

STATE OF LOUISIANA



Department of
**Children &
Family Services**

Building a Stronger Louisiana

**REQUEST FOR PROPOSALS
FOR
STRATEGIES TO EMPOWER PEOPLE (STEP)
PROGRAM**

RFP #: 360PURSSRFP016

PROPOSAL DUE DATE/TIME:

**NOVEMBER 7, 2013
3:00PM CDT**

TABLE OF CONTENTS

1	GENERAL INFORMATION	1
<u>1.1</u>	<u>Purpose</u>	<u>1</u>
<u>1.2</u>	<u>Background</u>	<u>1</u>
<u>1.3</u>	<u>Scope of Services.....</u>	<u>2</u>
2	ADMINISTRATIVE INFORMATION	2
<u>2.1</u>	<u>Term of Contract.....</u>	<u>2</u>
<u>2.2</u>	<u>Pre-proposal Conference.....</u>	<u>2</u>
<u>2.3</u>	<u>Proposer Inquiries</u>	<u>2</u>
<u>2.4</u>	<u>Definitions.....</u>	<u>2</u>
<u>2.5</u>	<u>Schedule of Events</u>	<u>3</u>
3	PROPOSAL INFORMATION	3
<u>3.1</u>	<u>Qualifications of Proposer.....</u>	<u>3</u>
<u>3.2</u>	<u>Determination of Responsibility</u>	<u>3</u>
<u>3.2.1</u>	<u>Right to Prohibit Award.....</u>	<u>4</u>
<u>3.3</u>	<u>RFP Addenda.....</u>	<u>4</u>
<u>3.4</u>	<u>Waiver of Administrative Informalities.....</u>	<u>4</u>
<u>3.5</u>	<u>Proposal Rejection/RFP Cancellation.....</u>	<u>4</u>
<u>3.6</u>	<u>Withdrawal of Proposal.....</u>	<u>4</u>
<u>3.7</u>	<u>Subcontracting Information.....</u>	<u>5</u>
<u>3.8</u>	<u>Ownership of Proposal</u>	<u>5</u>
<u>3.9</u>	<u>Proprietary Information.....</u>	<u>5</u>
<u>3.10</u>	<u>Cost of Preparing Proposals</u>	<u>5</u>
<u>3.11</u>	<u>Errors and Omissions in Proposal</u>	<u>5</u>
<u>3.12</u>	<u>Contract Award and Execution.....</u>	<u>5</u>
<u>3.13</u>	<u>Code of Ethics.....</u>	<u>6</u>
4	RESPONSE INSTRUCTIONS	6
<u>4.1</u>	<u>Proposal Submission.....</u>	<u>6</u>
<u>4.2</u>	<u>Proposal Format.....</u>	<u>7</u>
<u>4.3</u>	<u>Cover Letter</u>	<u>7</u>
<u>4.4</u>	<u>Certification Statement</u>	<u>7</u>
5	PROPOSAL CONTENT	7
<u>5.1</u>	<u>Executive Summary.....</u>	<u>7</u>
<u>5.2</u>	<u>Approach and Methodology.....</u>	<u>7</u>
<u>5.3</u>	<u>Corporate Background and Experience</u>	<u>9</u>
<u>5.4</u>	<u>Proposed Project Staff.....</u>	<u>10</u>
<u>5.5</u>	<u>Service Delivery Area</u>	<u>10</u>
<u>5.6</u>	<u>Cost Information</u>	<u>11</u>
6	EVALUATION AND SELECTION	13
<u>6.1</u>	<u>Evaluation Team</u>	<u>13</u>
<u>6.2</u>	<u>Administrative and Mandatory Screening</u>	<u>13</u>
<u>6.3</u>	<u>Clarification of Proposals.....</u>	<u>13</u>
<u>6.4</u>	<u>Oral Presentations/Discussions May be Required</u>	<u>13</u>
<u>6.5</u>	<u>Evaluation and Review</u>	<u>13</u>

6.5.1	Evaluation of Cost.....	14
6.6	<i>Announcement of Contractor.....</i>	<i>14</i>
7	SUCCESSFUL CONTRACTOR REQUIREMENTS	14
7.1	<i>Corporation Requirements.....</i>	<i>14</i>
7.2	<i>Billing and Payment.....</i>	<i>14</i>
7.3	<i>Confidentiality.....</i>	<i>15</i>
	ATTACHMENT I: SCOPE OF SERVICES	1
1	Overview.....	1
2	Tasks and Services.....	1
3	Outcomes	10
4	Functional Requirements	11
5	Technical Requirements.....	11
6	Project Requirements.....	11
	ATTACHMENT II: CERTIFICATION STATEMENT.....	1
	ATTACHMENT III: SAMPLE CONTRACT	1
	ATTACHMENT IV: CLARIFICATION ON ADMINISTRATIVE & ALLOWABLE COSTS	1
	ATTACHMENT V: BUDGET – STEP Initiative RFP.....	1
	ATTACHMENT VI: DCFS REGIONAL CHART & MAP	1
1	DCFS Regional Chart	1
2	DCFS Regional Map.....	2
	ATTACHMENT VII: PROPOSAL COVER PAGE	1
	ATTACHMENT VIII: BOARD RESOLUTION.....	1
	ATTACHMENT IX: CORE AND NON-CORE ACTIVITIES.....	1
1	Core Activities	1
2	Non-Core Activities	9
3	Excused Absences and Holiday Absences.....	14
4	Verification and Documentation of Actual Hours	14
5	Methods of Supervision of Work Activities	14
	ATTACHMENT X: CONTRACTOR WORK PARTICIPATION RATE.....	1
	ATTACHMENT XI: FLSA EXAMPLE CALCULATION.....	1
	ATTACHMENT XII: MONTHLY PARTICIPATION OF ALL FAMILIES	1
	ATTACHMENT XIII: DCFS POLICY REFERENCES	1
1	DCFS Policy Management System.....	1
2	STEP Program Policy	1
	P-100-STEP Introduction.....	1
	P-200-STEP Administration	1
	P-300-STEP Case Management Process	1
	P-400-STEP Participation.....	2
	P-500-STEP Sanctions-Good Cause	3
	P-600-STEP Closures-Fair Hearings	3
	P-700-STEP Supportive Services	4
	ATTACHMENT XIV: WORK VERIFICATION PLAN	1
I.	Countable Work Activities	1
II.	Hours Engaged in Work.....	23
III.	Work-Eligible Individual	25

IV. Internal Controls	27
V. Verification of Other Data Used in Calculating the Work Participation Rates	32
ATTACHMENT XV: FUNDING ALLOCATION	1

1 GENERAL INFORMATION

1.1 Purpose

This Request for Proposals (RFP) is issued by the Department of Children and Family Services (herein referred to as the State) for the purpose of soliciting innovative or best practice proposals from qualified Proposers to deliver a Temporary Assistance for Needy Families (TANF) work program known as the Strategies to Empower People (STEP) Program for work eligible recipients of cash assistance families to assist them to obtain long term employment and achieve self-sufficiency. The Contractor will provide a comprehensive range of employment-focused services that assist clients to gain employment that supports self-sufficiency, allowing them to leave cash assistance and not return. STEP will allow organizations/agencies an opportunity to develop innovative and strategic programming solutions suited to the unique needs of Louisiana's communities.

The proposer may submit a proposal specific to a region, a number of regions or a statewide delivery approach. A table of the nine (9) regions is listed in Attachment VI and funding allocation based on numbers served per region is listed in Attachment XV of the RFP.

The number of work eligible recipients participating in the STEP program fluctuates monthly. See Attachment XII for the number of work eligible recipients served in recent months.

There is approximately \$5,250,000.00 in TANF funds available for STEP program services. See Attachment XV for an approximate funding amount available by region.

1.2 Background

The Personal Responsibilities and Work Opportunity Reconciliation Act (PRWORA) of 1996 ([Pub. L. 104-193](#)), the TANF program, is a Federal block grant to States designed to provide temporary assistance while moving recipients into work and self-sufficiency. The State must help recipients find work and meet work participation rates and other critical program requirements to avoid financial penalties. The [TANF Final Rule of 2008](#), enacted by the Deficit Reduction Act, defines work activities and how states must count, track, and verify hours of participation. The Contractor will be responsible for designing a STEP work program that uses a case management approach to ensure clients receive the necessary services and guidance to become self sufficient while ensuring client accountability and responsibility. Further, the STEP work program must provide opportunities for work-eligible recipients of cash assistance to receive job preparation, work and supportive services to enable them to leave the program and become self-sufficient.

Time-limited benefits of the recipients/participants add another layer of accountability and the need to focus on employment for this population. All cash assistance adults have a federally imposed lifetime 60-month time limit to receive cash assistance. Case Management must be a necessary part of the proposal, to ensure that families are served and find employment within this restrictive time limit. It is the Contractor's responsibility to design and to deliver services that help these families find employment and access other resources, services, and programs that support self-sufficiency.

1.3 Scope of Services

Attachment I details the scope of services and outcomes or desired results that the State requires of the Contractor.

