create the IEP in CWDS 2.0 using the Create Plan screen.

**NOTE:** Inability or refusal to make progress with the IEP should be documented in the case notes and discussed at the local DST meeting.

As part of the ongoing services to the participant, the SNAP EARN service provider will:

1. Conduct and document participant contacts at least weekly. This can be done via face-to-face meetings, telephony, or electronic means. The SNAP EARN service provider shall use one or more of the following methods to engage and support the participant in working through the IEP:
  - Case management
  - Coaching
  - Peer-to-peer experiences
2. Identify and refer the participant, the family, or both to the appropriate local community resource(s) to achieve goals identified in the IEP, such as:
  - Shelter
  - Education
    - Adult Basic Education
    - English as a Second Language
    - Post-secondary institutions
    - Keystone Education Yields Success (KEYS) providers
    - Education Leading to Employment and Career Training (ELECT)
    - WIOA Title I Individual Training Accounts
    - Registered Pre-Apprenticeships
  - Legal Assistance
    - Legal services
    - Criminal background inquiries and checks
    - Criminal record expungement
    - Pennsylvania Legal Aid Network
  - Life skills, including:
    - Financial literacy
    - Nutrition
    - Other appropriate information
  - Another Employment & Training Provider
    - SNAP EARN program in another area
    - SNAP KEYS
    - SNAP 50/50
3. Advocate for the participant when connecting to local community resources by providing participants with:
  - Maintain an active connection and point of contact for all community partners in CWDS
  - Assistance with application and scheduling, warm handoffs are encouraged to connect participants with services

- Ongoing case management and services while participant engages with the community resource
  - Referrals should be driven by the outcome of the assessment with all identified needs supported through a referral to community partners
  - Referrals should also be made anytime a need is identified throughout the enrollment period
4. Employ or have access to, at least one qualified Social Service Professional to provide an outlet to discuss topics such as mental, social, physical, emotional, and behavioral health aspects of the participant's life. The work performed by the professional should be separated from the scope of work being performed by other staff. Social Service Professionals may consist of licensed professional counselors, social workers, therapists, allied health professionals or a combination of these professionals. The SNAP EARN service provider will submit to BEP, the qualifications of said professional for review.
- Social Service Professionals must be available in sufficient numbers so that each participant can be offered the opportunity to have an introductory 1-on-1 meeting with said professional within 28 business days following the date of enrollment.
  - During this introductory meeting the Social Service Professional will be required to explain their offered services, review participant assessments, offer services or resources to address identified barriers, and act as a social service coordinator between the grantee, participant, and outside resources. The Social Service Professional will then coordinate and refer the client to any appropriate ongoing services; if they will be the ongoing service provider, they may enroll the client as well. Licensed professionals must be made available on site at least one day per month, based on participant need. 1-on-1 meeting days comply with this requirement.
  - If the social service professional is not a licensed social worker or counselor, they may only act as a referral source and must refer the participant to professionals specially trained to provide such services. This includes but not limited to domestic violence or physical and mental health related issues.
  - Social Service professionals must be made available to participants upon request. The licensed professional, or their organization, must respond to participant requests for services within 24 hours. At a minimum the response must include documented outreach to schedule an appointment.
  - The SNAP EARN service provider should develop a crisis response plan to include professional having flexible hours of contact, including but not limited to weekends and after "traditional" work hours. The SNAP EARN service provider shall continue to provide participants with access to these services as often as needed through the end of the 90-day retention period.

**All referrals to the social service professional are to be recorded in CWDS using the service authorization. The provider is to create a service category and select Scheduled Appointments and record the appointment date and outcome of the meeting.**

**Outcomes of the meeting should be recorded using Meeting Complete or Refused to Cooperate.**

5. Provide activities and programs that lead to acquiring job-related and job readiness skills in addition to education and employment activities. Some job-related and job readiness skills may include but are not limited to:
  - Time management
  - Analytical thinking
  - Executive function and decision making
  - Verbal and written communications
  - Leadership
  - Professional behaviors and attire
  - Career exploration
  - Aptitude testing
  - Interpersonal communication
  - Collaboration
  - Problem solving
  - Financial literacy
  - Resume writing
  - Interview techniques
  - Education on regional High Priority Occupations and local job markets: [High Priority Occupations; County Profiles \(pa.gov\)](#)
6. Provide or refer participants to formal credentialing programs or trainings, which may include:
  - Industry skill certifications to achieve and demonstrate skills necessary for specific occupations
  - Upgrades of an individual's job-related skills including instructional certificate programs that are awarded based upon completion or accumulated credits
  - Associate degree programs including those that result in an Associate of Arts, Associate of Science, or an Associate of Applied Science degree
  - Organized educational programs that are directly related to the preparation of individuals for employment in current or emerging occupations requiring training other than a degree
  - High School Equivalency, General Equivalency Degree, Adult Basic Education, and English as a Second Language programs as part of a career pathway when these classes are integrated within, being taken concurrently with, or for a limited-duration prerequisite to post-secondary education or training as part of a career pathway program

7. Facilitate the transfer of participants to other DHS employment and training programs, when appropriate and approved by both the CAO and the receiving program. Program transfer options include, but are not limited to:
  - SNAP KEYS: The SNAP EARN service provider shall transfer to the SNAP KEYS program those participants who have enrolled at a Pennsylvania community college to pursue an education activity that leads to receipt of a diploma or certificate and improves employability. An educational activity improves employability when its Classification of Instructional Program (CIP) code is associated with at least one high-priority Standard Occupational Classification (SOC) code for the local Workforce Development Area. Alternatively, an educational activity improves employability when it is certified as a course of career and technical education under the Perkins Act. The SNAP EARN service provider shall coordinate educational activities at community colleges with the SNAP KEYS program and shall terminate the SNAP EARN participation of participants who meet all requirements for SNAP KEYS and desire to participate in SNAP KEYS shall facilitate the referral and transfer to SNAP KEYS. The SNAP EARN service provider may not terminate the SNAP EARN participation of participants who have expressed interest in community college but have not yet enrolled. The SNAP EARN service provider shall coordinate with SNAP KEYS when participants express a desire to enter community college. If such participants subsequently enroll in a community college, the SNAP EARN service provider shall terminate the SNAP EARN participation of participants meeting all requirements to enroll in SNAP KEYS and shall facilitate the referral and transfer to SNAP KEYS.
  - SNAP 50/50 Third-Party Partnerships: SNAP 50/50 partnerships are direct contractual relationships between the Department of Human Services and community-based organizations that serve as specialized training providers. Each SNAP 50/50 partner sets its own prerequisites for admission to the program. The SNAP EARN service provider shall work with each local SNAP 50/50 partner organization to identify when referrals to that organization are appropriate. The SNAP EARN service provider shall transfer participants to the SNAP 50/50 program who have been thusly identified.
8. Place participants in unsubsidized employment. To identify and fill employment opportunities, the SNAP EARN service provider should utilize the resources within the local area including but not limited to, Workforce Development Boards, existing and newly developed relationships with local employers, chambers of commerce, employer lead groups, career workshops, job fairs, and Registered Apprenticeship programs. The SNAP EARN service provider shall require participants meet with potential employers in person, when appropriate. The SNAP EARN service provider shall advocate and advise their participants to accept employment consistent with their IEP even if the employment will not result in a placement performance outcome.

