



NEW MEXICO WORKS
SCOPE OF WORK

SFY 2010

JULY 1, 2009 – JUNE 30, 2010

**New Mexico Works Program
FY 2010 Scope of Work**

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SECTION I - General Requirements

A. Purpose

The service provider must conduct comprehensive integrated participant services. These services must comply with federal and state regulations for the Temporary Assistance to Needy Families (TANF), other cash assistance, and Food Stamp (SNAP) Employment and Training (E&T) Programs. Program requirements are defined in the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), Deficit Reduction Act (DRA), NMW Act, Education Works Act, TANF State Plan, TANF Work Verification Plan (WVP), Food Stamp Act, E&T State Plan, and the New Mexico Administrative Code (NMAC).

B. Population Served

The contractor agrees to provide integrated participant services for TANF Cash Assistance, Other Cash Assistance, and SNAP E&T, participants.

Program Specific Elements:

TANF Cash Assistance	<ol style="list-style-type: none">1. One and Two Parent Cash Assistance Recipients who are “work eligible” and with a federal and state mandatory work requirement2. One and Two Parent Cash Assistance Recipients with a state or federal exemption from the work requirement3. Families that are not TANF cash recipients but who meet the “TANF Eligible” family definition as determined by HSD (pregnant or at least one dependent child living with a parent or relative whose gross family income is less than 100% of the federal poverty guidelines for the size of the family) [EXHIBIT H]4. Former TANF participants, up to 24 months, for tracking and reporting purpose only5. Current Transition Bonus program recipients6. TANF applicants with pending TANF applications for the purpose of barrier screening, assessment and referrals to support services
Other Cash Assistance	<ol style="list-style-type: none">1. Education Works Program Participants2. NMW Diversion Payment Recipients

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3. Wage Subsidy Participants

SNAP E&T

1. A SNAP household member between the age of 16 and 59, who is physically and mentally fit, including Able Bodied Adults without Dependents (ABAWDs) in both ABAWD waived and mandatory counties and is mandatory for Employment & Training (E & T).
2. Volunteer SNAP household members who are exempt from the E&T and ABAWD work requirements, but wish to “volunteer.”

C. Service Strategy

1. The service provider is required to provide TANF NMW services using an effective case management model.
2. The service provider must conduct integrated participant services that are:
 - a. Comprehensive
 - b. Performance based
 - c. Fair Labor Standards Act (FLSA) compliant
 - d. Civil Rights compliant
 - e. Americans with Disabilities Act (ADA)
 - f. Limited English Proficiency (LEP) compliant
3. The service provider must adhere to the HSD Income Support Division (ISD) field office business hours and the holiday schedule approved by the State Personnel Board unless granted authority to deviate from the schedule by HSD.

Program Specific Elements:

TANF Cash Assistance

Case management is a collaborative process that outreaches, assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet an individual’s employment goals and needs, using communication and available resources to promote quality outcomes. The working title for all case managers must be Career Development Specialist (CDS).

Case management includes intensive case management, if needed, for those TANF participants with one or more barriers to employment; and communication with the ISD field office and support service providers regarding participant services. The NMW Electronic Communications Exchange form (Exhibit P) is intended to facilitate the exchange of information.

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Transition Bonus Program – The service provider shall provide assistance to participants with respect to the Transition Bonus Program, that encompass but are not limited to the following:

- a. Assist participants with applications for the Transition Bonus Program
- b. Discuss the Transition Bonus Program as an option with eligible participants
- c. Encourage participants to remain in the program
- d. Transition participants back to NMW if they no longer meet eligibility requirements for the Transition Bonus Program

**Other
Cash
Assistance**

Services for these participants are to be delivered using the same case management model as TANF.

EWP participants must have their student status and grades evaluated, verified, and reported to HSD at the beginning and end of each academic term.

**SNAP
E&T**

Case management is less intense for the SNAP E&T population; however, it must be ongoing and provided as needed for SNAP E&T participants ongoing.

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SECTION II - Participant Services

A. Orientation

The service provider shall provide orientation sessions that explain program requirements and available services. These orientation sessions shall be available during each business day to ensure accessibility.

Program Specific Elements:

TANF Cash Assistance	The orientation shall be inclusive of a detailed and meaningful explanation of participant rights and responsibilities, available supportive services, and participation tracking and reporting requirements. The applicant or participant cannot be sanctioned for failure to attend an orientation session.
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Other Cash Assistance	Same as TANF
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SNAP E&T	Same as TANF
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B. Screening

The service provider shall provide screening to evaluate participant employment and supportive services needs.

Program Specific Elements:

TANF Cash Assistance	Barriers Screening - The service provider shall provide an employment barriers screening that will identify personal and family employment barriers including but not limited to Domestic Violence (DV), Substance Abuse, Learning Disabilities, Physical Disabilities, Mental Health, and caring for a household member with special needs.
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This service must be available at ISD offices or service provider site for 100% of the applicants who have completed an eligibility interview and it may be completed prior to application approval.

The service provider must utilize the statewide-standardized screening tool [EXHIBIT I] and consent form [EXHIBIT J]. The applicant or participant cannot be sanctioned for

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refusing to be screened.

Other Cash Assistance

The barriers screening is not required for other cash assistance participants; however, the service provider shall ensure that participants who disclose a barrier must be referred to an appropriate service provider or community provider for services.

SNAP E&T

The barriers screening is not required for SNAP E&T participants; however, the service provider shall ensure that SNAP E&T participants who disclose a barrier must be referred to an appropriate service provider or community provider for services.

C. Assessments

The service provider shall provide for assessments using statewide-standardized assessment tools as approved by HSD, (such as the HSD barrier assessment tool, the Test for Adult Basic Education (TABE), WorkKeys job skills assessment). As appropriate, assessments will include:

- Vocational and life skills
- Employment history
- Education and literacy
- Personal/family employment barriers
- Employment support needs (childcare, transportation, and employment related expenses)
- Interest inventories
- NMW Evaluation of Eligibility for a 60 month hardship extension (for participants approaching their lifetime cash assistance limit)
- Transition Bonus Program eligibility

Program Specific Elements:

TANF Cash Assistance

1. **In-Depth Barriers Assessment** - The service provider must conduct an in-depth barrier assessment for 100% of the individuals with a positive barrier screen, or as determined by the CDS, and individuals who are 30+ months of TANF, using the statewide-standardized in-depth assessment tool approved by HSD [EXHIBIT K]. The applicant or participant cannot be sanctioned for refusing an in-depth barrier assessment.
2. **Employability Assessment** - The service provider shall provide or refer for an assessment of education, skills, prior work experience and employability for 100% of the TANF participants. Assessments to evaluate Reading, Math and Language levels must be conducted using standardized assessment tools, such as, the Test for Adult Basic Education (TABE), or other standardized assessments which identify Reading, Math and Language levels. The assessment must meet the requirements in

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program regulations and be documented on the Individual Responsibility Plan (IRP) form (DWP 006) [EXHIBIT M]. (See section D1 below.)