2 ADMINISTRATIVE INFORMATION

2.1 Term of Contract

The period of any contract resulting from this RFP is tentatively scheduled to begin on January 15, 2014 through January 14, 2015. The State has the option to enter into contract extension(s) not to exceed an additional 24 months. Any extension shall be with the concurrence of the contractor and all appropriate approvals. In no event shall the term of the contract be for a period of more than 36 months.

2.2 Pre-proposal Conference

NOT APPLICABLE FOR THIS SOLICITATION

2.3 Proposer Inquiries

Written questions regarding RFP requirements or Scope of Services must be submitted to the RFP Coordinator as listed below.

Gwendolyn D. Brooks

627 N. 4th Street, Room 5-302

Baton Rouge, LA 70802

Email – Gwendolyn.D.Brooks@LA.GOV

Fax – 225-219-4363

The State will consider written inquiries and requests for clarification of the content of this RFP received from potential proposers. Written inquiries must be received by 3:00 p.m. Central Daylight Time (CDT) on the date specified in the Schedule of Events. The State reserves the right to modify the RFP should a change be identified that is in the best interest of the State.

Official responses to all questions submitted by potential proposers will be posted by October 28, 2013, at <http://www.dcfslouisiana.gov/> and <http://www.prd1.doa.louisiana.gov/osp/lapac/pubmain.cfm>.

Only Gwendolyn D. Brooks has the authority to officially respond to proposer's questions on behalf of the State. Any communications from any other individuals are not binding to the State.

2.4 Definitions

Agency – Any department, commission, council, board, office, bureau, committee, institution, government, corporation or any other establishment of the executive branch of this State authorized to participate in any contract resulting from this solicitation.

Can – The term “can” denotes an advisory or permissible action.

Contractor – The proposer awarded the Contract as a result of this RFP.

Could – The term ‘could’ denotes an advisory or permissible action.

May – The term “may” denotes an advisory or permissible action.

Must – The term “must” denotes a mandatory action or requirement.

Proposal – The formal written response to this document.

Should – The term “should” denotes an advisory action and is not mandatory.

Shall – The term “shall” denotes mandatory requirements.

Will – The term “will” denotes a mandatory action or requirement.

2.5 Schedule of Events

<u>Event</u>	<u>Date</u>
Advertise RFP and mail public announcements	October 10, 2013
Deadline for receipt of written inquiries	October 21, 2013
Issue responses to written inquiries	October 28, 2013
Deadline for receipt of proposals	November 7, 2013
Announce award of contractor selection	November 20, 2013
Contract execution	January 15, 2014

NOTE: The State of Louisiana reserves the right to change this schedule of RFP events, as it deems necessary.

3 PROPOSAL INFORMATION

3.1 Qualifications of Proposer

Proposers shall meet the following minimum qualifications:

Proposers must be public agencies, non-profit organizations, or for-profit organizations. A non-profit organization must be listed on the United States Internal Revenue Service’s most recent register of Tax-exempted organizations. Non-profits must have obtained a 501© status.

Proposers’ principal place of business must be physically located within the boundaries of the State of Louisiana, or proposers must have a local representation or demonstrate the ability to secure local facilities that are safe and adequate for service delivery within the State.

Proposers should:

- operate according to their bylaws and should include a copy of the bylaws in the proposal.
- should include copies of the IRS documentation of 501© status in the proposal.

3.2 Determination of Responsibility

Determination of the proposer’s responsibility relating to this RFP shall be made according to the standards set forth in LAC 34:136. The State must find that the selected proposer:

- has adequate financial resources for performance, or has the ability to obtain such resources as required during performance;
- has the necessary experience, organization, technical qualifications, skills, and facilities, or has the ability to obtain them;
- is able to comply with the proposed or required time of delivery or performance schedule;
- has a satisfactory record of integrity, judgment, and performance; and
- is otherwise qualified and eligible to receive an award under applicable laws and regulations.

Proposers shall ensure that their proposals contain sufficient information for the State to make its determination by presenting acceptable evidence of the above to perform the contracted services.

3.2.1 Right to Prohibit Award

In accordance with the provisions of R.S. 39:2192, in awarding contracts after August 15, 2010, any public entity is authorized to reject a proposal or bid from, or not award the contract to, a business in which any individual with an ownership interest of five percent or more, has been convicted of, or has entered a plea of guilty or nolo contendere to any state felony or equivalent federal felony crime committed in the solicitation or execution of a contract or bid awarded under the laws governing public contracts under the provisions of Chapter 10 of Title 38 of the Louisiana Revised Statutes of 1950, professional, personal, consulting, and social services procurement under the provisions of Chapter 16 of this Title, or the Louisiana Procurement Code under the provisions of Chapter 17 of this Title.

3.3 RFP Addenda

The State reserves the right to change the schedule of events or revise any part of the RFP by issuing an addendum to the RFP at any time. It is the responsibility of the proposer to check the website at <http://www.dcfs.la.gov/> or <http://www.prdd1.doa.louisiana.gov/osp/lapac/pubmain.cfm> for addenda to the RFP, if any.

3.4 Waiver of Administrative Informalities

The State reserves the right, at its sole discretion, to waive minor administrative informalities contained in any proposal.

3.5 Proposal Rejection/RFP Cancellation

Issuance of this RFP in no way constitutes a commitment by the State to award a contract. The State reserves the right to accept or reject, in whole or part, all proposals submitted and/or cancel this announcement if it is determined to be in the State's best interest.

3.6 Withdrawal of Proposal

A proposer may withdraw a proposal that has been submitted at any time up to the date and time the proposal is due. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the RFP Coordinator.

3.7 Subcontracting Information

The State shall have a single prime contractor as the result of any contract negotiation, and that prime contractor shall be responsible for all deliverables specified in the RFP and proposal. This general requirement notwithstanding, proposers may enter into subcontractor arrangements, however, should acknowledge in their proposals total responsibility for the entire contract.

If the proposer intends to subcontract for portions of the work, the proposer should identify any subcontractor relationships and include specific designations of the tasks to be performed by the subcontractor. The prime contractor shall be the single point of contact for all subcontract work.

Unless provided for in the contract with the State, the prime contractor shall not contract with any other party for any of the services herein contracted without the express prior written approval of the State.

3.8 Ownership of Proposal

All materials submitted in response to this request shall become the property of the State. Selection or rejection of a proposal does not affect this right.

3.9 Proprietary Information

Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any material within a proposal identified as such must be clearly marked in the proposal and will be handled in accordance with the Louisiana Public Records Act, R.S. 44:1-44 and applicable rules and regulations. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

3.10 Cost of Preparing Proposals

The State shall not be liable for any costs incurred by proposers prior to issuance of or entering into a contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the proposer in responding to this RFP are entirely the responsibility of the proposer and shall not be reimbursed in any manner by the State.

3.11 Errors and Omissions in Proposal

The State will not be liable for any errors in proposals. The State reserves the right to make corrections or amendments due to minor errors identified in proposals by State or the proposer. The State, at its option, has the right to request clarification or additional information from the proposers.

3.12 Contract Award and Execution

The State reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offers received.

The State reserves the right to contract for all or a partial list of services offered in the proposal.

The RFP and proposal of the selected proposer shall become part of any contract initiated by the State.

The selected proposer shall be expected to enter into a contract that is substantially the same as the sample contract included in Attachment III. In no event shall a proposer submit its own standard contract terms and conditions as a response to this RFP. The proposer should submit with its proposal any exceptions or exact contract deviations that its firm wishes to negotiate. Negotiations may begin with the announcement of the selected proposer.

If the contract negotiation period exceeds 30 calendar days or if the selected proposer fails to sign the final contract within seven business days of delivery, the State may elect to cancel the award and award the contract to the next-highest-ranked proposer.

3.13 Code of Ethics

Proposers are responsible for determining that there will be no conflict or violation of the Ethics Code if their company is awarded the contract. The Louisiana Board of Ethics is the only entity which can officially rule on ethics issues.

4 RESPONSE INSTRUCTIONS

4.1 Proposal Submission

Firms/individuals who are interested in providing services requested under this RFP must submit a proposal containing the information specified in this section. The proposal must be received in hard copy (printed) version by the RFP Coordinator on or before 3:00 p.m. CDT on the date specified in the Schedule of Events. FAX or e-mail submissions are not acceptable. Proposers mailing their proposals should allow sufficient mail delivery time to ensure receipt of their proposal by the time specified. The proposal package must be delivered at the proposer's expense to:

Department of Children and Family Services
Larry Pitcher
Post Office Box 94065,
Baton Rouge, LA 70804-9065

For courier delivery, the street address is 627 North 4th Street, Room 6-300-27, Baton Rouge, Louisiana 70802 and the telephone number is 225-342-4157. It is solely the responsibility of each proposer to ensure that their proposal is delivered at the specified place and prior to the deadline for submission. Proposals received after the deadline will not be considered.