The SNAP EARN service provider achieves a placement performance outcome when a participant is working in unsubsidized employment (Activity 93) at least 80 hours in a four consecutive week period at the higher of the state minimum wage plus two dollars per hour or the federal minimum wage plus two dollars per hour. Once the participant is placed in employment and has entered the retention period, the SNAP EARN service provider shall contact the participant biweekly for the full 90 days of the SNAP retention period.

9. Assist participants who obtain employment to achieve satisfactory performance, retain employment, and increase earnings over time through the provision of retention services. The SNAP EARN service provider shall provide retention services when an individual obtains unsubsidized employment (Activity 93). The SNAP EARN service provider shall provide retention supports and services for 90 calendar days after the beginning of unsubsidized employment (Activity 93), regardless of whether the SNAP benefit closes during this period.

### Determining Hours of Participation

The number of hours a SNAP participant is required to participate will be determined by the CAO and recorded on the client's EDP. The SNAP EARN service provider must ensure the client participates for at least the minimum number of hours as determined by the CAO caseworker and recorded on the EDP.

#### Participation Hours

Non-ABAWDs: Individuals who are exempt or geographically waived from ABAWD rules are considered voluntary participants under SNAP E&T and must participate for at least 12 hours per month. The SNAP EARN service provider may terminate a participant who fails to meet this standard; however, this termination only extends to participation in SNAP EARN and eligibility for SPALs. Since the individual is a volunteer, no sanction will apply to the SNAP benefit.

ABAWDs: Individuals who are not exempt or geographically waived from ABAWD rules must meet a work requirement of either 20 hours per week (averaged 80 hours monthly) **or**, for community service participants, the number of hours will vary by participant and will be listed on the EDP.

ABAWDs may also meet the work requirement by combining hours spent in unsubsidized employment with hours spent performing an E&T activity. In this instance, the SNAP EARN service provider will track only the hours spent performing an E&T activity, not the hours spent in unsubsidized employment. Instead, the SNAP EARN service provider should encourage the participant to report those hours to the CAO.



ABAWDs may participate in more than one activity to meet the work requirement; however, in no instance may participation in job search (AC 89) and job readiness/prep (AC 80) activities count for more than half (10 hours per week) of the 20 hour per week requirement. The SNAP EARN service provider shall assist ABAWDs in combining hours spent in other activities with hours spent in AC 80 or AC 89 to meet the work requirement.

### SNAP E&T Outcome Reporting

The Food and Nutrition Service requires each state to report on activity outcomes as well as project/case-level outcomes. SNAP EARN providers shall cooperate with any request from BEP staff to collect additional data necessary for this reporting. Currently, the majority of data is collected under a memorandum of understanding between the Department of Human Services and Department of Labor and Industry and requires no action from the SNAP EARN provider. Participants in the SNAP EARN program are not individually identified in the standard report transmitted to the federal government.

## SECTION 4 – Employment and Training (E&T) ACTIVITIES

### E&T Activity Codes and Descriptions

E&T Activity Codes will be used to track the activities in which the SNAP EARN client is engaged at any specific time. The SNAP EARN service provider will data enter the activity codes in CWDS. Multiple activity codes can be entered at the same time; however, the activity codes in CWDS and the activities listed on the IEP must agree.

The SNAP EARN service provider must enter participation hours after the client attends the service or activity and documentation is provided.

The activity codes that may be used in the SNAP EARN program are listed in the table on the following pages, along with descriptions of each code. Please note any durational time limits or important notes included as applicable.

It is important to note that self-initiated education clients can remain in their educational track. SNAP EARN service providers should encourage and support clients as they seek to improve themselves through education. See the self-initiated student section below.

**NOTE:** Self-initiated clients who are enrolled in SNAP EARN should have the appropriate activity code opened along with the appropriate sub-project code. See the [Self-Initiated Students Section](#).

### Remote Activities and Service Provision

Contracted providers are responsible for developing a remote participation plan for everyone who will be using this option as part of the PIP. Remote participants must use form PA 1895 (Employment and Training Weekly Activity Verification Form) to log their activities, including the date of the activities, type of activity, their E&T case manager's contact information, and the begin and end times for each activity recorded. When the log is completed, the participant must transmit it (via mail, fax, or electronically – pictures are acceptable via phone) to the E&T case manager. In difficult times, contracted providers may complete the PA 1895 with the client and request their signature at a later point in time, but prior to the monthly reporting deadline.

### Supervision

Supervision must be provided by the contracted program. Supervision does not mean in-person contact. The supervision may be by telephone or electronic contact (email/text) and ensures the individual participates and progresses in their assigned activities. The contact should occur on the days the individual is scheduled to participate.

<b>E&amp;T ACTIVITY CODES AND DESCRIPTION</b>				
Activity	Code	Description	Durational Limits	Comments
Assessment	09	Comprehensive assessment that identifies participant strengths and barriers to employment and family economic security. The assessment shall be completed within 14 business days after enrollment date. As part of the assessment, the participant's social indicators of health (SIOH) shall be identified.	None	Completed within 14 business days after enrollment.
Job Readiness/ Preparation	80	Prepares the individual for the workplace by teaching interviewing techniques, preparation of resumes, employer expectations, and basic life skills. This activity may also include career exploration and activities designed to improve self-esteem. These activities may be conducted in workshops, seminars or classroom sessions coordinated through the local CareerLink (One Stop).	None	ABAWDs may use Supervised Job Search and/or Job Readiness Prep activities to meet up to 10 hours per week of the required 20 hours per week.
English-as-a- Second Language	81	Includes any formal education training specifically designed to improve an individual's proficiency in English needed to compete in the current job market.	None	
Adult Basic Education	82	ABE provides an individual with a basic literacy level, equivalent to successful completion of grade eight to fulfill an employment goal.	None	
SNAP Satisfactory Attend GED/HSE	83	This is an education activity designed to prepare a person to qualify for a high school diploma or equivalency credential. This includes any formal education training provided to an individual functioning at an eighth-grade level or above. High school remediation involves repetition of such instruction previously given to the participant to improve the individual's educational functioning level. Normal enrollment and participation in high school is not allowed in this activity.	None	May be pursued at any age, without need to enter good cause.