- a. **Timeliness** – An initial assessment shall be completed no later than 15 calendar days after the application is approved. The CDS will be notified by ISD of the need for an assessment appointment by means of the New Mexico Works Program Requirements DWP 022 [Exhibit L1] and/ or the NMW Electronic Communications Exchange [Exhibit P]. A copy of the referral form must be kept in the participant’s file.
 - b. **Sanctions** - Without good cause, failure to complete the Employability Assessment subjects the benefit group to payment sanctioning.
 - c. **Follow-up** – as needed
3. **NMW Evaluation of Eligibility for 60 Month Hardship Extension** – For all waived and mandatory NMW participants approaching their lifetime cash assistance limit, the CDS must assess the participant’s need for a 60-month hardship extension and an application for SSI benefits. Once the need has been established, the CDS must verify that the client has applied through ISD for the Hardship Extension and follow-up with the participant on the SSI application status. For those participants who have not established a need for a Hardship Extension, the CDS must identify the support services and make referrals to appropriate agencies, in order for that participant to become employed and eliminate their hardship barriers.
4. **Special Requirement for Referrals** –
- a. When making referrals to supportive services for DV, Substance Abuse, Learning Disabilities, Physical Disabilities, Mental Health, and caring for a household member with special needs, the CDS together with the participant must contact the service provider by phone during the assessment meeting to arrange for the following:
 - (1) Additional support through the Gold Mentor Program (where available); and
 - (2) An initial appointment for the TANF participant with the support service provider. The CDS must follow-up by faxing (or other acceptable alternative method) a completed referral form. [Exhibit P].
 - b. Referrals to a TANF DV provider must be accompanied by the completed Individual Responsibility Plan (IRP). A Work Participation Agreement (WPA) must also accompany the referral, unless a participation waiver is being requested. The DV provider will request a participation waiver from the Incapacity Review Unit (IRU), if applicable. DV services are highly confidential and guidance and direction will be provided by the DV service provider; however, specific information about the DV situation will not be disclosed. TANF DV evaluation includes:

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- (a) Goals, work activities and supportive services as indicated by the NMW IRP and WPA, if applicable;
- (b) Applicability of a waiver of the work requirement based on the Family Violence Option (FVO);
- (c) exemption from the work requirement; or
- (d) sixty (60) month lifetime cash assistance limit (hardship extension) eligibility
- (e) counseling
- (f) legal referral
- (g) validation of countable work hours spent in DV as a work activity

Other Cash Assistance

The **In-Depth Barriers Assessment** and the Special Requirements for DV referrals are not applicable to other cash assistance participants. However, the service provider shall ensure that participants who disclose a barrier be referred to an appropriate service provider or community provider for services.

SNAP E&T

1. The **In-Depth Barriers Assessment** and the Special Requirements for DV referrals are not applicable to SNAP E&T population. However, the service provider shall ensure that SNAP E&T participants who disclose a barrier be referred to an appropriate service provider or community provider for services.
2. The **Employability Assessment** requirements for the SNAP E&T program are the same as TANF.

D. Work Activity Planning

The service provider shall conduct individual goal setting, future development, and career planning discussions with participants that will:

- Identify areas of individual development as they relate to the participant's interest and the current labor market
- Identify resources and support services needed to achieve agreed upon goals
- Identify obstacles that may hinder the achievement of goals
- Develop specific collaborative development strategies for overcoming obstacles
- Document each plan in detail

Program Specific Elements:

TANF Cash Assistance

1. **Individual Responsibility Plan (IRP)** - The service provider shall develop with 100% of TANF adults regardless of work program mandatory status, a completed IRP (DWP 006) [EXHIBIT M] that meets the requirements in TANF

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regulations.

- a. **Timeliness** - The IRP must be completed and signed on or before the 15th day from the approval of assistance.
 - b. **Non-Cooperation** - Without good cause, failure to complete and sign the IRP may subject the benefit group to payment sanctioning according to regulation timeframes.
 - c. **Follow-up** - All IRPs shall be reviewed and **updated** with the participant by the service provider on a continuous basis as needed but no later than every 6 months. The IRP must be used as a case management tool and reviewed by the CDS at the time the participant is submitting work participation activity reports.
2. **Work Participation Agreement (WPA)** – The service provider shall develop with 100% of the mandatory Work Program participants, a completed WPA (DWP 005) [EXHIBIT N] that meets the requirements in regulations. WPAs may be modified to accommodate persons with barriers to employment.
- a. **Timeliness** – The WPA must be signed and completed on or before the 15th day from the date of approval of assistance.
 - b. **Non-Cooperation** - Without good cause, failure to have an approved agreement subjects the benefit group to payment sanctioning according to regulation timeframes.
 - c. **Follow-up** – The WPA must be used as a case management tool and reviewed by the CDS at the time the participant is submitting work participation activity reports.
3. **Participation Requirements** - apply to each benefit group member whether the benefit group is considered a two-parent or single parent benefit group. An individual subject to work participation must meet the applicable core and total work activity requirements set forth in policy and summarized below.
- a. TANF Single Parent Work Participation:
 - (1) Child age 6 or older: 34 hours per week, of which 20 hours must be in core activities
 - (2) Child under age 6: 24 hours per week, of which 20 hours must be in core activities
 - (3) Parent is under age 20: must meet activity requirements (may include school attendance)

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b. TANF Two Parent Work Participation:

- (1) Both parents mandatory and receiving federally funded child care: 59 hours combined per week, of which 50 hours must be in core activities
- (2) Both parents mandatory and not receiving federally funded child care: 39 hours combined per week, of which 30 hours must be in core activities
- (3) One parent granted a disability waiver: 34 hours, of which 20 hours must be in core activities
- (4) One parent is an SSI recipient child age 6 or older: 34 hours, of which 20 hours per week must be in core activities
- (5) One parent is an SSI recipient child under age 6: 24 hours, of which 20 hours per week must be in core activities
- (6) One parent is granted a waiver for reasons other than disability: 39 hours per week of which 30 hours must be in a core activity
- (7) One parent is ineligible, disqualified, or sanctioned: 39 hours per week, of which 30 hours must be in a core activity

4. **Work Activity Definitions** – Only actual hours participating in each work activity count towards meeting required work participation hours.

- a. Participation hours for those who are employed for wages at or above minimum wage will be determined by actual hours worked and will include **paid leave and holidays**.
- b. For **non-paid** activities, allowable excused **absences and holidays** count as actual hours only when the absence or scheduled holiday occurs on a day that the participant is scheduled to participate in an activity.
- c. **FLSA** - Non-paid work experience and community service placements are limited to Fair Labor Standards Act (FLSA) rules. To calculate the **maximum** allowed number of hours for participants in these activities, add the monthly TANF cash assistance benefit to the monthly SNAP benefit and divide by the federal or state minimum wage, whichever is highest. When the participant achieves the maximum number of hours required by the FLSA calculation, and the number of hours fall below the TANF requirement, the remaining hours may be deemed as having met the core work hours. Additional non-core hours may be required but cannot be completed in additional non-paid work activities. For two-parent families the FLSA calculation is applied to the family unit rather than each individual separately. See the WVP, or Department memorandums/policy clarifications for additional information.
- d. **Core Activities – 20 hours or 30 hours**
 - (1) **Unsubsidized employment** – Full or part time employment or self employment (SE) in the public or private sector, not subsidized by TANF or

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any other public program. Documentation is required every 6 months prospectively. Participation hours for participants who are self-employed are determined by subtracting business expenses from gross income for the term reported and divided by the federal minimum wage.

- (2) **Subsidized private or public sector employment** – Private or public sector employment for which the employer receives a subsidy from TANF or other public funds to offset costs of employing a recipient. Documentation is required every 6 months prospectively.
- (3) **Work Experience** – Work in return for cash assistance that improves employability. Activities that meet another work program definition cannot count. Work experience must be supervised daily. Hours are subject to FLSA rules. Documentation is required monthly
- (4) **On the Job Training** – Training to a paid employee, that provides knowledge and skills essential to the full performance of the job. An OJT may be subsidized or unsubsidized with TANF or other public funds to offset costs of employing a recipient. Barrier-removal activities may be included with an OJT, if the participant is paid the time of participation in such activities. Documentation is required every 6 months prospectively.
- (5) **Job Search and Job Readiness Assistance** - This activity is limited to 20 hours a week and to 240 hours within the preceding 12 month period for a participant who is the single custodial parent with a child under the age of six; or 30 hours a week and 360 hours within the preceding 12 month period for all other work eligible participants; in which no more than 4 weeks can be consecutive. For the purpose of counting no more than 4 weeks per calendar year, a week is defined as 7 consecutive days. A participant is not required to take a week's break from an activity, but the NMW Contractor cannot report the hours as meeting a core activity. Activities include seeking or obtaining employment, substance abuse/mental health treatment or rehabilitation activities for those who are otherwise employable with approval by medical or mental health professional. One hour claimed in a week, initiates the 4 consecutive weeks. This activity must be supervised daily. Documentation is required monthly.
- (6) **Community Service** – Structured programs where work-eligible individuals work for the direct benefit of the community in a public or nonprofit organization. The activity must be designed to improve the participant's employability. Activities that cannot count include, caring for a disabled family member, life skills or parenting classes, substance abuse treatment and mental health counseling, other family or self-improvement activities, and educational activities. This activity must be supervised daily. Hours are subject to FLSA rules. Documentation is required monthly.
- (7) **Vocational Education Training** – This activity is limited to twelve (12) months in a lifetime. This activity includes organized educational programs that are directly related to the preparation of a person for employment in a current or emerging occupation requiring training (may include a

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baccalaureate or advanced degree). Basic remedial education and English as a Second Language (ESL) can count as part of this activity, if they are included as embedded activities in the curriculum. Vocational education must be provided by an educational or a training organization, such as a vocational-technical school, community college, post-secondary educational institution or proprietary school. Distance education and online Certificate programs must be taken at an accredited institution. This activity must be supervised daily. Up to 1 hour of unsupervised homework time for each hour of class time will be counted as participation, as long as the amount of study time does not exceed the educational program requirements. Hours spent in supervised or unsupervised study require supervisor verification and must be reported on time sheets monthly.