The proposer shall submit the completed cover page (Attachment VII) and one original proposal and should submit five copies of the proposal to the RFP Coordinator at the address specified. At least one copy of the proposal shall contain original signatures of those company officials or agents duly authorized to sign proposals or contracts on behalf of the organization. The original copy should be clearly marked or differentiated from the other copies of the proposals with the words "signed original". A certified copy of a board resolution granting such authority must be submitted if proposer is a corporation. (See sample Board Resolution, Attachment VIII.) The copy of the proposal with original signatures will be retained for incorporation in any contract resulting from this RFP.

4.2 Proposal Format

Proposals should be submitted as specified in Section 5, and should include enough information to satisfy evaluators that the proposer has the appropriate experience and qualifications to perform the scope of services as described herein. Proposers should respond to all requested areas.

4.3 Cover Letter

A cover letter should be submitted on the proposer's official business letterhead explaining the intent of the proposer.

4.4 Certification Statement

The proposer must sign and submit the Certification Statement shown in Attachment II.

5 PROPOSAL CONTENT

The proposal should conform to all instructions, conditions and requirements included in the Request for Proposal. Proposers should examine all documentation and other requirements. Failure to provide requested information needed for evaluation of the proposal may result in the reduction of points awarded.

All pages of each proposal should be consecutively numbered from beginning to end.

Proposals submitted for consideration should follow the format and order of presentation described below.

5.1 Executive Summary

This section should serve to introduce the scope of the proposal. It should include administrative information including, at a minimum, proposer contact name and phone number, and the stipulation that the proposal is valid for a time period of at least 90 calendar days from the date of submission. This section should also include a summary of the proposer's qualifications and ability to meet the State agency's overall requirements in the timeframes set by the agency.

It should include a positive statement of compliance with the contract terms. If the proposer cannot comply with any of the contract terms, an explanation of each exception should be supplied. The proposer should address the specific language in Attachment III, Sample Contract, and submit whatever exceptions or exact contract modifications that its firm may seek. While final wording will be resolved during contract negotiations, the intent of the provisions will not be substantially altered.

The Summary should contain a brief description of the service delivery area proposed (specific region(s) or statewide service delivery approach), what population will be served, how many will be served, what services the proposer's organization will provide, description of proposer's local presence within the state, amount of funds proposer is requesting, and how outcomes will be measured.

5.2 Approach and Methodology

The proposal should:

- Detail how the project will be accomplished, including schedules, data collection and analysis, deliverables, quality assurance, coordination of a broad service delivery area, reporting, and use of key personnel.
- Indicate how daily attendance and participations hours, including excused and holiday absences, will be reported to the State.
- Indicate ability to produce measurable gains towards proposed outcomes and performance indicator targets.
- Describe how the use of qualified subcontractors will be determined and used to meet the stated goals, objectives and requirements of proposed service delivery (if applicable).
- Detail how subcontractors will be monitored to ensure terms of subcontracts are being met, service delivery is appropriate and program performance is adequate.
- Describe linkages or partnerships that will accomplish service goals.
- Include year-end program participation targets as defined in Section 3 in the Scope of Work. Describe monthly targets to demonstrate how the year-end outcomes and goals will be met. (Proposers may develop additional measures specific to their unique services.)
- Describe the services to be provided and how they are directed towards TANF cash assistance recipients who are required to be actively engaged in meaningful activities designed to enable their transition from cash assistance to self-reliance.
- Describe the process for focusing on family outcomes that include education, employment, training and related services for work eligible families receiving cash assistance. Describe the case management approach that will be used to ensure that clients receive the necessary services and guidance to become self-sufficient while ensuring client accountability and responsibility.
- Provide a detailed program description. Provide responses to the following questions: What service will the program provide? What type of training and classroom studies will you offer? (i.e. Parenting Skills Training, Job Search /Job Readiness components, Safety Training for Work Experience Program (WEP) participants, etc.) What type of job coaching will be offered? Will job coaching be on or off site? How many hours of job coaching will be provided per week for each participant in need of coaching?
- Describe how you will evaluate/assess each participant in order to decide on placement in an appropriate work activity.
- Describe facility information, including responses to the following questions: What sites will be used for your classroom(s)? What is the classroom capacity? What type and how many computers are available for participants?
- Describe what type of Work Experience Program and Community Service placements you envision offering to clients. (See Attachment IX for a description of Work Experience Program and Community Service work activities). Provide responses to the following questions: How and with what frequency will the Work Experience Program and Community Service placements be monitored? How many hours of job coaching will be provided per week for each client participating in Work Experience Program?

How will you evaluate/assess each Work Experience Program or Community Service participant after placement to ensure that the placement continues to be appropriate and work skills are being learned?

- Describe the organization's internal controls that will be used for maintaining all records and documents (including participant records) related to the service/activity. Identify how participant records will be kept and what will be included in those records. Identify how you will maintain records of all jobs secured by participants and the information required about them.
- Describe the process of internal controls designed to ensure clients receive timely services, quality case management services, and appropriate work program activities.
- Describe the process of internal controls designed to ensure a consistent measurement of work participation rate.
- Describe the systems that will be used to report programmatic and fiscal activities and how they will be used to exercise management control of the services and activities.
- Describe your plan for staff development. Indicate how your staff will be prepared to work with the targeted population and methods of dealing with issues and complaints (i.e. resolving barriers to client participation, staffing, policy changes, participant services, and the receipt of referrals).
- Describe the methods that will be used to evaluate participant satisfaction. Provide responses to the following questions: How will this information be used? How will participants have the opportunity for feedback? How will this information be used to improve services?
- Describe any other organizational or administrative aspects of your organization that you believe will have a positive impact on the provision of services to participants.
- Describe what your agency's ability will be to flexibly respond to anticipated changes in demand, client demographics, changes in state policy and/or regulations, etc.

5.3 Corporate Background and Experience

The proposer should give a brief description of their company including a brief history, corporate structure and organization, number of years in business, and copies of its latest financial statement, preferably audited.

This section should provide a detailed discussion of the proposer's prior experience in working on projects similar in size, scope, and function to the proposed contract. Proposers should describe their experience in other states or in corporate/governmental entities of comparable size and diversity with references from previous clients including names and telephone numbers.

The proposal should:

- describe the professional qualifications of the organization or entity, including the organization's experience providing services to TANF recipients and its capacity to build or maintain community networks of service providers and employers,
- describe experience in conducting Job Search/Job Readiness programs, and/or any other work activity components the proposer plans to provide on site,

- describe experience in providing post-employment retention services to clients who become employed,
- describe experience providing and/or arranging for childcare, transportation and/or other specialized support services,
- describe experience and capacity to maintain the following minimum insurance requirements: Workers Compensation and Employers Liability, General Liability Insurance, Auto Liability, etc.,
- provide evidence of capacity to plan and implement a sound program within the contract timeframe,
- describe experience locating and providing appropriate facilities and equipment, and other relevant information,
- describe experience in managing large amounts of client data and ability to submit required data timely to the State.
- provide information on proposer's experience in documenting program's success,
- provide specific information on the impact and outcomes on similar services delivered by proposer's organization,
- demonstrate that proposer's mission is consistent with providing education, training, employment and related services to low income families, and
- describe experience negotiating partnerships and/or collaborations with other entities within the community.

5.4 Proposed Project Staff

The proposer should provide detailed information about the experience and qualifications of the proposer's assigned personnel considered key to the success of the project.

This information should include education, training, technical experience, functional experience, specific dates and names of employers, relevant and related experience, past and present projects with dates and responsibilities and any applicable certifications. This should also specifically include the role and responsibilities of each person on this project, their planned level of effort, their anticipated duration of involvement, and their on-site availability. Customer references (name, title, company name, address, and telephone number) should be provided for the cited projects in the individual resumes.

The proposal should:

- provide credentials of the staff that will oversee administrative, budget, and financial duties as well as program staff for service delivery of services (Note: If staff are not currently employed within proposer's organization, provide detailed job descriptions for the positions), and
- provide resumes and job descriptions of key personnel.

5.5 Service Delivery Area

The proposal should:

- Describe how services will be targeted to work-eligible cash assistance recipients in the selected region/regions/statewide,
- Describe demographics and economics of the service delivery area as well as ability to serve the work eligible cash assistance recipients, and
- Demonstrate effective collaboration aimed at serving the identified population.

5.6 Cost Information

The proposer shall submit a total cost for providing all services in the service delivery area proposed (region(s) or statewide) as described in the RFP for the thirty-six (36) month contract period. This cost per service delivery area shall remain firm for the entire term of the contract. The proposer should adhere to all budget guidelines regarding expenditures described in this section.

The proposer should provide cost information in the following formats: Budget(s), Budget Narrative(s), and Cost Allocation (if applicable).

Budget – Must be submitted on required template, See Attachment V, or an exact duplicate.

Budget Narrative – The Budget Narrative should be completed on a separate sheet of paper titled “Budget Narrative” and should detail all Budget Line Items under each Expenditure Category. For example, the Salaries Category should outline each salaried position including title and monthly or hourly salary.