E&T ACTIVITY CODES AND DESCRIPTION				
Activity	Code	Description	Durational Limits	Comments
Skill/Vocational Education	84	<p>Provide individuals with specific occupational skills needed in the current job market. Vocational skills can include a wide range of training programs from learning to type to computer repair to entrepreneurship. Only educational activities that directly enhance the employability of the participant are allowed. Activities shall be deemed to directly enhance employability if: (1) the course of study meets the definition of career and technical education under the Perkins Act; or (2) the Classification of Instructional Programs (CIP) code associated with the course of study aligns with a high-priority Standard Occupational Classification (SOC) code for the local workforce development area. This may be determined by referencing the current High-Priority Occupation list and the Pennsylvania CIP-SOC Crosswalk, both available online at: <a href="https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx">https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx</a>.</p> <p>The individual may be credited with one hour of unmonitored study time for each hour of instructional time.</p>	24 months with six-month extensions available.	
Vocational Work Experience	85	<p>VVE is a paid work activity, which enhances an individual's employability by helping to develop good work habits and basic skills needed for the work environment through up to six months of paid employment in the public sector.</p> <p>VVE will be available for individuals who have never worked or have been unemployed for a considerable length of time. VVE can also be used to offer the individual who is currently enrolled in an advanced degree program an opportunity to apply classroom theories in a work setting. The participant's wages can only be paid using State funds or outside funding secured by the provider. The participant's wages cannot be claimed for reimbursement under the grant.</p>	Participation in this activity is limited to a 12-month period.	
Paid Work Experience	86	<p>PWE is a paid work activity, which enhances an individual's employability by helping to develop good work habits and basic skills needed for the work environment through up to six months of paid employment in the public sector.</p> <p>PWE will be available for individuals who have never worked or have been unemployed for a considerable length of time. The participant's wages can only be paid using State funds or outside funding secured by the provider. The participant's wages cannot be claimed for reimbursement under the grant.</p>	Participation in this activity is limited to a 12-month period.	

## E&T ACTIVITY CODES AND DESCRIPTION


Activity	Code	Description	Durational Limits	Comments
KEYS Postsecondary Education	87	<p>Educational activity offered by an accredited KEYS post-secondary institution. Only educational activities that directly enhance the employability of the participant are allowed. Activities shall be deemed to directly enhance employability if: (1) the course of study meets the definition of career and technical education under the Perkins Act; or (2) the Classification of Instructional Programs (CIP) code associated with the course of study aligns with a high-priority Standard Occupational Classification (SOC) code for the local workforce development area. This may be determined by referencing the current High-Priority Occupation list and the Pennsylvania CIP-SOC Crosswalk, both available online at: <a href="https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx">https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx</a>.</p> <p>The individual may be credited with one hour of unmonitored study time for each hour of instructional time.</p>	24 months with six-month extensions available.	
Non-KEYS Postsecondary Education	88	<p>Educational activity leading to a credit-bearing certificate program or career specific associate degree. This activity is designed to serve individuals with very specific needs. Only educational activities that directly enhance the employability of the participant are allowable. Activities shall be deemed to directly enhance employability if: (1) the course of study meets the definition of career and technical education under the Perkins Act; or (2) the Classification of Instructional Programs (CIP) code associated with the course of study aligns with a high-priority Standard Occupational Classification (SOC) code for the local workforce development area. This may be determined by referencing the current High-Priority Occupation list and the Pennsylvania CIP-SOC Crosswalk, both available online at: <a href="https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx">https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx</a>.</p> <p>The individual may be credited with one hour of unmonitored study time for each hour of instructional time.</p>	24 months with six-month extensions available.	
Supervised Job Search	89	<p>Activity which serves job-ready participants engaged in job-seeking activities, either individually or in a group. A specific plan of activities must be outlined on the individual's Employment Development Plan (EDP). Supervised Job Search may include counseling, provision of local labor market information, instruction in job-seeking skills, use of telephone banks, etc. Individuals who are employed or who have accepted an offer of employment are not eligible for enrollment in the Supervised Job Search activity. Participants should be credited with one hour for each job contact they make.</p>	<p>Maximum of 60 days in a 12-month period. After the Supervised Job Search activity is completed, the individual is not eligible for Supervised Job Search again for 12 months.</p>	<p>ABAWDs may use Supervised Job Search and/or Job Readiness Prep activities to meet up to 10 hours per week of the required 20 hours per week.</p>

## E&T ACTIVITY CODES AND DESCRIPTION

Activity	Code	Description	Durational Limits	Comments
Community Service	90	Unpaid work activity used to provide work experience for individuals in the federal, state or local government or nonprofit sector arranged for by the participant. Community Service enhances an individual's employability by helping to develop good work habits and basic skills, including organization skills, problem solving, and basic math skills or to brush up existing skills needed for the work environment, through unpaid employment. This activity is prospectively verified through completion of the PA 1938 Community Service Verification Form.	None	<b>The maximum number of hours for an ABAWD is determined by the CAO, which obtains this figure by dividing the household's benefit level by the federal minimum wage. This number of hours will be identified on the EDP.</b>
Case Management	92	Includes services such as post-assessment development of the IEP, progress monitoring, coordination with service providers, and in-person, telephonic, and virtual case management meetings with a participant. This activity is available to all individuals enrolled in at least one other SNAP E&T activity code.	None	<b>Must always be open for all SNAP participants.</b>
SNAP Job Retention	93	Work activity intended to provide services for up to 90 days to participants who secured employment because of participation in the SNAP E&T program. Job retention activities include services and activities that will help a participant retain their new employment. Services and activities may include parenting and family responsibility classes, family financial planning, organization skills, mentoring, peer support activities, job development, job coaching, workplace literacy, etc. This activity is available to employed participants who secured employment as a result of participation in an E&T program. An E&T participant may choose whether to receive job retention services, however if the participant does opt to receive job retention services, any other open Activity Codes must be closed out in CWDS the day before the open date for AC 93. The participant remains eligible for SPALs and childcare during the retention period, even if their income is high enough to cause SNAP to close.	Limited to 90 days after the SNAP participant begins employment	

## Self-Initiated Students

SNAP participants who self-enroll in post-secondary education – also known as self-initiated students – may be referred to SNAP EARN from the CAO. SNAP EARN is responsible for case management, verification, and data-entry of participation hours and job placement assistance after graduation. Self-initiated students fall into two main categories 1.) KEYS Expansion Students and 2.) Non-KEYS Students.