- (8) **Providing Childcare for TANF Children** whose parents are participating in a TANF community service work activity – Must be supervised daily. Documentation is required monthly.
- e. **Non Core Activities** – These work participation hours do not count toward the first 20 or 30 core hours.
- (1) **Job Skills Training Directly Related to Employment** – training or education for job skills required by an employer to obtain employment, advance, or adapt to the changing demands of the workplace. If required by employer, this activity can include Adult Basic Education (ABE), ESL, GED, Post Secondary Education and other programs not considered as Vocational Education and not counted in core activities. This activity excludes substance abuse and mental health treatment as well as rehabilitation activities. Job skills training must be supervised daily. Documentation is required monthly.
 - (2) **Education Directly Related to Employment** – Education related to a specific occupation, job, or job offer. Can include basic education, ESL, and GED classes, if a prerequisite for a job, and limited to recipients without a high school diploma or equivalent. Daily supervision required. Up to 1 hour of unsupervised homework time for each hour of class time will be counted as participation, as long as the amount of study time does not exceed the educational program requirements. Hours spent in supervised or unsupervised study require supervisor verification and must be reported on time sheets monthly.
 - (3) **Satisfactory Secondary School Attendance** - Regular attendance at a secondary school or a GED course for work-eligible individuals without a high school diploma or equivalent. **(For single parents under age 20, regular attendance will meet core hours requirement.)** May include ABE or ESL if they are in conjunction with attending a secondary school or GED program. Secondary school attendance must be supervised daily. Up to 1 hour of unsupervised homework time for each hour of class time will be counted as participation, as long as the amount of study time does not exceed

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the educational program requirements. Hours spent in supervised or unsupervised study require supervisor verification and must be reported on time sheets monthly.

- f. **Alternative State Work Activities** – When in the best interest of the participant and as needed to address participant barriers to employment, the following state allowed work activities may be used to meet work participation hours required by state regulation.

- (1) Participating in a substance abuse program
- (2) Finding a home (if homeless)
- (3) Receiving domestic violence services
- (4) Participating in ESL (if individual does not speak English)
- (5) Parenting
- (6) Money management
- (7) Life skills training

Some of these activities may count as part of a time-limited federally approved work activity such as job readiness and some are not at all federally recognized work activities.

The CDS must ensure and document that placements in activities are necessary for the participant to obtain and sustain employment and that employment and retention goals cannot be achieved without these activities. As part of the federal review sample, some of these alternative state work activities may not count towards federal work participation.

- g. **Limited Participation for participants with a state or federal exemption from the work requirement** - When in the best interest of the participant and to improve family income and strengthen family support, the following state allowed work activities may be used to meet limited work participation. These activities include:

- (1) Participating in a substance abuse program
- (2) Finding a home (if homeless)
- (3) Receiving domestic violence services
- (4) Participating in English as a second language classes (if individual does not speak English).
- (5) Parenting
- (6) Money management
- (7) Life skills training
- (8) Actively seeking Social Security Disability Benefits
- (9) Participation in a Department of Vocational Rehabilitation Programs

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5. **Work Activity Tracking** - The service provider must track and timely report to ISD actual hours spent in work activities for 100% of TANF participants. HSD is responsible for accurately recording actual work participation hours on ISD2 Work Screens. The service provider may request from HSD the ability to enter work activity hours into ISD2 (subject to approval by the ISD Director). Access will be provided only after approval, training, and certification by HSD. When trained and certified, the service provider will have reasonable access to ISD2, but only onsite at the local ISD field office unless the service provider requests remote access through Virtual Private Network (VPN).

a. **Paid Work Activities** - Documentation is required every 6 months prospectively. Check stubs, employer letters etc. may be used to verify work hours.

When a participant is meeting the required minimum work participation hours, staff shall anticipate that these hours will continue for up to 6 months. There is no monthly tracking for paid work activities. However, monthly (anticipated) work participation data entry on ISD2 must occur no later than the fifth calendar day of each month.

If it becomes known to the Contractor that the participant is not meeting the required work hours or the number of hours has fallen below the requirement, staff must anticipate hours accordingly and track participation monthly using check stubs as the verification method for actual hours until the participant meets the required participation hours. The IRP and WPA may need to be adjusted to add additional work activities to ensure the participant will meet the next months' required work participation hours.

b. **Non-Paid Work Activities** –Daily Supervision and Monthly Verification and Documentation is required using the DWP 007 NMW Activity Timesheet and Mileage Report [EXHIBIT X]. See Section II Participant Services, item D. Employment Plans, 4c Work Activity Definitions for FLSA guidelines relative to Work Experience and Community Service work activities. Twelve months tracking for Excused Absences, Holidays and Job Search/Job Readiness hours must be documented by CDS by using the Excused Absence/Holiday Tracking Form DWP 011 [Exhibit X1] and the Job Readiness Activity Tracking Form DWP 012 [Exhibit X2].

(1) **Attendance Report** – The first monthly attendance report/timesheet is due from the participant two weeks following the completed WPA and monthly thereafter or by the report schedule as determined by HSD. The attendance report must be used as a case management tool and reviewed along with the IRP and WPA by the CDS at the time the participant is submitting work participation activity reports. The CDS must assess whether the work

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activities are reflective of the goals set in the IRP and the work activity plan in the WPA. When there are discrepancies, the CDS must work with the participant to amend the IRP or WPA appropriately or to link the participant to new supportive services. Monthly attendance must be entered into ISD2 no later than the fifth calendar day of each month, for the prior month.

6. **Participant Non-Cooperation Sanctions** - Without good cause, failure to complete any requirement or when an individual's work participation falls below program requirements in any month, may subject the NMW benefit group to payment sanctioning.
 - a. The CDS shall report participant non-cooperation to the local ISD field office by means of form DWP 009 (and refer to a Gold Mentor where available) within two (2) working days from determining that non-cooperation has occurred.
 - b. Within 10 days, HSD will offer the conciliation process only once during an episode of receiving TANF assistance.
 - c. The CDS must work with the participant prior to the effective date of each sanction to assist in obtaining compliance. A referral to the Gold Mentor program (where available) is required to help facilitate compliance.
 - d. Sanction Levels:
 - (1) The first failure to comply shall result in a sanction of 25% of the standard of need.
 - (2) The second level of sanction for failure to comply shall result in a decrease of 50% of the standard of need.
 - (3) The third sanction level results in case closure for a period of not less than six months.
 - e. First and second sanctions can be cured with participant compliance.
 - f. No sanctions shall be initiated for not meeting the extra four (4) New Mexico Works Act State hours (when meeting the federal requirement), or, when one parent is meeting the full two-parent requirement, or for persons with an IRU limited work requirement, or for a participant who has requested a waiver and has provided all information necessary to make the determination, pending IRU determination.
 - g. The service provider must be an active participant in preparing for, and participating in all Contractor Conferences and Fair Hearings.