Salaries – The proposer should list the name(s), position(s), and total salary, percentage of compensation requested and full/part-time status of staff actually working on this program. The proposer should give length of employment, number of months (weeks, hours) to be paid, and amount per month (week, hour).

Salaries should be in line with those in similar positions within the community. The Proposer should be sure to only include the salaries as they relate to the proposed service. An Executive Director may also have responsibilities in other program areas, only the time spent on proposed service is allowable. The proposer should indicate administrative or direct nature of salary.

NOTE: Salary and Employee Benefits for direct service delivery staff should be shown in the Program Column and shall not apply to the 10% administrative cap.

Fringe Salaries – The proposer should list only the employer’s share for funded salaries. If employee is only spending a percentage of time working on this program, the proposer should include only the percentage requested for this proposal. Fringe benefits should not exceed 25% of the total salary. The rate or expense used for calculations must be shown for each type:

- Social Security FICA: 6.2%
- Medicare – 1.45%
- Health/Life Insurance
- Workers’ Compensation

- Unemployment
- Public/Private Retirement
- Liability/Malpractice Insurance (if part of an employee benefit package)

Operating Expenses – The proposer should list expenses associated with services needed to operate the program. This may include, but is not limited to, the items listed on the Budget Form.

NOTE:

Travel – The proposer should indicate the individuals, purpose and itemized listing of travel costs. Travel expenses should be in accordance with State Travel Regulations, which may be accessed at <http://www.doa.louisiana.gov/osp/travel/travelpolicy/travelguide.pdf>.

Operating Supplies – The proposer should list supply items that are consumable and have a life expectancy of less than one year.

Administrative/Indirect Costs – Administrative costs for TANF-funded services should be no more than ten percent of an entity's total allocation for the service. See Attachment IV for further clarification.

Capital Purchases – The proposer should list the proposed acquisitions/equipment requested. The list should include a description of each item, purpose within the program and its acquisition cost. NOTE: All acquisitions require written approval from DCFS, after approval of the contract, to ensure State purchasing procedures and property control guidelines are followed.

Other Charges – Other expenses should list the type, purpose, method of computation, quantity, etc.

Professional Services – Professional Services may include consulting, counseling services procured from contractors, or accounting. The list of professional services should include the service provider name and title, description of the services provided, rate of pay and the annual dollar amount of the contract/agreement.

Cost Allocation Plan – A cost allocation plan should be included for all costs that are shared between programs.

Proposers should consider the following in preparation of their BUDGET:

- If chosen as contractor, any deviation of the approved proposed budget shall have DCFS approval prior to incurring the expense.
- Expenditures not in the approved budget or over the budgeted amount will be disallowed, unless DCFS approval has been obtained.
- All expenses must be pro-rated for this program. Expenses incurred outside the dates of the contract awarded shall not be reimbursable and shall not include retroactive pay increases.
- All expenses must be reasonable and necessary.

6 EVALUATION AND SELECTION

6.1 Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team, to be designated by the State, which will determine the proposal(s) most advantageous to the state, taking into consideration price and the other evaluation factors set forth in the RFP.

6.2 Administrative and Mandatory Screening

All proposals will be reviewed to determine compliance with administrative and mandatory requirements as specified in the RFP. Proposals that are not in compliance will be rejected from further consideration.

6.3 Clarification of Proposals

The State reserves the right to seek clarification of any proposal for the purpose of identifying and eliminating minor irregularities or informalities.

6.4 Oral Presentations/Discussions May be Required

NOT APPLICABLE TO THIS SOLICITATION.

6.5 Evaluation and Review

Proposals that pass the preliminary screening and mandatory requirements review will be evaluated based on information provided in the proposal. The committee consisting of DCFS personnel and/or other qualified professionals will recommend for selection the proposal(s) which most closely meet(s) the requirements of the RFP and the needs of the State, and which receive(s) the highest score(s) per region or statewide. The final decision will be made by the Secretary or Undersecretary of DCFS. The State reserves the right to award without discussion based on initial proposals received.

One proposer may be selected to develop and operate the program for the entire state or more than one proposer may be selected to operate the program in one or more regions of the state.

The Evaluation Team will evaluate and score the proposals using the criteria and scoring as follows:

CRITERIA	MAXIMUM SCORE
1. Approach and Methodology	35
2. Background and Experience	15
3. Staff Qualifications	15
4. Service Delivery Area	10
5. Cost	25

TOTAL SCORE	100
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6.5.1 Evaluation of Cost

Cost will be assessed based upon the reasonableness of the proposed contract activities relative to the contract price, its reasonableness as compared with other proposals submitted, the reasonableness of personnel costs including the allocation of funding among administrative and other personnel based on the quality and level of services provided by each, and the necessity of equipment and overhead costs.

6.6 *Announcement of Contractor*

The Evaluation Team will compile the scores and make a recommendation to the head of the agency on the basis of the responsive and responsible proposer(s) with the highest score(s) per region or statewide.

The State will notify the successful proposer(s) and proceed to negotiate terms for final contract(s). Unsuccessful proposers will be notified in writing accordingly.

The proposals received (except for that information appropriately designated as confidential in accordance with R.S. 44.1 et seq), selection memorandum with list of criteria used and the weight assigned each criteria; scores of each proposal considered with the overall scores of each proposal considered, and a narrative justifying selection shall be made available, upon request, to all interested parties after the "Notice of Intent to Award" letter has been issued.

Any proposer aggrieved by the proposed award has the right to submit a protest in writing to the head of the agency issuing the proposal within 14 days after the award has been announced by the agency.

The award of a contract is subject to the approval of the Division of Administration, Office of Contractual Review.

7 SUCCESSFUL CONTRACTOR REQUIREMENTS

7.1 *Corporation Requirements*

If the contractor is a corporation not incorporated under the laws of the State of Louisiana, the contractor shall have obtained a certificate of authority pursuant to R. S. 12:301-302 from the Secretary of State of Louisiana.

If the contractor is a for-profit corporation whose stock is not publicly traded, the contractor shall ensure that a disclosure of ownership form has been properly filed with the Secretary of State of Louisiana.

7.2 *Billing and Payment*

The funds awarded through this contract are not grant funds, they are contracted services. Contractors will receive payment for services rendered according to the approved budget and after DCFS review of appropriate documentation submitted with the invoice.

Costs for providing services will be paid on a cost reimbursement basis. Contractor will bill monthly, in arrears, for actual expenditures for services rendered. Verification of expenditures must accompany the monthly bill for reimbursement. Billing for expenses must conform to practices and procedures set forth in the Social Services Procurement Code. Administrative costs should not exceed 10% of the requested funding. The Contractor shall comply with Attachment IV for administrative and allowable costs.

Contractor shall be reimbursed only for equipment purchases that are pre-approved by DCFS.

The Contractor shall comply with the following:

- Any deviation of the approved budget shall have DCFS approval prior to incurring the expense.
- Expenditures not in the approved budget or over the budgeted amount will be disallowed, unless DCFS approval has been obtained.
- All expenses must be pro-rated for this program. Expenses incurred outside the dates of the contract awarded shall not be reimbursable and shall not include retroactive pay increases.
- All expenses must be reasonable and necessary.

7.3 Confidentiality

All financial, statistical, personal, technical and other data and information relating to the State's operation which are designated confidential by the State and made available to the contractor in order to carry out this contract, or which become available to the contractor in carrying out this contract, shall be protected by the contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the State in writing to the contractor. If the methods and procedures employed by the contractor for the protection of the contractor's data and information are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State, to carry out the intent of this paragraph. The contractor shall not be required under the provisions of the paragraph to keep confidential any data or information which is or becomes publicly available, is already rightfully in the contractor's possession, is independently developed by the contractor outside the scope of the contract, or is rightfully obtained from third parties.

Under no circumstance shall the contractor discuss and/or release information to the media concerning this project without prior express written approval of the DCFS.

ATTACHMENT I: SCOPE OF SERVICES

1 Overview

The Contractor must provide services which are responsive to and respectful of the needs of the family and that meet the Program's desired outcomes as explained in Section 3. To be successful, the Contractor must meet the demands of accountability and rules regarding documentation, monitoring and verifying work activities to ensure program integrity. The Contractor shall focus on work first through a variety of work activities that provide participants with the necessary support to become self sufficient.

2 Tasks and Services

Contractor Responsibilities

The Contractor must provide case management services to work eligible cash assistance recipients for moving those families from cash assistance to employment.

The Contractor must maintain records for all participants. The records must contain at a minimum the assessment and individualized career plan developed for the participant, attendance records, training received, job placements, and job retention information. Any income received must be recorded.

The Contractor must maintain a Work Participation Rate (WPR) of at least 50% or greater (as defined in Attachment X) for all clients referred for services.

The Contractor must conduct assessments that will help match a client's strengths and weaknesses with the best available jobs in the local markets, identify and address barriers to employment, develop employment plans, provide transportation services, contact the State for other supportive services, conduct job placement, retention and wage progression activities, maintain individual client work activity documentation, and report any changes in the status of a client's work activity to the state as required.