Students	Activity Code	Sub Project Code 1	Sub Project Code 2	Core Y/N	Durational Limits	Comments
KEYS Expansion Students (Enrolled in a KEYS approved educational institution)	87	45: Career & Tech Students  46: State-Owned University Students	48: Students who are in months 13 to 24 of vocational time  49: Students who are in month 25 or over of vocational time	Y	24 months with 6-month extensions available. Enter an additional sub-project code if beyond 12 months. (See Sub Project Code 2 in chart)	For a complete list of schools, see Attachment below:  <div> KEYS Expansion Institutions.pdf</div>
	Non-KEYS Students	88	50		n/a	24 months with 6-month extensions available
84		n/a			24 months with 6-month extensions available for participants obtaining a credential/ certification.	
Study Time Policy						
The school’s study policy must be obtained and retained. This document identifies the number of study time hours expected by the school. A student can receive one hour of unsupervised study time for one hour of class time with no verification needed. Study time that is documented and monitored by the E&T contractor or an accredited education provider can also be counted. Total study time hours – unsupervised and supervised, may not exceed the number of study time hours expected for the course as determined by the school’s study policy.						
Extension Requests						
Extensions while an individual is already participating in an E&T program will be approved by BEP via E&T contractor request. The request should contain the most recent AMR, vocational education extension addendum and most recent transcripts. Extension requests are to be sent to: TANF RA-PWBEP.TANF@pa.gov or SNAP RA-PWBEP.SNAP@pa.gov						

## Credentialing and Training Services

The SNAP EARN service provider must provide credentialing and training opportunities for participants as outlined in this section. Vocational educational training is defined as “organized educational programs that are directly related to the preparation of individuals for employment in current or emerging occupations requiring training other than an advanced degree.”

All vocational education activities conducted in-house, whether designed to provide a credential/certification or not, must be matched to high-priority career fields within the Workforce Development Area.

### Credentialing

Credentials consist of an industry recognized certificate or certification, a certificate of completion of a Registered Pre-Apprenticeship, a license issued by the Pennsylvania Department of State or federal government, or an associate’s or baccalaureate degree. Credentials measure competence in core content and performance standards in a specific set of work-related tasks. The work-related tasks and assessment must connect with workforce demands. The SNAP EARN service provider shall submit proposed credentials to the Bureau of Employment Programs (BEP) for review prior to implementation. In its sole discretion, BEP will approve the credentials. The SNAP EARN service provider shall include the following in any credentialing program package:

1. Certification area: A statement including what marketable, valuable skill will be earned by the participant when the program is completed.
2. Classification of Instructional Program (CIP) code: The CIP code most closely associated with the certification program.
3. Perkins Indicator: A yes/no indication of whether the program is a program of career and technical education, as defined in section 3 of the Carl D. Perkins Act of 2006.
4. Program’s value: Justification of why the certification is valuable in your area industry, and how developing the skill will improve the participant’s chance of gaining employment in a high priority occupation based on the workforce area and moving toward self-sufficiency.
5. Curriculum: The subjects that the certification program will cover.  
**Example:** If the program is going to lead to a certificate in customer service, you would list all the subjects you will cover such as; Proper Dress Codes, Professional Writing Skills, How to Speak to Customers, etc.
6. Syllabus: A day-to-day outline of the progression of the program, including time frames. This should provide detail on how the curriculum will be taught. It also needs to include the goal of each lesson.
7. Assessment: The methods to be used in measuring student progress.
8. Statement of study time expectations (if applicable): Study time will not be granted automatically for these programs. If a client is expected to study outside of class time, then a statement of what the study time expectations are must accompany the program



description. If a statement of study time is not submitted, no study time will be allowed when a case is pulled for validation.

If changes are made to the approved certification program, an updated package must be resubmitted for endorsement to BEP 10 days prior to implementation. However, changes should be submitted as quickly as possible as the certification process may take longer. Certification program packages should be submitted to the BEP EARN resource account, [RA-BOPEARNPOLICY@PA.GOV](mailto:RA-BOPEARNPOLICY@PA.GOV).

#### Other Vocational Activities (not credentialed)

Vocational education activities conducted in-house without the intent of credentialing must be accompanied by a curriculum that is available at the request of the BEP. When closing a non-credentialing AC 84, code 1 or 9 should be data entered. Closing code C should not be used.

#### Vocational Education not provided by the SNAP EARN Contractor (Credentialing and Non-Credentialing)

Hours of participation and/or certifications will only be recognized for those educational institutions who are approved by the Pennsylvania Department of Education (PDE) to grant degrees or certifications and are operating as a licensed business as registered with the Pennsylvania Department of State (DOS).

Online education/certification will only be accepted if the online institution is recognized by the United States Department of Education as an accredited institution. SNAP EARN contractors must be diligent in ensuring they are connecting their participants with education institutions and programs that will offer the individuals viable and suitable career pathways.

PDE approved training facilities can be searched at the following link:

<http://www.edna.pa.gov/Screens/wfSearchEntity.aspx>

Businesses licensed with DOS can be searched at the following link:

<https://www.corporations.pa.gov/Search/CorpSearch>

Online colleges approved by the US Department of Education can be searched at the following link:

<https://ope.ed.gov/dapip/#/home>

#### Activity Closing Codes

The SNAP EARN service provider is required to data enter an appropriate activity closing code when ending the client's participation in an activity. The code used to terminate the activity will

indicate the completion of the activity and must be entered before terminating the project in CWDS.

**NOTE:** All activities and sub-projects must be end-dated before a termination code can be data entered on the Edit Participant Case Details Screen to end the client's project enrollment.

The following activity closing codes may be used with SNAP EARN activities:

Activity Termination Code 1: Did Not Report (DNR)/Failed to Cooperate/Refuse

Activity Termination Code 4: Successful Term – Obtained Employment

Activity Termination Code 5: Completed and Employed – Activity End Date Required

Activity Termination Code 9: Completed – Activity End Date Required

Activity Termination Code C: Credential Received (available for AC 84, 87 & 88)

The CWDS service record must accurately represent a client's scheduled activities. If a client no longer has scheduled days of participation in an activity, the activity must be closed. The activity can be reopened when additional hours of participation are needed to meet EDP requirements.

## SECTION 5 – PROGRAM ATTENDANCE & RECORD KEEPING

### Attendance Documentation

Participation hours in all activities except SNAP job retention must be verified by the SNAP EARN weekly attendance forms (See [Attachment A](#)), vocational education/skills training weekly attendance forms, SNAP community service verification form (PA 1938) ([Attachment B](#)), and/or any other weekly attendance form deemed acceptable by DHS.

To ensure attendance documentation meets minimum requirements, and to avoid the need for potential clarification during the monitoring process, the provider must use the DHS approved SNAP EARN weekly attendance form to verify participation hours.

When a client participates in community service or vocational education at a location other than the SNAP EARN center, the SNAP EARN service provider is required to collect documentation from the third party documenting the activities in which the client participated. To ensure continued participation in off-site locations, it is required that documentation be collected weekly. Clients participating in activities at the SNAP EARN center must complete and sign the SNAP EARN attendance sheet, along with the case manager.

### Community Service

Specific forms need to be completed by the client and community service site when a client is participating in community service (See Attachments [B](#), [C](#) and [D](#)). The maximum number of allowable hours that a client may participate in community service should be documented on the EDP by the CAO. Please reference comments for Community Service in [Section 4, E&T Activity Codes and Descriptions](#).