Other 1. Without good cause, non compliance with **Education Works** program requirements

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Cash Assistance

- subjects the benefit group to ineligibility.
2. The IRP (also referred to as the Individual Education Plan [IEP]) must include goals, identify barriers, and define the steps necessary to reach the participant's educational goal.
 3. The IRP/IEP must contain documentation, including but not limited to, acceptance into a particular area of study that supports the recipient's ability to succeed in the chosen educational program.
 4. The IRP/IEP shall also describe how the degree will increase the individual's ability to engage in full-time paid employment.
 5. At the beginning and end of each academic term, the service provider must:
 - a. Review and update the IRP/IEP with the participant;
 - b. Obtain a copy of the participant's grades, Education Works Agreement, and financial aid and provide HSD with a copy.

SNAP E&T

1. IRP and WPA requirements are the same as in TANF.
2. Those Supplemental Nutrition Assistance Program (SNAP) E&T participants who are also required to participate in the TANF NMW program will satisfy the SNAP E&T participation requirements when they comply with TANF. Similarly, TANF NMW non-compliance will subject a SNAP E&T participant to a SNAP E&T disqualification unless otherwise exempt from E&T. Requests for disqualifications should be initiated only after attempts to engage the recipient by phone or mail, have been conducted without success.
3. SNAP E&T participants must participate in work activities to the extent required by HSD and the service provider. A participant must engage in work activities after the first month following approval of benefits and every 12 months thereafter.
4. E&T Participants must report to an employer if referred by ISD or its designee and accept an offer of acceptable employment or be disqualified from the SNAP.
5. ABAWDS – Failure of an ABAWD to meet the 20-hour a week work requirement (unless living in a waived or exempt area) for longer than three (3) full benefit months in a 36 month period as determined by HSD results in ABAWD ineligibility.
6. Without good cause, failure to meet participation requirements or failure to report monthly attendance timely, may subject the E&T participant to an individual disqualification.
 - a. First occurrence: until compliance or for three (3) months, whichever is later;

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- b. Second occurrence: until compliance or for six (6) months, whichever is later;
- c. Third occurrence: until compliance or for one (1) year, whichever is later

E. Job Search

The service provider shall provide participants with on-site job search information/resources and shall provide job search assistance with the following:

- Current labor market information
- Computer assisted career planning and resume writing
- Telephone bank and internet job searches
- Information concerning workforce services and partner services
- Access to apply for Unemployment Compensation benefits

Program Specific Elements:

TANF Cash Assistance	Job Search and Job Readiness services may be provided at any time; however, for time spent in Job Search/Job Readiness as an allowable TANF work activity, there are limitations and certain requirements to adhere to. See Section D, Work Activity Planning, 4 Work Activity Definitions of this SOW for more details. See also the WVP [EXHIBIT Z], and department memorandums/policy clarifications that may modify program regulations.
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Other Cash Assistance	Not applicable
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SNAP E&T	Individual and group Job Search are related SNAP E&T Qualified Work Activities. Specific definitions can be found in the SNAP E&T State Plan: Job Search alone is not a countable activity for the ABAWD population. (Not applicable through 2010.)
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F. Job and Work Activity Matching and Placement

The service provider shall employ qualified on-site job developers/placement specialists who establishes and maintains activities to develop, locate, and secure subsidized or unsubsidized employment openings for participants.

Displacement: The service provider is required to have in place a process for displacement complaints. The service provider cannot place program participants into jobs that would:

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- a. Fill a vacancy created by an employer terminating a regular employee or otherwise reducing its work force;
- b. Fill a position when any other person is on layoff or strike from the same or a substantially equivalent job within the same organizational unit;
- c. Fill a position when any other person is engaged in a labor dispute regarding the same or an equivalent job within the same organizational unit.

Program Specific Elements:

TANF Cash Assistance

TANF Approved Work Activities that are **defined as employment and qualify as core hours, include paid and unpaid work activities:**

- d. Paid Work Activities
 - (1) Unsubsidized Employment
 - (2) TANF Subsidized Employment
 - (3) Self-employment
 - (4) On-the-Job Training
 - (5) Child Care provider for a TANF recipient in Community Service
- e. Unpaid Work Activities
 - (1) Work Experience – subject to FLSA
 - (2) Community Service – subject to FLSA
 - (3) Child Care provider for a TANF recipient in Community Service

See Section D. Work Activity Planning of this SOW for work activity definitions, limitations and requirements to adhere to. Also refer to ISD-IPP and GI memorandums/policy clarifications, which may modify or clarify program regulations, and the WVP.

Other Cash Assistance

For the **Wage Subsidy** program, the service provider is required to:

- a. Identify potential qualified candidates for Wage Subsidy, and maintain a current list of qualified candidates.
- b. Provide a one-day work readiness session for all Wage Subsidy candidates; and
- c. Assist Wage Subsidy candidates in submitting an employment application to State Personnel Office (SPO).

SNAP E&T

Related SNAP E&T Qualified Work Activities include the following. Specific definitions can be found in the SNAP E&T State Plan:

- a. Employment
- b. Work Experience

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c. Community Service

G. Life Skills Development

The service provider must provide life skills development opportunities to enable participants to become job ready or to retain employment.

Program Specific Elements:

TANF Cash Assistance	Life skills development services may be provided at any time; however, to count participant time spent in life skills development as an allowable TANF work activity, there are limitations and certain requirements to adhere to. See Section D, Works Activity Planning of this SOW for more details. Also refer to ISD-IPP and GI memorandums/clarifications, which may modify or clarify program regulations, and the WVP.
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Other Cash Assistance	Participants are not required to participate in life skills development; however, they may volunteer to participate at their option.
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SNAP E&T	SNAP E&T participants may participate in life skills development; however, these activities are not countable as an activity for SNAP E&T.
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H. Training

The service provider must provide training including labor-market training opportunities to enable participants to become job ready, to retain employment, or to attain goals for learning and personal growth.

Program Specific Elements:

TANF Cash Assistance	See Section D, Works Activity Planning of this SOW for more details. Also refer to ISD-IPP and GI memorandums/clarifications, which may modify or clarify program regulations, and the WVP.
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Other Cash Assistance	Not applicable
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SNAP E&T	Training is a related SNAP E&T Qualified Work Activity. The specific definitions can be found in the SNAP E&T State Plan.
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I. Education

The service provider must refer participants to educational opportunities to enable participants to become job ready, to retain employment, or to attain goals for learning and personal growth. These services include:

- Literacy Programs including Adult Basic Education (ABE), English as a Second Language (ESL), and General Equivalency Diploma (GED)
- Vocational Education or career and technical education, the majority of which is provided by community colleges
- College education, typically this is a two or four year program that grants the student a degree at the completion of study

Program Specific Elements:

TANF Cash Assistance

Educational opportunities may be provided at any time; however, to count participant time spent in education programs, as an allowable TANF work activity, there are limitations and certain requirements to adhere to. See Section D. Works Activity Planning of this SOW for more details. Also refer to ISD-IPP and GI memorandums/clarifications, which may modify or clarify program regulations, and the WVP.

Other Cash Assistance

EWP participants are placed into education

SNAP E&T

Related SNAP E&T Qualified Work Activities include the following. Specific definitions can be found in the SNAP E&T State Plan:

- a. English as a Second Language
- b. Literacy Training
- c. Adult Basic Education
- d. General Equivalency Diploma
- e. High School
- f. Post-Secondary Institution including Vocational Education

J. Work Supports

The service provider must make available supportive services that enable participants to address personal and family barriers to employment and assist participants in becoming self-sufficient by

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entering and staying in the workforce. Work supports incorporate a wide range of program and partner services including:

- Child Care Assistance
- Domestic Violence Services
- Substance Abuse Programs
- Mental Health Programs
- Food and Nutrition Programs
- Public Housing Programs
- Health Insurance for Low-Income Children and Adults
- Transportation Programs
- Income supplements such as tax credits
- Financial Aid for Students
- Tax Credits
- Low Income Home Energy Assistance Program (LIHEAP)
- Home Weatherization
- Child Support
- Unemployment Compensation Benefits (UCB)
- Social Security Benefits
- Learning Disabled Programs
- Strengthening Families and Fatherhood Programs
- Teen Pregnancy Prevention Programs
- Disability / Rehabilitation Services

Program Specific Elements:

TANF Cash Assistance

1. **Supportive Service Referrals** - The service provider is required to link, provide and track TANF participants with federal, state and local support services that will enable the participant to complete work activities and meet IRP goals and WPA requirements. This includes assessing, coordinating, referring and/or providing, and overseeing support services to ensure that the participant moves through required activities and is successful. [EXHIBIT P]

TANF funded supportive services are appropriated by the State Legislature to support the purposes of TANF. Many work readiness support services are funded directly by TANF. When these services are available in the service area, these TANF support services must be utilized by the service provider to link and track TANF participants with the needed service. Services funding for State Fiscal Year 2010 include:

- a. Children Youth and Families (CYFD) Child Care
 - b. CYFD DV Services
 - c. CYFD and Public Education Department (PED) Pre-K
 - d. Aging and Long Term Services Department (ALTSD) Gold Mentor Services
 - e. OptumHealth Substance Abuse Services
 - f. TANF Transportation
 - g. New Mexico State University (NMSU) Strengthening Families Services
2. **HSD Support Service Payments** – The service provider shall link participants with support service payments. Support service payments may be authorized and issued if the participant is eligible to receive the services during the month provided; i.e. in

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good standing. The participant may receive assistance from another source for a similar support service as long as the service is reasonable, necessary and provides an added benefit. Ongoing participants must meet participation requirements (good cause applies) in order to receive support service reimbursements.

- a. **\$25 Initial Support Service Payment** – An initial support service payment is to be authorized and made available to participants for attending orientation, assessment and employment planning activities. An **advance of \$10** and the remainder upon delivery of the first participation report is to be used as an incentive to engage participants in the NMW processes and to help cover transportation and any child care costs associated with initial engagement.
- b. **Ongoing Child Care** – Referrals are made directly to CYFD.
- c. **Ongoing Transportation Support Service Payment** – Ongoing transportation support service payments are not intended for regular employment. The payment standards are as follows.

Monthly Miles	Monthly Reimbursement
1-499	\$25
500 – 1,499	\$50
1,500 – 2,499	\$100
2,500 or more	\$150

- d. **TANF Vocational Training and Education** - Reimbursement for vocational training and educational expenses, but not tuition, shall be available to NMW participants. Reimbursable costs are only those that the student is normally responsible for paying.
 - e. **TANF Employment Related Expenses** – A NMW participant may receive assistance to help pay the cost of personal items necessary to accept a bona fide job offer, or to retain employment. The assistance shall be limited to no more than \$300 on a reimbursement basis, and shall be available only once during the individual's lifetime.
3. **NMW Service Provider Supportive Services** –
- a. **Transportation** -The service provider is required to provide TANF participants with transportation support services. The service provider may authorize the following types of participant transportation expenditures, allowable under the Federal TANF guidelines.
 - (1) Service related to the operation of personal vehicles:
 - (a) Driver’s education, license fees, registration, inspection, tags, insurance

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- (b) Mileage allowance, gas vouchers
- (c) Maintenance/Repairs to owned cars
- (d) Parking fees while at work
- (e) Bike & helmet purchase
- (f) Facilitation of the donation and/or repair of previously owned or reconditioned vehicles

(2) Services related to Public/Private transit fees:

- (a) Purchase of tokens, vouchers, tickets, or “slots” on public or private transit systems
- (b) Car/van pools fees
- (c) Contractor van purchase &/or lease with approval by HSD
- (d) Taxis

- b. **Other Supportive Services** - The service provider must have a budget for and provide other TANF allowable care and support services (when not otherwise available through another program) to program participants as identified by the CDS as necessary and reasonable to meet work participation goals.

**Other
Cash
Assistance**

EWP participants are not eligible for TANF funded support service reimbursements unless they are employed.

**SNAP
E&T**

1. **HSD Support Service Reimbursements** - The E&T program provides a standard monthly allowance of \$25, authorized and issued by HSD, for participants engaged in an approved work activity.
 - a. Work Program participants who receive only food stamps are eligible to receive E&T supportive services only after actively participating in an approved component assignment.
 - b. E&T participants shall not be eligible for supportive services during orientation and/or assessment. The allowance shall be available subject to receipt of a report certifying completion of required activities during the month (submission of the DWP 290 form).
2. **Other Supportive Services** - The service provider must have a budget for and provide other Food Stamp allowable care and support services (when not otherwise available through another program) to program participants as identified by the CDS as necessary and reasonable to meet work participation goals.
3. **Ongoing Child Care** – HSD provides funding to CYFD for SNAP E&T childcare. Referrals must be made directly to CYFD.

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SECTION III - Quality Assurances

A. Staffing

The service provider is required to employ sufficient staff to provide services in compliance with the stated service strategy.

Program Specific Elements:

**TANF
Cash
Assistance**

1. Employ the services of TANF and WIA partners wherever possible.
2. Employ sufficient CDS not to exceed a caseload of 100 TANF participants and not more than 30 TANF participants that require intensive case management per CDS. Intensive case management must be provided for TANF participants with one or more complex employment barriers revealed during the barriers screening and in-depth barriers assessment.
3. The service provider shall employ CDS with a Bachelor's Degree in Social Work, Education, Counseling, Psychology, or other human service field, or any combination of education and experience equaling 6 years in human services-related employment. Existing staff not meeting this requirement may be grandfathered into the program with the approval of HSD.
4. The service provider shall employ CDSS with Masters Degree in Social Work, Education, Counseling, Psychology, or any other human service field. Existing staff not meeting this requirement may be grandfathered into the program with the approval of HSD.
5. The service provider shall employ qualified on-site job developers/placement specialists who establishes and maintains activities to develop, locate, and secure subsidized or unsubsidized employment openings for participants. The job developer must locate jobs for applicants who are job ready and those who have successfully completed training programs; collect data from employers related to job orders including job requirements and skills; match job skills with applicant qualifications; refer qualified applicants to employers; conducts necessary follow-up when applicants are placed in positions; participate in and/or coordinate job fairs; provide job search Internet resources, where available; and provide resume assistance.
6. The service provider shall employ qualified quality assurance specialists who conduct program evaluations and case management reviews to assess adherence to the SOW and the effectiveness of the NMW services provided especially in the area

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of case management.

7. Prior to making an offer of employment to a candidate who:
 - a. has been or currently is employed by HSD or other State agencies or:
 - b. has been or currently is contracted to provide personal services to HSD or other State agencies; the service provider must:
 - (1) Contact the appropriate Personnel Office or Contractor to evaluate the candidate's eligibility for re-hire, and
 - (2) When employment was/is with HSD, the service provider must contact the appropriate Regional Office Manager (ROM) for a reference check.

8. The CDSS shall monitor the work of CDS to ensure that participants are moving toward self-sufficiency. CDSS must:
 - a. Assign caseloads to CDS to ensure that CDS initiate appropriate outreach to participants so that they may meet appropriate TANF timeframes and participant outcomes.
 - b. Monitor that in-depth, comprehensive assessments for participants with multiple and complex barriers are being conducted by staff having the education and background in social work, counseling or psychology. All assessments must be conducted in a non-confrontational manner that highlights a family's strengths and resilient qualities in order to ensure that the assessment process is valid. It is necessary to identify strengths as well as barriers to gauge the effect barriers may have on the individual's ability to achieve employment and self-sufficiency.
 - c. Monitor that in-depth, comprehensive assessments for all participants who are at 30 months or more in their TANF time limits are being conducted by staff having the education and background in social work, counseling or psychology.
 - d. Monitor that CDS are tracking and timely reporting to ISD actual hours spent in work activities for 100% of TANF participants.
 - e. Make recommendations for modifications to a participant's IRP in accordance with the HSD policy, assessment results, and CDS recommendations.
 - f. Meet with the local CDs and the ROMs as needed but not less than monthly to discuss individual cases in order to assess appropriate service and participant progress.
 - g. Complete regular desk audits and case file reviews of each CDS workload to ensure accurate and appropriate case management.
 - h. Provide training, mentoring, and guidance to CDS staff.
 - i. Build partnerships with supportive service agencies.
 - j. Review changes to the Scope of Work with the CDS under their supervision.