The Contractor must assess each referred client to identify characteristics that will guide the client in the development of short and long-term goals for moving the client into full-time, unsubsidized employment. The assessment must be conducted by the Contractor and must be supplemented by a barrier assessment designed to identify barriers that would preclude the client from achieving full time, unsubsidized employment.

Following the assessment, the Contractor must develop an individualized career plan utilizing the assessment tools and the client's input.

The individualized career plan is formally known in the State as the Family Success Agreement (FSA) and is a mutually developed contract between a Family Independence Temporary Assistance Program (FITAP) recipient, on behalf of their family, and the Contractor, on behalf of the State, that sets forth mutual and time-bound responsibilities, expectations, work activity participation requirements, goals, support services, and case management designed to transition the family from receipt of FITAP to self-sufficiency.

This plan must be reviewed with the client and signed by the client to ensure that both the client and Contractor have a clear understanding of the stated goals, expectations, requirements, and timeframes. The FSA must be updated at least every six months or as the client's needs, goals, barriers, and family circumstances change.

The Contractor must report individualized career plan date and results to DCFS within ten calendar days after receipt of client's signature.

The Contractor must ensure that all clients are engaged in work activities within ten calendar days of referral.

The Contractor should provide the client notice of work activity, location, and the daily schedule within ten calendar days.

The Contractor must assist the participant in developing a child care plan and arranging child care. The selection of the child care provider shall be the participant's decision. Participants who are satisfactorily participating shall be categorically eligible for child care payments from DCFS to the provider when they select an eligible provider. DCFS will pay 100% of the child care costs of the participant up to the appropriate state maximum. The Contractor must refer participants who select an eligible child care provider to DCFS for the arrangement of payments.

The Contractor must ensure that clients are engaged a minimum of 30 hours per week in core or non-core activities. Twenty of the total 30 hours must be in core activities, with the balance to include core or non-core hours or any combination thereof. (See Attachment IX for a description of core and non-core activities.)

The Contractor must ensure that single participants providing care for a child under age six are engaged a minimum of 20 hours per week in core activities. Additional core or non-core hours, if deemed feasible and necessary, to expedite the participant's progress are allowable, but will not increase the Contractor's Work Participation Rate.

The Contractor must provide a Parenting Skills training program to provide parenting skills education to cash assistance applicants and recipients who are pregnant or have a child under age one. (See policy [B-1500 Parenting Skills](#) for more information.)

The Contractor must provide and maintain work activity plans for each referred client utilizing a method and in a format approved by the State.

The Contractor must develop and maintain a community network sufficient to deliver services to clients so that the required Contractor Work Participation Rate is met. This network may include subcontractors and other partners.

The Contractor must ensure that each client is engaged in the minimum number of hours per week of work activities limited to the following:

Core Activities

- Unsubsidized Employment

- Subsidized Public Sector Employment
- Subsidized Private Sector Employment
- Vocational Education not exceeding the 12-month lifetime limit
- Job Search and Job Readiness (See Attachment IX)
- On-the-Job Training (OJT)
- Work Experience Program (WEP) (See Attachment XI)
- Community Service Programs (See Attachment XI)
- Provision of Child Care Services to an individual who is participating in a Community Service Program
- Satisfactory Attendance at a Secondary School or in a Course of Study Leading to a Certificate of General Equivalency Diploma (GED) for participants under age 20
- Education Directly Related to Employment for participants under age 20

Non-core Activities

- Parenting Skills
- Satisfactory Attendance at a Secondary School or in a Course of Study Leading to a Certificate of General Equivalency Diploma (GED) for participants age 20 and over
- Vocational Education beyond the 12-month lifetime limit
- Job Skills Training Directly Related to Employment
- Education Directly Related to Employment for participants age 20 and over
- Job Search and Job Readiness beyond the 120 or 180 hour limit
- Counseling programs (Mental Health, etc.)
- Rehabilitation programs (Office of Behavioral Health, Vocational Rehabilitation, etc.)
- Post Secondary Education

The Contractor must bear sole financial responsibility for paying subsidies to employers for subsidized employment of clients.

The Contractor must ensure that each core and non-core activity meets all State and Federal limitations and restrictions. (See [TANF Final Rule of 2008](#) , policy [P-400 STEP](#) , and Attachment XIV for more information.)

The Contractor must provide job development and assist participants to secure employment and maintain positive relationships with employers in the community.

The Contractor must provide post-employment job coaching for all participants for up to six months if needed to maintain employment. After three months of employment, the Contractor must assess the client's strengths and weaknesses, address any identified challenges, and ensure that the client is prepared to be self-sufficient and retain employment when they are no longer receiving cash assistance.

This assessment is formally known in the State as the Family Transition Assessment (FTA) and shall be a mutually developed plan between a FITAP recipient, on behalf of their family, and the Contractor, on behalf of the State, for those families nearing the end of their FITAP eligibility to

identify the action plan necessary to enable a successful transition from receipt of FITAP to self-sufficiency.

The Family Transition Assessment must include but is not limited to:

- a plan for on-going success in the work force;
- identification of short and long-term goals;
- identification of potential barriers and an action plan to overcome these barriers; and
- information regarding eligibility for supportive services including, but not limited to: Medicaid benefits, SNAP (formerly food stamp) benefits, child care, transportation, Louisiana Child Health Insurance Program, the earned income tax credit, and TANF-funded services.

The Contractor must report the assessment date and results to DCFS by the 10th day of each month.

The Contractor must ensure that all Work Experience Program placements shall be in non-profit or governmental agencies and that all participants receive training in work related skills that will enhance their future employability. The Contractor must monitor Work Experience Program placements to assure that the placement is in compliance with policy and to assure the safety and well-being of the individual participants.

The Contractor must maintain an infrastructure so that clients have full access to activities and services without being required to travel more than 50 miles or one hour round trip from their residence. The decision to travel outside this parameter or restrictive limitation will be left to the client to decide.

The Contractor must supervise the following work activities, in a manner that will satisfy the supervision and documentation requirements as listed in policy [P-420-STEP](#):

- Vocational Education
- Job Search and Job Readiness Assistance
- Work Experience Program
- Community Service Placements
- Satisfactory Attendance at a Secondary School or in a Course of Study Leading to a Certificate of General Equivalency Diploma (GED)
- Job Skills Training Directly Related to Employment

The Contractor must ensure that each client participating in Secondary/General Equivalency Diploma, On-the-Job-Training, Education Directly Related to Employment, and Work Experience Program activities maintains satisfactory progress. Participant progress must be reviewed on a quarterly basis, or more often, if needed. The participant must make good or satisfactory progress. The process to measure progress should be established by the educational institution or activity provider and the State. Progress reports may include, but are not limited to:

- grade point average,
- grade placement,

- time limits for expected completion,
- participation in class,
- improvement in knowledge or work skills,
- improvement in work habits, and/or
- appropriate conduct.

The Contractor must keep a record of each participant's progress. Progress records must be shared with the State quarterly. The Contractor must report to the State any participant who does not make progress without good cause no less frequently than daily. Participants making unsatisfactory progress may be subject to sanction and must be referred to the State for a determination.

The Contractor must track and report daily attendance and participation hours of clients in work activities other than employment, including excused absences and holiday absences, to the State no less frequently than weekly, in a manner approved by the State.

The Contractor must keep records of the job search activities of each participant. The Contractor must ensure that each participant maintains a log of all employer contacts. The Contractor must ensure that all clients participating in job search components enter resumes on the various job search sites on-line and up-date the resumes as necessary.

Upon job placement in Unsubsidized Employment, Subsidized Public Sector Employment, Subsidized Private Sector Employment or On-the-Job Training (OJT), the Contractor must verify and report on a daily basis to the State and in a manner approved by the State, the names of those clients who have become employed including the name and address of the employer, the type of employment activity, the hourly wage, the number of hours of employment per week and the benefits available with the employment. If the wage statements/pay stubs available are not representative of continuing circumstances, the Contractor must re-verify the hours of employment and gross earnings monthly. If the wage statements/pay stubs available are representative of continuing circumstances, the Contractor must re-verify and report gross earnings every six months. At any time the Contractor becomes aware of a change in the client's work situation, new wage statements/pay stubs must be obtained and reported to the State.

The Contractor must ensure that client Work Experience Program (WEP) placements lead to a bona fide position that becomes available with the employer providing work experience.

After six months of an individual's participation in a Work Experience Program assignment, the Contractor must reassess and determine whether extending the participation in that position would lead directly to either employment or acquiring additional skills needed for employment. If it is determined that the placement is no longer appropriate, the participant shall be moved to an alternate placement of work activity. The reassessment must be documented.

The Contractor must, upon request of the State, participate in a review of the client's progress, and where necessary, develop a corrective action plan to ensure sufficient progress toward unsubsidized employment.

The Contractor must ensure that Vocational Educational Training is provided by education and training organizations certified by the State of Louisiana or a comparable certifying authority, including, but not limited to, vocational-technical schools, community colleges, post-secondary institutions, proprietary schools, non-profit organizations, and secondary schools that offer vocational education, and that it leads to a recognized credential.