### Vocational Education/Enrolled in KEYS approved institution/Enrolled in non-KEYS Post-Secondary Education

Hours of participation may be verified using one of the following methods:

1. An instructor, or other college personnel such as, but not limited to, a staff member in the registrar's office, financial aid office, or academic department, may verify hours of participation on a weekly basis, at the minimum. Signatures may be physical or electronic.
2. The contractor case manager may sign the attendance form to verify hours of participation only when there is ongoing contact with the student or when adequate evidence is provided that the student is making satisfactory progress.
  - Ongoing contact is defined as weekly contact with the student.
  - Adequate Evidence of satisfactory progress could include:

- Electronic communication with the instructor or college personnel to verify that the student is attending class or completing required assignments on a weekly basis.
    - Weekly progress reports from the college.
    - Documentation of expected assignments and confirmation of completion and submission of assignments on a weekly basis.
  - Satisfactory progress is defined as meeting the college's expectations to remain enrolled in the college the following semester.
3. Electronic time sheets, time clocks, swipe cards, or telephone time and attendance sheets to verify the hours of participation listed on the attendance sheets.

The school's study policy must be obtained and retained in the client's file. This document identifies the number of study time hours expected by the school. A student can receive one hour of unsupervised study time for one hour of class time with no verification needed. Study time that is documented and monitored by the E&T contractor or an accredited education provider can also be counted. Total study time hours, unsupervised and supervised, may not exceed the number of study time hours expected for the course as determined by the school's study policy.

### Absences

#### Make-Up Time

For clients that do not meet their required number of hours in any week, the SNAP EARN service provider is required to develop a plan for the client to make-up the hours during the month in which the hours were missed. If clients are unable to make-up hours within the month, they should still be encouraged to make-up missed hours.

Make-up plans should be developed between the client and case manager within a week of the absence. The plan should be maintained in the case record.

#### Banking Hours

For absences not covered above, including religious holidays not observed by the Department, the SNAP EARN provider should allow participants to "bank" hours in the same month as the absence(s). The participant must notify the SNAP EARN provider of their intentions in advance and together they must develop a plan to make sure hourly requirements are still met within the month of the absence.

#### Employment Documentation

Employment hours must be verified through paystubs, documentation from the employer, DHS approved Employment Verification Form (EVF) ([Attachment J](#)) or the Work Number (or similar service). Hours of employment for SNAP participants may be projected from a single paystub for 90 calendar days. The service provider will be asked to provide actual paystubs for the purpose of job placement validation. A copy of at least one pay stub that was current, if it is representative of ongoing income, at the time it was used should be used to project future hours in CWDS at the beginning of each month in situations where the participant has not provided any updates. Once employment information is verified, the EARN service provider must enter a placement report in CWDS to notify the CAO of the client's earned income.

### Retention

SNAP Retention eligibility begins when a participant starts employment while enrolled in at least one SNAP activity. Upon notification that a SNAP EARN participant has obtained employment, the SNAP EARN service provider should close the open activities and open activity code 93. This is the case whether the employment causes the SNAP budget to close or not. The program will be notified of any potential SNAP closure through the CWDS 45 Day Hold alert. The 45 Day Hold alert indicates the client's SNAP case has a closure date. If a participant opened in activity code 93 enters 45 Day Hold status, the SNAP EARN service provider should contact the CAO to alert them that the participant is in SNAP Job Retention and may be served by the service provider for 90 additional calendar days, notwithstanding the closure of benefits. At this point, the CAO should take action which will cause the participant to return to Enrolled status.

**NOTE:** If the 90<sup>th</sup> day of retention falls on a holiday or weekend, the last day of retention will be the next business day.

### Earned Income Verification

The SNAP EARN service provider must verify employment upon placement. The methods of employment verification include but are not limited to paystubs, documentation from the employer, DHS approved Employment Verification Form (EVF), the Work Number (or similar service), or CIS.

### Retention Services

Retention services should be a continuum of services provided prior to placement. Client contact should occur biweekly, at a minimum, for the full 90 calendar days of retention. Retention contacts should include a comprehensive overview of the client's IEP as well as a discussion to determine if the client needs any referrals for services. Programs should look to develop and offer workshops or events that are designed to support employed participants.

## Data Entry

SNAP EARN service providers may have their own data information system to track program referrals, rejections, enrollments, participant data, activities, and terminations. However, CIS, CWDS and DocuShare are the official data systems that DHS will use to validate a client's activities and evaluate achievement of outcomes. SNAP EARN service provider staff hired to perform data entry are required to attend CWDS training.

DHS has instituted restrictions on timeframes for the data entry of client information into CWDS. These restrictions are necessary to ensure the timely reporting to the Department's state and federal partners, and timely action by CAOs affecting clients' eligibility for benefits or continued participation in EARN.

The EARN service provider must complete data entry into CWDS as follows:

<b>Reporting Element</b>	<b>System of Record</b>	<b>Reporting Deadline</b>
Program Implementation Plan	Docushare	45 business days following the start of the PY
Assessment	Case Record	14 business days following the date of enrollment
IEP	CWDS	14 business days following the date of enrollment
TANF Sampling	CWDS	1 <sup>st</sup> day of the month following the month of request
Annual Monitoring/Technical Assistance	N/A	Ongoing
Referrals	CWDS	14 business days following the discovery of need
Unsubsidized Employment	CWDS	15 calendar days into the second calendar month after info date (i.e., if hours are from 10/2022, data needs entered by 12/15/2022)

Any data not entered by the data entry deadlines will not count toward the performance outcomes.

Mathematical rounding will be used to round clients' hours: round down to the next whole hour if the fraction is .49 or below and round up to the next whole hour if the fraction is .5 or above. Mathematical rounding will be instituted at the end of each week per activity.

SNAP EARN service providers must promptly and correctly data enter information into CWDS. It is essential to capture all client activity hours toward meeting any potential SNAP work requirement.

All information data entered into CWDS must match the information on the SNAP EARN attendance sheets ([Attachment A](#)). All service providers must develop a data reconciliation process to ensure that all information in CWDS is accurate. Data reconciliation must be completed at least monthly.

**SNAP EARN service providers are expected to maintain a data accuracy and timeliness rate of at least 85%.**

**NOTE:** SNAP EARN service providers may refer to the CWDS manual for further information on the operation of the CWDS. Data entry questions can be directed to the CWDS Help Desk at 1-866-236-6297.

### SNAP EARN Case Record Requirements

The SNAP EARN service provider will create a confidential SNAP EARN Case Record. The SNAP EARN Case Record must be kept in a secure location with limited accessibility. Staff not associated with the SNAP EARN case may not have access to the case record or narrative.

The SNAP EARN service provider will document the following in the SNAP EARN case record narrative:

- date, time, and location of all SNAP EARN related contacts
- purpose and outcome of all SNAP EARN related contacts
- any changes in the client's conditions or circumstances
- solutions offered and the client's responses
- services and supports requested or provided
- pertinent information received from the CAO
- any other relevant information

**NOTE:** The SNAP EARN service providers are required to document their narratives using the CWDS Create Case Progress Notes screen. Additionally, it is suggested to identify case notes with specific topics.