**Other
Cash
Assistance**

Employ sufficient staff to ensure that this population has access to program services

SNAP

Employ sufficient staff to ensure that this population has access to all program services

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E&T and not just job search.

B. Training

The service provider will collaborate with HSD to provide regular and continuous training to empower staff to provide services that comply with the stated service strategy and scope of work.

Program Specific Elements:

- | | |
|-------------------------------------|---|
| TANF
Cash
Assistance | <ol style="list-style-type: none">1. HSD will partner with the service provider to provide necessary and appropriate training and technical assistance including but not limited to:<ol style="list-style-type: none">a. NMW Scope of Workb. TANF/NMW Policy and Proceduresc. EWP Policy and Proceduresd. E&T and ABAWD Policy and Procedurese. Wage Subsidy Policy and Proceduresf. HSD Programs Overviewg. ISD2 Datah. Dispatch Reportsi. Data Reporting and Work Hours Validationj. Invoice and Billing Process and Proceduresk. Customer Civil Rightsl. Fair Hearing Policy and Procedures
2. The service provider must employ the services of partners to develop and deliver certain staff training programs including but not limited to:<ol style="list-style-type: none">a. Case Managementb. Personal and Family Barriers to Employmentc. Work Supports |
|-------------------------------------|---|

Other Cash Assistance	Same as in TANF
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SNAP E&T	Same as in TANF
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C. IT Systems

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The service provider is required to collect, analyze, and report specific program data using an IT system.

Program Specific Elements:

**TANF
Cash
Assistance**

1. The current database of record for TANF federal performance is ISD2. HSD includes service provider funding for a data management collection and reporting system, but does not maintain the system which must be used to record and report other TANF performance data.
2. The contractor will limit access to the client data to workstations which have been approved for staff use during normal business hours, unless exceptions are approved by HSD. Backups must be maintained in locations separate from the originating servers. Standard access protocol must be maintained so that only current employees continue to have access.
3. Complete data backup of all client data must be provided to HSD by June 30th.
4. Requests for access into HSD data systems and other network connections require approval by the HSD Information Technology Division (ITD). Virtual Private Network (VPN) requests require additional State DoIT approval.
5. The service provider must meet the following criteria:
 - a. Purchase their own hardware and software unless otherwise specified in this section of the SOW.
 - b. Operate PCs running Windows XP Operating System (or later version) with a minimum of 1GB of RAM.
 - c. Provide information about the computer brand and model as well as the name of the IT contact when submitting all work orders. Hardware maintenance is not the responsibility of HSD.
 - d. Systems should be password protected, with passwords changed every 30 days.
 - e. Provide for either Attachmate MyExtra!, QWS3270, or Mochasoft TN3270 emulation software for connectivity to the mainframe. If other emulation software is used, it must be tested by the HSD/ DoIT to ensure proper function. HSD will supply this software only for service providers who are co-located in ISD offices.
 - f. Provide for Symantec Anti-Virus software or other Anti-Virus software, running in monitor mode continuously, and updated to the most current definitions. In addition, a scan should be run on the system daily. HSD will only be responsible for virus monitoring in offices where the service provider is co-located with an ISD office.
 - g. Systems should be updated with the latest Microsoft Critical Security Patches. HSD will only be responsible for Security Patches in offices where the service provider is co-located with an ISD office.
 - h. For service providers who are co-located in ISD offices, service provider PCs

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will be joined to the HSD domain and controlled by HSD DoIT for Patch Administration and Security. This process is managed by HSD DoIT Communications Bureau. The following is required of the service provider:

- A 10/100/1000 base T NIC
 - Provide HSD DoIT with an IT administrator password
 - Identify the location/room, jack number, switch port number and phone number
 - Request approval for the use of wireless equipment or external DSL phone lines
 - Telephone connections must be worked out between the local ISD office management and the service provider.
- i. For service providers who install their own network, the following is required:
- Provide separate LAN and WAN connectivity
 - Provide own rack space
 - Run identifiable color of CAT 5 cables from jacks to the patch panel
 - Designate a single individual and one alternate to be allowed to enter the server room with an HSD employee present
 - Assume liability for any damage done to HSD serves/network
6. The service provider may request “Inquiry” access to the eligibility portion of ISD2 and some reports in the Dispatch Library. Update access to TANF/E&T Work Program screens may be allowed subject to the approval of the ISD Director.
7. Approved Security Request forms [EXHIBIT Q], Electronic Communications and Information Systems Policy Acknowledgement Monitoring Consent Forms [EXHIBIT R] and Remote Access Forms [EXHIBIT DD] that originate from the service provider’s supervisor need to be approved by the HSD contract manager. The contract manager will forward the completed forms to the ISD2 Help Desk. In turn, the reviewed form must be directed to Production Control in order for the security access to be processed.
8. Change of user status, (hiring, dismissal or location change), will require that the service provider notify the HSD contract manager in writing within one week of the change so that ITD Production Control can be notified immediately to effect the changes in access privileges.
9. Any employee of a service provider who enters falsified data into ISD2 is subject to dismissal, and legal action if deemed necessary.

Other Cash Same as in TANF

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Assistance

**SNAP
E&T** Same as in TANF

D. Case Record Requirements

The service provider is required to maintain a case file for each participant. The case file records and stores collected data on the individual participant and is the source for data reporting information.

Program Specific Elements:

**TANF
Cash
Assistance**

1. To document case management efforts, the service provider must maintain hard copy documentation/information in each participant case file on a permanent basis. Where applicable, the file must contain the following:
 - a. Barriers Screening Tool [EXHIBIT I]
 - b. Consent for Screening [EXHIBIT J]
 - c. DWP 009 NMW Electronic Communications Exchange [EXHIBIT P]
 - d. In-Depth Assessment Tool [EXHIBIT K]
 - e. DWP 022 NMW Program [EXHIBIT L1]
 - f. DWP 006 Individual Responsibility Plan [EXHIBIT M]
 - g. DWP 005 Work Participation Agreement and/or Modified Work Participation Agreement [EXHIBIT N]
 - h. DWP 290 SNAP E&T Reporting Attendance [EXHIBIT O]
 - i. DWP 277 Work Program Job Search Card [EXHIBIT S]
 - j. FAP 282 Failure to Comply - TANF [EXHIBIT T]
 - k. SNAPP 282 Failure to Comply - SNAP [EXHIBIT U]
 - l. DWP 272 Work Experience Training Agreement [EXHIBIT V]
 - m. DWP 007 NMW Unpaid Timesheet [EXHIBIT X]
 - n. DWP 011 Excused Absence/Holiday Tracking Form [Exhibit X1]
 - o. DWP 012 Job Readiness Activity Tracking Form [Exhibit X2]
 - p. Home Visit Documentation
 - q. Case Narrative, which includes, but is not limited to:
 - the client's situation as it changes over time
 - the CDS assessment of what are the client's strengths and weaknesses with respect to employment, including client's barriers
 - referrals made on behalf of client and follow-up/resolution of those referrals
 - the CDS recommendations including goal setting
 - issues that require follow-up at future appointments
 - a summary of how client's activities were chosen and their appropriateness with the client's situation
 - the client's progress or lack of progress

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Other Cash Assistance Where applicable, the file must contain the same items as TANF.

SNAP E&T Where applicable, the file must contain the same items as TANF.

E. Monitoring

The service provider must perform ongoing monitoring of client progress; including services performed using contractors/subcontractors, towards meeting the stated goals and objectives. The service provider must monitor service operations to improve services, reduce costs, enhance customer satisfaction, and positively influence key performance indicators. It is important the service provider develop procedures that will be used to address poor performance, or unexpected issues that may present themselves during the contract year.