The Contractor must make timely referrals to the State for allowable supportive service reimbursement to STEP work participants that will assist in overcoming barriers to achieving short and long-term goals established for each individual client. The Contractor shall have latitude in tailoring supportive services that will appropriately assist the client. Support services may include, but are not limited to: work clothes tools, licenses, certification tests, auto insurance payments, vehicle repairs, hearing aids, eyeglasses, and counseling to address barriers to work. Medical support services shall not be provided if those services are covered by Medicaid. (See Attachment IV, Clarification on Administrative and Allowable Costs, to determine costs generally not allowable under TANF.)

The Contractor must train staff to ensure they understand State policies, procedures and confidentiality requirements. The Contractor must continually provide updates to staff in order to ensure that staff is fully apprised of all changes in State policy, procedures and confidentiality requirements, providing refresher training as needed.

The Contractor must report to the State any change in a client's employment status, providing employer name, employment hours and rate of pay. In addition to employment status changes, the Contractor must report any other changes in status regarding work activities as soon as they become known to the Contractor.

The Contractor must transmit the following reports to the State on a monthly basis or as requested by the State, utilizing a method and in a format approved by the State:

Barriers to Employability Report consisting of:

- A monthly summary compiling the number of assessments given and the barriers identified.

Outcome Based Performance Indicators:

- Employment retention rate for clients (Quarterly Measure)
- Percentage of families engaged in work activities
- Percentage of caseload that gain unsubsidized employment
- Percentage of cases leaving cash assistance that returned to the program within 12 months
- The overall work participation rate.

The Contractor must ensure that it maintains minimum standards for computer hardware and software in order to deliver services to clients. The Contractor must maintain e-mail accounts in order to communicate with the State.

The Contractor must follow the State's data security protocol. The State, in compliance with internal regulations, is mandated to secure a participant's personal information, which is prohibited from being saved or stored on computers and data communication systems.

The Contractor must disseminate the following data to the State for each client no less frequently than weekly, in a manner determined by the State:

- Current activities and planned hours for each
- Attendance for each activity, including excused and unexcused absences (See Attachment IX, Section 3, for the definition of excused and holiday absences)
- Weekly hours per activity
- Weekly notice of non-compliant clients

The Contractor must develop and maintain a system to manage documentation and ensure compliance as listed in policy [P-420-STEP](#).

The Contractor must keep the following documentation in each client's file in a format approved by the State:

- The date of client referral from the State,
- Career assessment results and barrier assessment results,
- Signed individualized career (employment) plan,
- Documentation of support services to facilitate the individualized career (employment) plan,
- Documentation of advance notification of participation and activity requirements,
- Documentation of actual hours of participation in a work activity, categorized by activity,
- The reason for any absence and a determination whether the absence is excused or unexcused, or if the absence is due to activity site holiday policy. (Holidays recognized by the State are listed in policy [P-430-STEP](#) and shall not exceed ten days per year and shall not exceed the normal hours of participation as long as the individual is scheduled to participate in the activity on those days. Excused absences are allowable as long as the individual was scheduled to participate in the activity on the date of absence. Up to 16 hours per month in excused absences are allowable, but absences must not exceed 80 hours in the preceding 12-month period.),
- Documentation that Fair Labor Standards Act requirements have been met (See Attachment XI),
- Work activity placement information, and
- Documentation of change in client's compliance with their career (employment) plan.

The Contractor must maintain a file for each Work Experience and Community Services placement site approved to accept placements in a format approved by the state. The site file must contain the following items at a minimum:

- Executed site agreement, utilizing format approved by the State of Louisiana
- Plan for providing daily supervision

- Documentation that site satisfies requirements from the State of Louisiana Work Verification Plan (See Attachment XIV, Louisiana Work Verification Plan)
- Holiday leave policy
- For Work Experience placements, it must also include:
 - The potential placements that are expected to be available for these individuals at the end of the work experience placement, and
 - Skills to be taught in the placement.
- For Community Services placements, it must also include:
 - How the placement provides direct benefit to the community.

The Contractor must monitor all Work Experience Program placement sites to assure that the placement is in compliance with state policies and to assure the safety and well-being of the individual participants. (See policy, [P-420-STEP](#), for detailed requirements regarding safety standards and training, injuries and liability, drug testing, and liability and workers' compensation coverage.)

The Contractor must provide access to individual client files or site files upon request by the State.

If the Contractor does not provide services statewide and the client relocates to a residence located outside the Contractor's service delivery area, the Contractor must ensure that a copy of the complete client file is transferred immediately to the State, or to the Contractor responsible for providing services in the client's area.

The Contractor must retain client files for the minimum time period required. Records shall be retained for at least six calendar years after final payment on the contract and for three calendar years after audit issues or litigation have been resolved. The Contractor shall destroy sensitive client information after the retention period has expired. The method must conform to all applicable State and Federal laws. (See policy, [Chapter 7, F-700](#), Retention Record, Section F-Destruction of File Materials-General Procedures for applicable State and Federal Laws.)

The Contractor must submit a corrective action plan describing its strategy for complying with the Contractor Work Participation Rate, whenever it fails to attain or maintain the required minimum of 50% or higher work participation rate. This corrective action plan must be submitted for State approval within seven calendar days following Contractor notification by the State of failure to achieve or maintain achievement of the 50% or higher work participation rate.

Should the Contractor observe behavior or characteristics in a client that could indicate challenges related to domestic violence, mental health issues, substance abuse, learning disabilities or literacy problems, the Contractor must provide or refer clients for specialized assistance as indicated:

- Clients who are identified as possible victims of domestic violence must be immediately referred to 1-888-411-1333 and to the State so that a good cause waiver of participation requirements can be determined.

- Clients who are identified as possible substance abusers must be referred for substance abuse screening.

The Contractor must be aware of changes to DCFS policies and procedures by regularly accessing policy manuals, bulletins, memoranda, and any other publications that are required to successfully perform services under the contract.

State Responsibilities

The State will refer clients to the Contractor and will share any relevant information with the Contractor.

The State will monitor client progress and Contractor performance for each client.

The State will arrange for the provision of child care payments for the dependent children of the client in coordination with the Contractor.

The State will issue stipends monthly to STEP participants to cover transportation cost.

The State will arrange for reimbursement for supportive services that will appropriately assist the client when the Contractor makes referrals to the State for such reimbursements. Supportive services may include, but are not limited to union dues, eyeglasses, hearing aids, uniforms/work clothes, tools, licenses, certification tests, safety equipment, auto insurance payments, vehicle repairs, mileage for use of personal vehicle to attend work activity, medical exams/tests, drug tests and disease inoculations required by the employment or training site and not provided by Medicaid or other resources.

The State will input reporting requirements data in the Jobs Automated System (JAS) monthly.

The State will update the client case record with employment information and income information for eligibility purpose.

The State will notify the Contractor of changes to the status of the client including case closure, incapacity decisions, or other factors that affect the Contractor's obligation to serve the client.

The State will manage the sanction process for non-compliant clients.

The State will monitor performance of the Contractor to ensure that all contract requirements are fulfilled.

The State will provide access to policy manuals and their updates, bulletins, memoranda and any other publications that are required to successfully perform services under the contract.

The State will provide the Contractor with an initial general orientation of the STEP program including child care.

The State will provide eligibility and case management system navigation training for work activity documentation for up to two Contractor representatives per region up to a maximum of

10 representatives statewide. These Contractor representatives will be responsible for training any other contract staff that the Contractor chooses to train.

The State, at its option, may utilize video conferencing or other electronic media to accomplish any of the above training or orientations, etc.

The State will develop invoice and report templates for the Contractor's use.

The State will provide the Contractor with a monthly Contractor Work Participation Rate report that is based on all referred clients.

The State will provide the Contractor interim alerts and a list of closed cases for all referred clients on a monthly basis.

The State shall reserve the right to review and approve any changes in key personnel by the Contractor prior to any personnel change.

In the event a dispute regarding a client arises between the parties to this contract, the State shall have the final decision-making authority.

