

06B Scope of Work Jobs Performance Measures Matrix

Performance Penalties	Penalty Performance Measures	Quarter Goal
9.2.2 All Families Work Participation Rate adjusted for the Caseload Reduction Credit.	¹ Percent of clients that meet the All Families Work Participation Rate adjusted for the Caseload Reduction Credit.	10.2%
9.2.2 TPEP Work Participation Rate adjusted for the Caseload Reduction Credit.	¹ Percent of clients that meet the TPEP Work Participation Rate adjusted for the Caseload Reduction Credit.	50.2%
Performance Incentives	Incentive Performance Measures	
8.1.1 Engagement of clients in federal activities.	Percent of All Family clients engaged in state or federal activities.	50%
8.1.1 Engagement of clients in federal activities.	Percent of TPEP clients engaged in state or federal activities.	90%
8.1.2 Caseload reduction due to placement in permanent unsubsidized employment.	¹ Percent of caseload reduction due to placement in permanent unsub. employment.	25%
8.1.3 Rate of recidivism of clients that were served by the Contractor.	Percent of clients who reapply for TANF within 6 months of case closure due to perm. unsub. emp.	15% or less
8.1.4 Accuracy of case reads.	Percent of accuracy of cases read quarterly.	98% or Higher
Objective	Performance Measure	
The case manager will contact clients for assessment and initial development of their E&CDP within 30 days. The E&CDP must contain the client's signature.	Percent of clients will have completed and signed E&CDP within 30 calendar days of cash assistance approval.	75%
Upon completion of the initial E&CDP, clients will be engaged in federal or state-defined work activities.	Percent of clients engaged in a federal or state-defined work activities within 5 calendar days of completion of the initial E&CDP.	50%

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All clients who obtain permanent unsub. employment will have an initial hourly wage that is at or above the minimum wage.	Percent of placements in permanent unsub. employment will have an initial hourly wage that is at or above the minimum wage.	100%
Clients will be placed in permanent unsubsidized employment where employer-supported medical benefits are offered.	Percent of placements in permanent unsubsidized employment will offer employer-supported medical benefits.	35%
Client participation hours must be verified according to the TANF Verification Plan	Percent of cases reviewed will be compliant with the verification of participation hours as stated in the TANF WVP.	100%
Contractors shall issue notice requesting good cause for non-participation within three workdays of missed appointment.	Percent of notices requesting good cause for non-participation will be issued within three workdays of the missed appointment.	100%
Contractors shall issue notice requesting good cause for non-participation within three workdays of the date of discovery of non-compliance with an assigned work activity.	Percent of notices requesting good cause for non-participation will be issued within three workdays of the date of discovery of non-compliance with an assigned work activity.	100%
As funding is available, clients who are eligible will receive transition services as needed.	This objective will be measured by case reviews during the contract monitoring process and the results reported on the contract monitoring tool.	100%
As funding is available, clients shall receive education and training opportunities to support job retention.	This objective will be measured by case reviews during the contract monitoring process and the results reported on the contract monitoring tool.	100%

<p>Clients' barriers are reduced or mitigated to allow them to engage in permanent unsub. Emp. and other required activities in accordance with Jobs Program Administrative Rules.</p>	<p>This objective will be measured by case reviews during the contract monitoring process and the results reported on the contract monitoring tool.</p>	<p>100%</p>
<p>Clients approaching their 60 mo TANF life time limit or facing ineligibility due to the youngest child aging out of TANF eligibility shall be engaged in life-time limit planning activities well in advance of losing eligibility.</p>	<p>Percent of clients are contacted to prepare for self-sufficiency at least 6 months prior to losing TANF eligibility</p>	<p>75%</p>
<p>Clients shall be referred to Department subsidized child care to ensure that the client can participate in employment-related or other required activities.</p>	<p>Clients are referred to childcare no less than 5 workdays before service is needed or within 24 hours of an emergency childcare need being identified.</p>	<p>75%</p>
<p>Clients shall participate in developing and revising their E& CDP and assigned work activities.</p>	<p>Percent of Employment Career Development Plans contains the client's signature.</p>	<p>100%</p>
<p>Community resources are maximized and leveraged.</p>	<p>The Contractor shall have active membership in at least two community-based organizations throughout the term of the contract.</p>	<p>2</p>
<p>Service delivery is culturally competent and linguistically appropriate.</p>	<p>Percent of staff receive diversity training within 45 days of hire and annually thereafter.</p>	<p>75%</p>