Program Specific Elements:

- TANF Cash Assistance**
1. Include the audit of TANF in the service providers' annual independent audit per OMB Circular A-133 and provide HSD with 2 copies within 15 days of its completion. These copies should be provided to the contract manager electronically whenever possible.
 2. In addition to reviewing the quantifiable information furnished by the service provider in the monthly reports, HSD will monitor the quality of services provided by the service provider through regular quality reviews. HSD may conduct more frequent reviews when a corrective action plan is required. HSD will review and validate the service provider's performance relative to the GSA and SOW requirements. Notification of an on-site review will be provided to the service provider with 30 days advance notice outlining the areas to be reviewed.
 3. The service provider shall employ qualified quality assurance specialists who conduct program evaluations and case management reviews to assess adherence to the SOW and the effectiveness of the NMW services provided especially in the area of case management. Program reviews must continuously monitor the services performed under this GSA whether performed by the service provider or any sub-contractor. At a minimum, monitoring must include where applicable:
 - a. Case file accuracy review
 - b. Data entry accuracy (if any)
 - c. Appropriateness of support service linkages and case management processes
 - d. Accuracy of support service reimbursements

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- e. Fiscal accounting
- f. Participant satisfaction
- g. Effectiveness of Partner Services
- h. Employer Satisfaction

Other Cash Assistance Same as in TANF

SNAP E&T Same as in TANF

F. Performance Measurements, Program Outcomes and Validation

The service provider must conduct integrated services that target the prescribed program outcomes. In addition the service provider must comply with a work activity hour validation process as prescribed by ISD for the Federal work participation sample.

Program Specific Elements:

TANF Cash Assistance

1. Work Participation:

a. Expected Outcomes/Targets

% Placements \geq \$7.50 / Hour	95% **
% 6 Mo. Job Retention	65%
% 12 Mo. Job Retention	60%
% 18 Mo. Job Retention	55%
% 24 Mo. Job Retention	50%
% Meeting Federal All-Families	50%
% Meeting Federal 2-Parent	90%
**all participants must be placed in jobs paying at least minimum wage unless a different method of calculating compensation is used by employer (i.e., base + tips)	

b. Validation of Work Activity Hours for the Federal Sample:

In order to count completed work participation hours in the Federal work participation rate, the hours must be validated for cases included in the Federal sample report. The service provider must collaborate with the local ISD field offices and send proof of the completed hours and/or a validation check report to the ISD Benefit Delivery and Data Reporting Bureau

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(BDDRB) by the deadline. The service provider shall provide at least fifty-percent of the data mid-way to the deadline with the remainder due by the deadline for an accurate monthly work participation rate report. Any data submitted must include identifying participant information such as name and case number. The preferred method of data transmission is electronic posting to a network drive, however, all other methods will be accepted.

2. Job Placement Expected Outcomes/Target – 7,067 Statewide

By service area:

CSW -Albuquerque, Las Cruces	708
North -McKinley, Cibola, San Juan Taos, Colfax, Los Alamos, Mora, Rio Arriba, San Miguel, Santa Fe,	653
Central -Bernalillo, Sandoval, Torrance, Valencia	1961
Southeast -Chavez, Curry, De Baca, Eddy, Guadalupe, Harding, Lea, Lincoln, Otero, Quay, Roosevelt, Union	1684
Southwest -Catron, Dona Ana, Grant, Hidalgo, Luna, Sierra, Socorro	2061

**Other
Cash
Assistance**

Serve 100% of the population referred by HSD

**SNAP
E&T**

Work Activity Placement Targets	ABAWD (may be placed in Job Search through 2010)				Non-ABAWD					
	Vocational Training	Education	Work Experience	Community Service	Individual Job Search	Group Job Search	Vocational Training	Education	Work Experience	Community Service
North McKinley, Cibola, San Juan, Colfax, Los Alamos, Mora, Rio Arriba, San Miguel, Santa Fe, Taos	223	182	176	94	1157	175	1196	545	184	255
Central Bernalillo, Sandoval, Torrance, Valencia	415	339	327	176	1746	266	1806	823	279	385
Southeast Chavez, Curry, De Baca, Eddy, Guadalupe, Harding, Lea, Lincoln, Otero,	98	80	77	42	310	47	320	146	49	68

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Quay, Roosevelt, Union										
Southwest Catron, Dona Ana, Grant, Hidalgo, Luna, Sierra, Socorro	245	200	193	104	306	46	316	144	49	67
State Totals	981	802	773	416	3519	535	3638	1659	562	776

G. Reporting

The service provider is required to collect, analyze and report timely and accurate data to demonstrate service outcomes.

Program Specific Elements:

TANF Cash Assistance

1. **Dispatch Reports** - The Service provider and any sub-service providers will have access to ISD2 Dispatch Reports that provide data about the population to be served as well as the tracking of participation measures. These reports are important in tracking and assessing performance daily.
2. **Annual Service Plan** - The service provider is required to develop and deliver a written service plan by October 1, 2009, that describes in detail how the service provider will perform the services within the Scope of Work. In the service delivery plan, the service provider must include procedures to ensure for collaborative, cooperative, and successful outcomes with the local Income Support Division office. The plan must include but is not limited to the following:
 - (a) Participant Services
 - (b) Increased Services (based on approved plan)
 - (c) Case Management
 - (d) Job Development
 - (e) Quality Assurances
 - i Staffing
 - ii Training
 - iii IT Systems
 - iv Case Record Management
 - v Monitoring
 - vi Performance Measurement, Outcomes and Validation
 - (f) Partner Services
 - (g) Complaint resolution for:
 - i Program

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- ii Displacement
- iii Civil Rights and Rude Treatment
- (h) Disaster Plan

3. **Sub-Contractor and Partner Services List** - The service provider is required to provide a list of sub-contractors and partner services on or before August 1, 2009, and upon integration of new sub-contractors or partners. A comprehensive description of services provided by each sub-contractor or partner is to be included. The service provider must hold quarterly or more frequent meetings with their partners.
4. **Annual Staffing Pattern** - On or before August 1, 2009, the service provider is required to provide a staffing pattern to include job descriptions (function and service) and CDS and CDSS caseload size.
5. **Semi-Annual Inventory Lists** – The service provider is required to deliver a written initial inventory list by August 1, 2009, that describes in detail items in value of over \$5000. An additional list of all computer CPUs must be provided regardless of the value of each item. The CPU list should include serial number, manufacturer and approximate age. Two close out inventory lists shall be provided to HSD with the last billing invoice; one list of items valued over \$5000 and one list of CPUs.
6. **Monthly Activity Data Reports** – [EXHIBIT W] - The Service Provider shall prepare monthly TANF and E&T activity reports due to HSD on or before the 9th of each month. Reports must include all elements as indicated below.
 - a. Report Titles (formats as prescribed by HSD):
 - (1) TANF Activity Placements Report and Instructions
 - (2) Employment and Training (E&T) SNAP Placement Activity Report and Instructions
 - (3) NMW Program Placement, Retention, and Wage Detail Report and Instructions (including participants in the Transition Bonus program)
 - (4) NMW Program Home Visit Report and Instructions
 - (5) NMW Clients Receiving Services
 - (6) NMW Program Assessment Summary Report and Instructions
 - (7) TANF Placement and Wage Summary Report
 - (8) CDS Ratio Report by Site
 - (9) Staffing Report
 - b. Required Reporting Data Elements include but are not limited to:
 - (1) Total number of clients screened and number who declined to be screened
 - (2) Number of screenings with positive results, reported by total number and then by breakdown by barrier type (number of substance abuse, number of mental health, number of learning needs, and number of domestic violence)

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- (3) Total number of clients who received comprehensive assessments
- (4) Number of assessments with positive results, reported by number and then by breakdown by barrier type (number of substance abuse, number of mental health, number of learning needs, and number of domestic violence)
- (5) Number of referrals made for support services, reported by total number and then broken down by barrier type (number of substance abuse, number of mental health, number of learning needs, and number of domestic violence).
- (6) Number of other referrals by pre-listed type
- (7) Number of referrals resulting in service contacts for participants, reported by total number and then broken down by service type (substance abuse services, mental health services, educational/learning needs assessment, domestic violence services, and other types of family services)
- (8) Number of individuals already engaged in service with a referral Contractor at the time of assessment
- (9) Participant/CDS ratio for each CDS
- (10) Average number of home visits per CDS per month
- (11) Number of clients 30+ months served in reporting month
- (12) Number of clients 55+ months served in reporting month
- (13) New employments
- (14) Job retention for 6, 12, 18 and 24 months
- (15) Employments at or greater than \$7.50 per hour

7. Monthly Transportation Report - The contractor shall provide a monthly transportation participant and expenditure report to be submitted with the reports listed in item 6 above. [EXHIBIT BB].