3 Outcomes

The State has adopted ten performance standards that the Contractor must meet to ensure families receiving cash assistance achieve self-sufficiency. The performance indicators below shall be used to measure success:

PERFORMANCE INDICATOR	YEARLY TARGET	COMPUTATION – SOURCES OF INFORMATION
Engagement within ten calendar days of referral	90%	Number of referred work-eligible clients assessed and engaged in work activities within ten calendar days of referral divided by the number of referred work-eligible clients.
All Families overall participation rate	50%	Number of work-eligible clients divided by the number of adjusted total families.
State Placement rate	70%	Number of clients with activities divided by the number of clients.
Employment retention rate	50%	Number of work-eligible clients who gain employment divided by the number of work-eligible clients. Wage data from the Louisiana Workforce Commission shall be used to calculate performance.
Percentage of non-sanctioned families with employment	35%	Number of work-eligible clients in employment activities divided by the number of all clients.
Percentage of individuals leaving cash assistance that returned to the program within 12 months	Less than 15%	Number of cases who left cash assistance at least a year ago, who subsequently return to cash assistance.
Percentage of adult clients lacking high school diploma/GED who are engaged in work activities leading to completion of diploma or GED	25%	Number of referred adult clients participating in Secondary/General Equivalency Diploma activities divided by number of clients meeting educational criteria.
Percentage of minor-aged, parents lacking high school diploma/GED who are engaged in work activities leading to	75%	Number of referred minor-aged clients participating in Secondary/General Equivalency Diploma activities divided by number of clients meeting

completion of diploma or GED		educational criteria.
Percentage of cases closed with employment	40%	Number of work-eligible clients with earned income divided by number of work-eligible clients whose cash assistance case closed per benefit issuance.
Percentage of clients participating in Vocational Education	Less than 30%	Number of clients participating in Vocational Education divided by the number of work-eligible clients.

Additionally, the Contractor must ensure that 100% of participation hours are reported to DCFS by the 10th day of the month following the month of the individual's participation.

4 *Functional Requirements*

The services provided by the contractor to accomplish the Statement of Work shall be under the control, management and supervision of the contractor unless stated otherwise in the Statement of Work. The contractor shall have a sound business management capability. The Contractor must also have adequate liability insurance and must adopt referral procedures that limit liability risks. The Office of Risk Management recommends a minimum of \$1,000,000 in coverage.

5 *Technical Requirements*

NOT APPLICABLE TO THIS CONTRACT

6 *Project Requirements*

The Contractor will be responsible for program operation services and client services. Program operation services shall be those services and functions associated with the development and operation of the overall program, including administrative costs. Client services shall be those services that are provided directly to clients. The Contractor shall provide the program operation services and shall provide the client services or subcontract with other providers.

Program Operation Services/Administrative

The Contractor shall provide the following services:

- Financial management and reporting, including the development of appropriate financial controls and policies applicable to the services;
- Provider network development
- Provider payment
- Complaint management and customer satisfaction
- Quality assurance of services
- Services necessary to recruit and enable the participation of qualified service providers
- Services that enhance the utilization and effectiveness of the array of services

The Contractor shall be responsible for all services, including those provided by subcontractors.

Reporting Requirements

The Contractor will be required to report monthly performance data via a monitoring tool established by the State to include:

- Date the assessment is conducted for each referred client (monthly)
- Date the individualized career plan is developed for each client (monthly)
- Date client begins participation in work activities (monthly)
- Participants who are in need of allowable supportive services (daily)
- Daily attendance and hours of participation, including excused absences and holiday absences, for each participant (by the 10th of the month following the month of the individual's participation)
- Progress records of participants (quarterly)
- Participants who fail to make satisfactory progress (daily)
- Work Experience Program participants who experience an accident at the work site (daily)
- Secondary/General Equivalency Diploma Participants who complete curriculum and achieve educational criteria, including date and milestone achieved (monthly)
- Participants who become employed including the name and address of the employer, the type of employment activity, the hourly wage, the number of hours of employment per week and the benefits available with the employment (daily)
- Employed participants who subsequently have changes in employment including the name and address of the employer, the type of employment activity, the rate of pay, the number of hours of employment per week, the benefits available with the employment, and/or employment status, such as termination or medical leave (daily)
- Post-employment assessment date and results of participants (monthly)
- Gross earning information of employed participants maintaining employment (every six months)
- Summary compiling the number of assessments given and the barriers identified (monthly)
- Participants who experience any other changes in status regarding work activities (daily)

- Participants who relocate to a residence located outside the Contractor's service delivery area (daily)

The Contractor shall address and meet the following performance indicators:

- Engagement within ten calendar days of referral
- All Families overall participation rate
- State Placement rate
- Employment retention rate
- Percentage of non-sanctioned families with employment
- Percentage of individuals leaving cash assistance that returned to the program within 12 months
- Percentage of adult clients lacking high school diploma/General Equivalency Diploma who are engaged in work activities leading to completion of diploma or General Equivalency Diploma
- Percentage of minor-aged, parents lacking high school diploma/General Equivalency Diploma who are engaged in work activities leading to completion of diploma or General Equivalency Diploma
- Percentage of cases closed with employment
- Percentage of clients participating in Vocational Education

Client Services

The Contractor shall provide a viable program that will effectively move cash assistance recipients from welfare into employment that the recipient can sustain for at least six months.

ATTACHMENT II: CERTIFICATION STATEMENT

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

OFFICIAL CONTACT. The State requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. Identify the Contact name and fill in the information below: (Print Clearly)

Date _____ Official Contact Name: _____

A. E-mail Address: _____

B. Facsimile Number with area code: () _____

C. US Mail Address: _____

Proposer certifies that the above information is true and grants permission to the State or Agencies to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer certifies that:

1. The information contained in its response to this RFP is accurate;
2. Proposer complies with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
3. Proposer accepts the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
4. Proposer's quote is valid for at least 90 days from the date of proposal's signature below;
5. Proposer understands that if selected as the successful Proposer, he/she will have 30 calendar days from the date of delivery of final contract in which to complete contract negotiations, if any, and execute the final contract document.
6. Proposer certifies, by signing and submitting a proposal for \$25,000 or more, that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133. (A list of parties who have been suspended or debarred can be viewed via the internet at <https://www.sam.gov>.)

Authorized Signature: _____

Typed or Printed Name: _____

Title: _____

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

SIGNATURE of Proposer's Authorized Representative

DATE

ATTACHMENT III: SAMPLE CONTRACT

CFMS#
OCR#

DSS-CF-1
Rev. 02/2011

AGREEMENT BETWEEN
THE STATE OF LOUISIANA
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
AND

FOR

☐ Personal ☐ Professional ☐ Consulting ☐ Social Services ☐ Interagency

1) Provider/	5) Fed. Employee Tax ID or SS #:
2) Address	6) Parish(es) Served:
3) City: State: LA Zip:	(Contracts with individuals) 7) License or Certificate #:
4) Remit-To-Address (if different)	(Contracts with individuals) 8) Date of Birth:
City State Zip Code	(Contracts with individuals) 9) Place of Birth:

10) **Brief Description of Services to be provided:** Include description of work to be performed, goals and objectives to be met that are measurable; description of reports or other deliverables with dates to be received (when applicable). In a consulting service, a resume' of key contract personnel performing duties under the terms of the contract and amount of effort each will provide under terms of contract should be attached.

11) Effective Date: _____ 12) Termination Date: _____

13) **Maximum Contract Amount:**

14) Terms of Payment: If progress and/or completion of services are provided to the satisfaction of the initiating Office/Facility, payments are to be made as follows: (stipulate **RATE OR STANDARD OF PAYMENT**, billing intervals, invoicing provisions, etc.). Contractor obligated to submit final invoices to Agency within fifteen (15) days after termination of contract. **If cost reimbursement, reference Budget.** (Attach as Exhibit B, if applicable)

COST REIMBURSEMENT: Contractor shall bill monthly, in arrears, for actual cost incurred for services rendered (provided). Supporting documentation of the costs incurred must accompany the form for reimbursement. Each monthly invoice must be submitted by 15th of the month following the month of services. The contractor will expend funds in a manner consistent with the budget which is a part of this contract and attached as Exhibit B. Providing that there is no change to total contract amount, the contractor can reallocate funds in the cost categories or add new cost categories only upon written approval of DCFS.

PAYMENT WILL BE MADE ONLY UPON APPROVAL OF: _____
(Specific Person, Position or Section)

15) Special or Additional Provisions, if any (IF NECESSARY, ATTACH SEPARATE SHEET AND REFERENCE):

*** Maximum contract amount includes travel which shall be reimbursed in accordance with State Travel Regulations.**

*** Contract Extensions** – *This subsection applies to contracts with less than a three year term.*

If necessary, this contract may be extended for one or more periods of time not to exceed a total contract period of three (3) years or thirty-six (36) months.

16) If Corporation ☐ Profit or **Non-Profit** ☒ Let by RFP ☐ Advance ☐ Vendor ☐ Subrecipient

CFDA Title and Number _____
Award Name, Number, Year: _____
Federal Agency: _____
Federal Laws/Regulations _____

General Terms and Conditions

During the performance of this agreement, the Contractor hereby agrees to the following terms and conditions:

Contract Monitor

The Contract Monitor for this contract is _____Name and Title

Monitoring Plan: Contract agency shall develop a monitoring plan specific to the monitoring needs and performances measures of the Contract Party’s project. During the term of this agreement, Contracting Party shall discuss with State’s Contract Monitor the progress and results of the project, ongoing plans for the continuation of the project, any deficiencies noted, and other matters relating to the project. Contract Monitor shall review and analyze Contracting Party’s Plan to ensure compliance with contract requirements.