The following documents should be maintained in the client's file and must be available for upload in CWDS for validation purposes.

- EDP
- Service Plan/IEP
- Attendance Sheets, including make-up plans (See [Attachment A](#) for the SNAP EARN Attendance sheet)
- Job Search Logs
- Release of Information Form (See [Attachment G](#))
- Employment Verification Form (EVF) (See [Attachment E](#))
- Verification of Retention
- Any other relevant information

Documents must be retained for a period of six years.

### Internal Data Reconciliation

The SNAP EARN program is evaluated based on CIS and CWDS information; therefore, it is imperative that the contractor schedule time at least once a month to reconcile the data found throughout all systems and case files used by the contractor to ensure the accuracy of the data used to track participants.

At a minimum, the following must be consistent in all the data systems.	Critical data that must match across all reporting systems.
Client Information System	Project begin and end dates
Commonwealth Workforce Development System	Activities, including begin and end dates
Job Placement and Retention Report	Time and attendance information.
Case Records	Employment information (employer, job start and end dates, medical information, wages, etc.)

The CWDS Enrollment, Closings and other reports must be accessed and used for reconciliation purposes.



## SECTION 6 – TERMINATIONS

### Project Termination

Project termination codes reflect program outcomes, including whether the client secured employment or not. The SNAP EARN service provider must include the reason for termination in the narrative of the client's case record.

Termination codes 3, 5, and 7 must be data entered within three business days of the date of the decision to terminate. For clients terminated with employment/retention codes 1 and 8, the termination date may date back to the final day worked which completes 90 calendar day retention period as verified by paystubs.

Programs must conduct outreach efforts for clients that miss three consecutive scheduled days of program activity. If a client does not respond to the outreach efforts and does not report on the fourth day the client must be terminated from the program. Clients who report at any time on the fourth day should not be terminated.

The CAO and contractor members of the DST can decide jointly to terminate an underperforming client from the program even if attendance does not warrant it under the three-day absence rule. Alternatively, if it is determined by the CAO that a client who missed three or more consecutive scheduled days or fell short of their required hours would benefit from remaining in the program, and there is a plan of action with the client for them to be re-engaged immediately, the client may be retained in the program. The plan of action should include using make-up time and/or CAO considerations to remain within a reasonable level of compliance with their EDP. This should be noted in the contractor's case narrative and the decision documented by the CAO. In no circumstance should the contractor make the decision to retain the client without approval from the CAO and contact with the client.

When a client moves out of their county of residence, the SNAP EARN provider must terminate the project.

## Project Termination Codes

Termination Type	Code	Clarifications
<b>Part-time Employment.</b> Client obtains employment for 20 to 29 hours per week as validated by CWDS reports.	<b>1</b>	The termination date may date back to the final day worked which completes 90-day retention period.
<b>Full-time Employment.</b> Client obtains employment for 30 hours or more per week as validated by CWDS reports.	<b>8</b>	
<b>Transfer to Educational program.</b> Successful transfer to SNAP KEYS or SNAP 50/50 programming.	<b>X</b>	Provider must facilitate the referral/transfer to the educational program prior to termination from the SNAP EARN program.
<p><b>Withdraws or Terminates Without Good Cause.</b> Client withdraws from the program without good cause or fails to comply with the contractor's absence policies.</p> <p>This includes clients who are terminated from the program for missing three consecutive scheduled days of activity and who do not report on the fourth day.</p> <p>It also includes participants who have been placed but terminated without meeting retention requirements.</p>	<b>3</b>	Good cause is determined by the CAO after the client is terminated. Use code 3 unless the CAO determines <b>at the time of termination</b> that good cause will be granted, at which time code 7 is appropriate.
<b>Completion of planned EDP activities with no employment.</b> Client has successfully completed the SNAP EARN Program and is transferred back to the CAO to be referred to another appropriate E&T program.	<b>5</b>	
<b>Other.</b> Client's reason for termination does not fit other termination codes listed here.	<b>7</b>	

## SECTION 7 – PERFORMANCE REQUIREMENTS & STANDARDS

### Performance Outcomes

Certain performance outcomes will be used to assess the effectiveness of the service provider. Performance outcomes for SNAP EARN PY 2023 – 2024 are outlined in the charts below. If the service provider does not meet the threshold/goal for any of the categories listed, a corrective action plan must be submitted.

<b>Outcome</b>	<b>SNAP Outcome Description</b>	<b>SNAP Goal</b>	<b>Measurement</b>
Secondary Equivalent and Credentialing	A participant must receive a diploma or certification that will provide the participant with an industry-recognized certificate or certification (as defined in Section III(H)(a - c)) and marketable skill directly related to their employment goals listed in their EDP and IEP.	50% of all enrolled participants in an approved credentialing activity that results in the achievement of a credential	Number of credential activities closed where credential earned during program year / number of credential activities closed during the program year.
Successful Referral to Educational Programming	Grantee shall coordinate educational referral to SNAP KEYS or SNAP 50/50 program where appropriate; providing supports to ensure successful transfer, referral, and enrollment to the receiving program.	90% of those terminated from EARN with Project Termination Code X go onto enroll with SNAP KEYS or SNAP 50/50 program within 90 days.	Number of individuals who have a referral (regardless of outcome) to SNAP 50/50 or SNAP KEYS within 90 days following Project Termination X in program year /number of individuals with

			project term code X in program year.
Employment with hourly wage (\$2 hour above minimum wage)	Grantee shall place participants in unsubsidized employment for an average of 20 hours a week in a four consecutive week period and is paid at least two dollars above the higher of the federal or state minimum wage as of July 1 of the program year.	50% of all employed participants	Number of cases where individual employed with hourly wage during program year / number of cases with active unsubsidized employment during program year.
Retention 90 days	Participants are still employed 90 days after starting the retention activity.	50% of all enrolled participants	Number of retention activities that achieved 90 days during program year / number of retention activities that could achieve 90 days in program year (i.e., individuals who start retention less than 90 days before program year ends would not be included in the denominator as they could not achieve the performance benchmark in the program year)

## Reporting Measures

Grantee will be expected to report on the following measures monthly:

<b>Outcome</b>	<b>SNAP Outcome Description</b>	<b>Measurement</b>
Employment	Grantee shall place participants in unsubsidized employment for an average of 20 hours per week in a consecutive four-week period	Actual hours of attendance entered for unsubsidized employment in a four-week period.
Employment related to High Priority Occupations (HPO)	Grantee shall place participants in unsubsidized employment for an average of 20 hours per week in a consecutive four-week period and the employment is related to an HPO	O*NET or SOC code in placement report in CWDS unsubsidized employment activity in a case is determined to be a DLI HPO for program county after, or in unison with, Employment measures being fulfilled as described above.
Employment related to IEP and Goals	Grantee shall place participants in unsubsidized employment for an average of 20 hours per week in a consecutive four-week period and the employment is related to a marketable skill directly related to their employment goals listed in their EDP and IEP.	Goal or Skill in IEP/EDP has a SOC/O*NET code that matches the SOC/O*NET code of an unsubsidized employment achieved during the case/enrollment that has also met the "Employment" reporting measure.
Employment related to education and training	Grantee shall place participants in unsubsidized employment for an average of 20 hours per week in a consecutive four-week period and the employment is aligned with their completed credentialing, certification, or vocational education studies.	SOC/O*NET code for unsubsidized employment that meets "Employment" performance measure matches CIP code associated to previously completed credential/training activity on case. CWDS will match the CIP code to the SOC/O*NET code

		based on the <a href="#">2020 CIP/SOC Crosswalk</a> .
Retention IEP Services	Grantee shall continue to update the participant's IEP throughout the retention period until the individual is terminated from the E&T program; no later than 90 days after starting the retention activity	IEP has at least one component updated, as indicated by date in CWDS, between start of retention activity and end of retention activity.

### Service Delivery Standards

Outcome	SNAP Outcome Description	SNAP Goal	Measurement
Assessment and IEP	Grantee shall complete a comprehensive needs assessment as well as complete and document a detailed IEP within 14 business days of a participant's enrollment.	90% of all enrolled participants for whom an assessment and IEP is required.	Count of individuals who have assessment activity complete, with IEP showing updated or new barrier and goal, with assessment activity end & participant signature date occurring less than or equal to 14 business days from the case begin date divided by all newly enrolled individuals in program year.
Referrals to External Support Services	Grantee shall complete a referral to a community-based organization to help assist the individual, family, or both within 14 business days of discovering the need	90% of all enrolled participants for whom a need has been identified.	Count of new IEP Barriers that have referral made to an outside agency within 14 business days of IEP Barrier being opened divided by all IEP Barriers with a referral made to an outside agency. (Only IEP Barriers with an associated

			referral will be evaluated.)
Social Service Professional	Grantee shall have a network of professionals as required by Section III. D so that eligible participants have a one-on-one meeting within 28 business days following the date of enrollment.	80% of all enrolled participants for whom a meeting is required will have an introductory one-on-one meeting with the licensed professional within 28 business days following the date of enrollment.	LC/SW services that are opened within 28 business days or fewer business days after enrollment.

### Monitoring

DHS will monitor SNAP EARN service providers at least annually but may conduct more frequent monitoring at its discretion. Monitoring will include a review of data systems, case record reviews as well as site visits to review program compliance. DHS will also conduct training and information sessions, along with technical assistance with the service providers.

SNAP EARN service providers that do not meet minimum outcomes and expectations will be asked to submit a corrective action plan addressing the deficiencies within 14 business days of notification of the deficiencies. Regular progress reports on actions to correct the deficiencies will also be required.

SNAP EARN service providers that have multiple areas of deficiencies or those who do not show progress as a result of the corrective action plans are required to participate in meetings to plan and review progress.

See [Attachment H](#) for detailed information on performance validation.

### Program Implementation Plan

At the beginning of each program year, every provider will be required to submit a Program Implementation Plan (PIP) to BEP (see [Attachment I](#)). This plan will be used by the providers to explain how they intend to operate and design programming that aligns with the requirements outlined in the Statement of Work. The PIP must be submitted to BEP within 45 days of the program year start.

The PIP will be used in conjunction with the monthly reports to evaluate program effectiveness and may be referenced throughout the year as part of program monitoring, technical assistance and overall program performance.



## SECTION 8 – PROGRAM OVERSIGHT

### Americans with Disabilities Act of 1990 (ADA)

The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services. All contractors must comply with the ADA.

### USDA Non-Discrimination Statement

SNAP EARN service providers are bound by Title VI of the Civil Rights Act (42 U.S.C. § 2000d), in addition to USDA civil rights regulations and policies, the USDA Nondiscrimination Statement found below explains the legal non-discrimination obligations of SNAP EARN. SNAP EARN service providers are required to prominently post “And Justice for All” posters, to be provided by BEP.

“In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discrimination based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: US Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or

(3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.”

### Limited English Proficiency (LEP)

Each SNAP EARN provider must have a written LEP policy that includes a plan to serve LEP populations, compliance with Title VI Requirements, acceptable use of volunteer interpreters, and the description and level of training staff has obtained yearly. The SNAP EARN provider will provide yearly LEP training and will maintain documentation of the staff receiving yearly LEP training.

The SNAP EARN provider will provide LEP participants with information in their native language either through translation or interpretation. The SNAP EARN provider will notify participants of the availability of oral and written language services at no cost to the participant.

### Confidentiality

All clients must be assured that the personal data they provide will be confidential.

The SNAP EARN service provider will keep client information obtained from the client or other sources confidential. It will only be released upon the client’s written approval, obtained on DHS approved Authorization for Release of Information Forms ([Attachment G](#)), and only for the purpose specified by the client.

The Health Insurance Portability and Accountability Act (HIPAA), the privacy regulations at 45 CFR §§ 160-504 and 164.530 indicate that all personal health information should be retained for a period of seven years. All SNAP EARN information should be kept for a period of six years, after which the information should be shredded.

All program staff must receive annual training to ensure full understanding of safeguarding policies.

### Disposition of Equipment

Grantees must request approval for disposal instructions from the state office for all inventories. Equipment may be disposed of with no obligation to the federal program, if all of the following criteria are met: (2 CFR §200.313(e))

1. Equipment is no longer needed in the current program;

2. Equipment is not needed in other programs or previously funded by a federal agency;
3. Equipment is an item that has a current per-unit fair market value of less than \$5,000.

Grantee may purchase or lease equipment with federal funds if:

1. It is reasonable and necessary to operate its federal program effectively;
2. Existing equipment will not be sufficient; and
3. The costs are reasonable.

### Client Incentives/Reimbursements

Currently there is no funding available for client incentives/reimbursements in the SNAP EARN program. This policy may change at a later date.

### Supportive Services

SNAP EARN service providers will not issue special allowances to clients. Clients may continue to be eligible for CAO-issued special allowances. The SNAP EARN provider may assist clients in completing and submitting the SPAL Request Form (PA 1883), along with any supporting documentation, to the CAO. This form and documentation may be submitted by secure email or fax or via CWDS. (If submitting through CWDS, a SPAL Verification form must still be submitted separately to the CAO).

The CAO will consider multiple factors when determining eligibility for a SPAL, including, but not limited to, those listed below.

The item or service must:

1. Be required for participation in work or an approved activity;
2. Be the least costly and most practical item or service that will meet the need;
3. Not available from another source or at no cost to the client; and
4. Not already owned by or previously paid for by participant

Additionally, SPALs should not be used to replace other resources that are available to the participant through another state or federal government entitlement.