8. Increased Services Report - The contractor shall provide an Increased Services participant report to be submitted to HSD within 15 calendar days of the contract manager request. [EXHIBIT CC].

9. Monthly Staffing Report - The contractor shall provide a monthly Staffing Report, to be submitted with the reports listed in item 6 of this section. The report must include a listing of all staff providing services under this contract, including the following [EXHIBIT W]:

- c. Last name
- d. First name
- e. Work location
- f. Position title
- g. Hire date
- h. Termination date (if applicable)
- i. Access Information
 - (1) ISD2 User ID
 - (2) ISD2 Dispatch (indicate if there is access – yes/no)
 - (3) View only (indicate if there is access – yes/no)
 - (4) Update (indicate if there is access – yes/no)

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(5) VPN (indicate if there is access – yes/no)

**Other
Cash
Assistance**

Same as TANF

**SNAP
E&T**

1. Reporting timeframes and formats are the same as TANF
2. The E&T reports must include all elements as indicated below separated by regular E&T mandatory and ABAWD participants:
 - a. Number of E&T participants served
 - b. Number of new employments
 - c. Number of participants placed in Group Job Search
 - d. Number of participants placed in Individual Job Search
 - e. Number of participants placed in Vocational Training
 - f. Number of participants placed in Education
 - g. Number of participants placed in Work Experience
 - h. Number of participants placed in Community Service
3. Monthly billing procedures and timeframes are same as TANF

H. Fiscal Requirements

The service provider is required to:

**TANF
Cash
Assistance**

1. Submit a budget that must be approved by the Contract Manager designated by HSD, for operations cost. The Contractor shall prepare a budget for the contracted amount that includes all line item elements as prescribed by New Mexico Department of Finance and Administration (DFA) for: positions, personnel, employee benefits, contractual services, transportation, maintenance/repairs, operating costs, capital outlay, etc., [<http://www.dfafcd.state.nm.us/manuals/coa.pdf>]. The budget must be provided to HSD by the 30th calendar day following the effective date of this GSA. No payment shall be made under this GSA unless the Contract Manager approves the program budget required under this GSA.
2. Ensure that program expenditures comply with TANF regulations. There are specific restrictions on any use of Federal TANF funds, including the following:
 - a. Any use of Federal TANF funds must be consistent with TANF purposes and applicable TANF rules. The purposes of TANF are:

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- (1) Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives;
 - (2) End the dependency of needy parents on government benefits by promoting job preparation, work, and marriage;
 - (3) Prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numerical goals for preventing and reducing the incidence of these pregnancies;
 - (4) Encourage the formation and maintenance of two-parent families.
 - b. The Contractor shall not use Federal funds to satisfy a cost-sharing or matching requirement of another Federal program unless specifically authorized by HSD as allowed by Federal law.
 - c. The Contractor may sub-contract for services or benefits; however, Federal funds shall not be directly transferred into another program except as provided for by Federal law. Copies of any and all subcontracts originating under this GSA are to be provided to HSD or made available for inspection by HSD within 30 days of subcontract approval.
 - d. Any costs charged to each program must be necessary, reasonable, and allocable to the program.
 - e. The Contractor shall not use Federal funds to construct or purchase buildings or facilities or to purchase real estate.
 - f. The Contractor shall not use Federal funds for general expenses required to carry out another program responsibility, except as permitted by federal law.
3. Limit administrative costs to 15% of the total GSA dollar amount. This cost limit includes both permissible direct and indirect administrative costs and is cumulative for the CONTRACTOR as well as any sub-contractor(s) of the Contractor.
4. Ensure that administrative costs in the TANF program are costs that are necessary for the proper administration of the TANF program.
- a. Administrative costs include:
 - (1) The costs of general administration and coordination of programs including contract costs and all indirect (or overhead) costs.
 - (2) The salaries and benefits of staff performing administrative and coordination functions, activities related to eligibility determinations, the preparation of budgets, program plans and schedules, monitoring of programs and projects, etc.

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- (3) Costs such as equipment, travel, and office space costs, when directly associated with staff performing administrative and coordination functions, activities related to eligibility determinations, the preparation of budgets, program plans and schedules, monitoring of programs and projects, etc.
 - (4) Training of staff to perform administrative functions, such as eligibility determinations, procurement, and payroll.
 - b. Excluded from “administrative costs” are the direct costs of providing program services such as:
 - (1) Case management, information and referral, and counseling activities.
 - (2) Providing program information, the development of employability plans, work activities, post employment services, and work supports.
 - (3) Costs, such as equipment, travel, and office space costs, when directly associated with providing program services, would be treated as program costs (whether provided under contract or otherwise).
 - (4) Costs for training of case managers or for other training directly associated with providing program services as program costs under its cost allocation plan. For example, training of case managers and other staff about how to provide appropriate services to victims of domestic violence under the Family Violence Option (i.e., screening and identification, safeguarding, referrals to appropriate services, and options to waive program requirements) would be a program cost. Likewise, training staff about providing appropriate services to people with disabilities would be a program cost.
- 5. Conform and ensure that sub-contractors shall conform to the requirements of Federal Office of Management and Budget OMB Circulars A-87, A-110, and A-21 where appropriate, the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), 2005 Deficit Reduction Act (DRA) and applicable TANF, NMW statutes and regulations.
- 6. Provide HSD with one, accurate and timely monthly billing invoice no later than the 15th day following the end of each calendar month except for the month ending June 30, 2010 for which the invoice is due no later than July 10, 2010. Failure to adhere to these requirements may result in a reduction of available funds and non-payment of invoices. The carryover of funds between fiscal years shall not be permitted. HSD will make every effort to make payment to the Contractor within 30 days from receipt of a correct invoice.
 - a. Billing must include, at a minimum, the following:
 - (1) Expenditure Balance Report [EXHIBIT C] adhering to the DFA Expenditure Chart of Accounts (<http://www.dfafcd.state.nm.us/manuals/coa.pdf>);
 - (2) Monthly Invoice [EXHIBIT D]; and

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- (3) Invoice Transmittal [EXHIBIT E].
- b. Ensuring that Budget Adjustment Requests (BARs) [EXHIBIT F] are submitted to the HSD contract manager as necessary. These BARs are subject to HSD approval.
- 7. Ensure compliance with all Federal and State laws and regulations, as applicable, relating to the uses and expenditures of the funds made available under this GSA.
- 8. Maintain fiscal records necessary for full accountability, comply with federal accounting and fiscal requirements applicable to handling of any federal funds, and follow generally accepted accounting principles and account for all receipts and disbursement of funds transferred or expended pursuant to this GSA.
- 9. Adhere to the requirements of the Cash Management Improvement Act of 1990, as set forth at 31 CFR 205.
- 10. The budget attached to this GSA as [EXHIBIT B] and incorporated in this GSA by reference shall provide the basis for the services provided under this GSA. The budget shall not be altered without the written approval of HSD.
- 11. Manage the funding made available by this GSA by:
 - a. Ensuring that monthly expenditures meet federal TANF and state requirements;
 - b. Ensuring that the funding under this GSA is not utilized for duplicative services already available to low-income populations
- 12. Contract for an independent audit at the CONTRACTOR'S expense. An official copy of the independent auditor's report shall be provided to HSD and any other authorized entity as required by law within 15 days of receipt of the final audit report.
- 13. Upon termination of this GSA or after the services provided for herein have been rendered, surplus money, if any, shall be returned immediately by the Contractor to HSD.
- 14. Timely submit all invoices to:

Paul Lucero
Work and Family Support Bureau
Income Support Division
Human Services Department
2009 S Pacheco Street / P O Box 2348

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Santa Fe, NM 87504

Other
Cash
Assistance

N/A

SNAP
E&T

Similar to TANF, excluding TANF specific citations above and substituting references to SNAP regulations as applicable.