**Exception:** Certain federal financial aid issued under Title IV of the Higher Education Act of 1965 such as Pell Grants, federal Secondary Opportunity Education grants, federal work study, and federal student loans may **not** be taken into account when determining eligibility for a SPAL.

If the CAO finds the client eligible for the SPAL, the client is to provide a receipt showing that the SPAL was used for the intended purpose within 14 days. Failure to document how the SPAL was used within the 14-day time frame, or documentation showing the SPAL was used inappropriately, may result in an overpayment for the client.

See [Attachment J](#) for the SPAL Request Form and [Attachment K](#) for the SPAL Desk Guide used by the CAOs.

### [Direct Service Team \(DST\) Meetings](#)

DST Meetings provide an opportunity for CAOs and case managers from contracted employment and training programs to meet, at least monthly, to problem solve for individual clients and reconcile records.

The DST must consist of at least a representative from the CAO and a program operator from the SNAP EARN provider. DHS has made a commitment to reforming E&T programming to better suit the varied needs, challenges, and situations that our participants represent. As such, one initiative is to foster better communication between all area contracted E&T providers and the CAO.

Contracted E&T providers should establish a meeting time and location to engage the CAO via DST meetings no less than once a month; in-person meetings are preferred but telephone meetings are also permissible.

Contracted E&T providers will utilize the DST meetings to reconcile records, develop makeup plans, discuss participant issues, and collaborate toward resolutions with meaningful impact.

### [Local Management Committee \(LMC\) Meetings](#)

All local E&T program providers are required to attend as this meeting is responsible for the coordination of operations and services provided in the local areas to public assistance recipients.

See [Attachment L](#) for detailed LMC information.

### [Contacts](#)

Questions regarding SNAP EARN program policy should be addressed to [RA-BOPEARNPOLICY@PA.GOV](mailto:RA-BOPEARNPOLICY@PA.GOV).

Questions regarding SNAP EARN program data entry into CWDS should be addressed to the CWDS Help Desk at 1-866-236-6297 or [RA-CWDS@PA.GOV](mailto:RA-CWDS@PA.GOV).

## ATTACHMENTS

### ATTACHMENT A SNAP EARN Attendance Sheet



A (SNAP attendance sheet).pdf

### ATTACHMENT B PA 1938



B PA 1938.pdf

### ATTACHMENT C Community Service Desk Guide



C (Community Service Desk Guide).

### ATTACHMENT D Community Service Verification Form



D (Community Service Verification I

### ATTACHMENT E EVF



E (EVF).pdf

### ATTACHMENT G Confidential Release of Info



G Confidential Release of Info.pdf

### ATTACHMENT H Validation



H (SNAP EARN Validation).pdf

## ATTACHMENT I Program Implementation Plan



I PIP.docx

## ATTACHMENT J SPAL Request Form



J SPAL Request  
Form PA 1883.pdf

## ATTACHMENT K SPAL Desk Guide - CAO



K SPAL Desk  
Guide.pdf

## ATTACHMENT L LMC Operations



LMC Manual  
Attachment\_6.1.202:

## ATTACHMENT M- Validation



SNAP EARN M  
Validation PY2324 (0

## Attachment C

### Proposal Summary Sheet

Organization:	_____
Address:	_____ _____
Executive Director:	_____
Email Address:	_____
Telephone:	_____
Contact Person:	_____
Title:	_____
Telephone:	_____
E-Mail Address:	_____
Program Title:	_____
Dates of Program Operation:	_____
Number of Customers to be served:	_____
Amount of Proposal:	_____

By my signature I assure all items presented within this proposal are true and correct to the best of my knowledge and that I am authorized to bind the above named organization to a contract for services should my proposal be given approval for such. I assure that the contents of the proposal are valid.

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Signature of Authorized Individual

Date of Signature

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Typed Name and Title of Signatory

Type Date of Signature





Workforce Solutions for North Central Pennsylvania  
Program Year 2024  
Budget & Modification Request  
EARN

Subcontractor Name:

Subcontractor Address:

Month:

	PROGRAM BUDGET	BUDGET REVISION	PROGRAM DIFFERENCE	INDIRECT BUDGET	BUDGET REVISION	INDIRECT DIFFERENCE
PERSONNEL						
Salaries			\$0.00			\$0.00
Fringe Benefits			\$0.00			\$0.00
Health Insurance			\$0.00			\$0.00
Vision Insurance			\$0.00			\$0.00
Dental Insurance			\$0.00			\$0.00
Short Term Disability			\$0.00			\$0.00
Long Term Disability			\$0.00			\$0.00
Life Insurance			\$0.00			\$0.00
Pension			\$0.00			\$0.00
Workers Compensation			\$0.00			\$0.00
Other			\$0.00			\$0.00
Payroll Taxes			\$0.00			\$0.00
FICA/Medicare			\$0.00			\$0.00
UC Compensation			\$0.00			\$0.00
Total Program Staff Salaries & Fringe Benefits	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
OPERATIONAL EXPENSES						
Travel	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Travel/Mileage/Per Diem			\$0.00			\$0.00
Meeting Expense			\$0.00			\$0.00
Conferences/Registrations			\$0.00			\$0.00
Facility	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Rent			\$0.00			\$0.00
Building Maintenance			\$0.00			\$0.00
Utilities			\$0.00			\$0.00
Insurance			\$0.00			\$0.00
Taxes			\$0.00			\$0.00
Communication	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Telephone			\$0.00			\$0.00
Internet			\$0.00			\$0.00
IT Support			\$0.00			\$0.00
Postage			\$0.00			\$0.00
Various Office	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Office Supplies			\$0.00			\$0.00
Printing/Copying			\$0.00			\$0.00
Subscriptions/Dues/Memberships			\$0.00			\$0.00
Furniture/Equipment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Furniture			\$0.00			\$0.00
Office Equipment			\$0.00			\$0.00
Computer/IT Equipment			\$0.00			\$0.00
Other Operational	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
GL/PL Insurance			\$0.00			\$0.00
Service/Maintenance Agreements			\$0.00			\$0.00
Payroll/ADP			\$0.00			\$0.00
Employee Background Checks			\$0.00			\$0.00
Auditing			\$0.00			\$0.00
Total Operational Expenses	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
OTHER PROGRAM EXPENSES						
WEX - Participant Wages			\$0.00			
WEX - Participant Fringe Benefits			\$0.00			
WEX Fee			\$0.00			
Management Fee			\$0.00			
Total Other Program Expenses	\$0.00	\$0.00	\$0.00			
SUPPORTIVE SERVICE FUNDS						
Supportive Service Funds			\$0.00			
TRAINING SERVICES						
Tuition Payments /ITAs			\$0.00			
OJTs			\$0.00			
Other Training:			\$0.00			
Short-term training			\$0.00			
Incentives			\$0.00			
Transitional Jobs			\$0.00			
Total Training Services	\$0.00	\$0.00	\$0.00			
TOTAL	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00