Prohibition against Discrimination

The contractor agrees to abide by the requirements of the following as applicable: Title VI and VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, the Fair Housing Act of 1968 as amended, and contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990. Contractor agrees to provide a work environment free of potential harassment and not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, sexual orientation, national origin, veteran status, political affiliation, or disabilities. Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of this contract.

Confidentiality

Contractor shall abide by all laws and regulations concerning confidentiality which safeguard information and the patient/client confidentiality.

Audits, Inspection and Review of Records

Contractor grants to the Agency, the State of Louisiana, through the Office of the Legislative Auditor, Office of the Inspector General, Federal Government and/or any other officially designated authorized representative of the Agency the right to audit, inspect and review all books and records pertaining to services rendered under this contract and the right to conduct on-site monitoring..

Social Service Contractor also agrees to comply with federal and/or state regulations and laws requiring an audit based on one or more of the following criteria:

- (1) Any subrecipient contractor who expends \$500,000 or more in federal funds from all sources is required to have performed a single audit for that year under the provisions of OMB Circular A-133, Revised June 27, 2003, and Audits of States, Local Governments, and Non-Profit Organizations. Single audits shall be conducted in accordance with generally accepted government auditing standards (GAGAS) issued by the Comptroller General of the United States. The only exceptions to an annual audit are those exceptions as noted at Section ____220 of OMB Circular A-133.
- (2) Any subrecipient contractor who expends less than \$500,000 in federal funds from all sources and who is subject to the provisions of Louisiana Revised Statutes 24:513 (State Audit Law), shall follow the guidance offered in the Louisiana Governmental Audit Guide (as Revised). Those who are subject to the provisions of Louisiana Revised Statutes 24:513 include governmental, public or quasi-public agencies or bodies as defined by the Statute.
- (3) Any subrecipient contractor who expends less than \$500,000 in federal funds from all sources and is not subject to the provisions of Louisiana Revised Statutes 24:513 (State Audit Law), then no audit is required.
- (4) Any subrecipient contractor who is a nongovernmental provider and receives \$100,000 or more per year of state funds via one or more cost reimbursement contracts, shall submit to the Agency source documentation (evidenced by invoices, cancelled checks, certified payroll sheets, etc.) to justify each payment request. Agency may at its discretion request that a contract compliance audit utilizing internal auditors, certified public accountant or the Legislative Auditor’s office be performed. These provisions are cited at Louisiana Administrative Code Title 34: V: 134.

Contractor subrecipient is required to obtain approval of its engagement letter from the Legislative Auditor’s office. This engagement letter approval process should begin at least ninety (90) days prior to the end of the Contractor’s fiscal year. Contractor subrecipient shall inform the Agency thirty (30) days prior to the close of their fiscal year by way of written notification of the type of engagement (single audit, program audit, compilation/attestation, etc.), the fiscal year end of the engagement and the projected total of federal and/or state fund expenditures. If the cost of the audit is to be recovered through this contract, a budget showing that portion of the audit cost allocated to each federal and/or state funded program, contract or grant should be attached. Subrecipient contractor should be aware that there may be limitations on audit costs charged to certain federal and/or state programs based on total funding and other considerations.

Upon completion of the audit engagement, two (2) copies of the completed report shall be forwarded to: Louisiana Department of Social Services, c/o Office of Management and Finance, External Audit Section, P. O. Box 3927, Baton Rouge, LA 70821. This is in addition to any other required submissions imposed on the audit entity.

Record Retention and Inspection

Contractor agrees to retain all books, records, and other documents relevant to contract and funds expended thereunder for at least four (4) calendar years after final payment or for three (3) calendar years after audit issues or litigation have been resolved.

Assignment of Interest in the Contract

Contractor shall not assign any interest in this contract and shall not transfer any interest in the same (whether by assignment or novation), without the prior written consent of the Agency thereto, provided, however, that claims for money due or to become due to the Contractor from the Agency under this contract may be assigned to a bank, trust company, or other financial institution without such approval. Notice of any such assignment or transfer shall be promptly furnished to the State. Failure to provide prompt written notice of any such assignment shall be grounds for termination of the contract. “Prompt written notice” is defined as “written notice provided within ten days of the assignment”.

Taxes

Contractor hereby agrees that the responsibility for payment of taxes from the funds thus received under this agreement and/or legislative appropriation shall be said Contractor's obligation .and shall be identified under _____(Tax ID #)

Payments

It is agreed that in consideration for the goods delivered or services performed, the Agency shall make all checks payable to the order of Contractor in the amounts expressed or specified in the agreement. In cases where travel and related expenses are required to be identified separate from the fee for services, such costs shall be in accordance with State Travel Regulations and shall be specified under "Special Provisions." It is further agreed that Contractor accepts payment made under the terms of the agreement in full for services delivered.

Prohibitions on use of funds

No funds provided herein shall be used to urge any elector to vote for or against any candidate or proposition on an election ballot nor shall such funds be used to lobby for or against any proposition or matter having the effect of law being considered by the legislature or any local governing authority. This provision shall not prevent the normal dissemination of factual information relative to a proposition or any election ballot or a proposition of matter having the effect of law being considered by the legislature or any local governing authority. Contracts with individuals shall be exempt from this provision.

Notice of State Employment

This subsection is applicable only to contracts with individuals.

Should Contractor become an employee of the classified or unclassified service of the State of Louisiana during the effective period of the contract, Contractor must notify appointing authority of any existing contract with the State of Louisiana and notify the contracting office of any additional state employment.

Property of the State

When applicable, upon completion of this contract or if terminated earlier, all records, reports, worksheets or any other materials related to this contract shall become property of the state.

Subcontracts

Contractor shall not enter into any subcontract for work or services contemplated under this agreement without obtaining prior written approval of the Agency (which approval shall be attached to the original agreement). Any subcontracts approved by Agency shall be subject to conditions and provisions as the Agency may deem necessary; provided, however, that notwithstanding the foregoing, unless otherwise provided in this agreement, such prior written approval shall not be required for the purchase by the contractor of supplies and services which are incidental but necessary for the performance of the work required under this agreement; and provided, further, however, that no provisions of this clause and no such approval by the Agency or any subcontract shall be deemed in any event or manner to provide for the incidence of any obligation of the Agency beyond those specifically set forth herein. Further provided that no subcontract shall relieve the Contractor of the responsibility for the performance of any subcontractor. Any subcontractor shall be required to sign the Subcontractor Debarment Certification Attachment which shall become a part of this contract.

Alterations, Variations, Modifications, or Waivers

Any alterations, variations, modifications, or waivers of provisions of this agreement shall be valid only when they have been reduced to writing, duly signed, and attached to the original of this agreement. No claim for services furnished or requested for reimbursement by Contractor, not provided for in this agreement, shall be allowed by Agency.

Amendments

Any amendment to this agreement shall not be valid until it has been executed by the Undersecretary or Assistant Secretary or other designated authority of the office which is a party to the contract and the Contractor, and approved by required authority of the Department, and, if the contract exceeds \$20,000.00 the Director of the Office of Contractual Review, Division of Administration.

Set Off

In the event the Agency determines that certain costs which have been reimbursed to Contractor pursuant to this or previous agreements are not allowable, the Agency shall have the right to set off and withhold said amounts from any amount due the Contractor under this agreement for costs that are allowable.

Background Checks

Contractors shall ensure that any staff or volunteer in a position of supervisory or disciplinary authority over children will have the appropriate background checks as required by Louisiana State Law (See R.S. 15:587.1).

Hold Harmless

Contractor agrees to protect, defend, indemnify, save and hold harmless the State of Louisiana, all State Departments, Agencies, Boards and Commissions, its officers, agents, servants and employees, including volunteers, from and against any and all claims, demands, expense and liability arising out of injury or death to any person or the damage, loss or destruction of any property which may occur or in any way grow out of any act or omission of the Contractor, its agents, servants, and employees or any and all costs, expenses and/or attorney fees incurred by the Contractor as a result of any claim, demands, and/or causes of action except for those claims, demands, and/or causes of action arising out of the negligence of the State of Louisiana, all State Departments, Agencies, Boards, Commissions, its agents, representatives, and/or employees. Contractor agrees to investigate, handle, respond to, provide defense for and defend any such claims, demand, or suit at its sole expenses and agrees to bear all other costs and expenses related thereto, even if it (claims, etc.) is groundless, false or fraudulent.

Availability of Funds

This agreement is subject to and conditioned upon the availability and appropriation of Federal, and/or State funds; and no liability or obligation for payment will develop between the parties until the agreement has been approved by required authorities of the Department; and, if contract exceeds \$20,000, the Director of the Office of Contractual Review, Division of Administration, in accordance with R.S. 39:1502. It is the responsibility of the contractor to advise the agency in advance if contract funds or contract terms may be insufficient to complete contract objectives.

The continuation of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the

continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

Reports

If applicable, at least by the end of each 6 month period of the above mentioned contract, Contractor must submit to the Agency, a written report detailing the use of funds, progress toward meeting specific goals, measurable objectives, terms, results or conditions that can be achieved in the specific allocated time.

Environmental Tobacco Smoke

Provider will comply with Public Law 103-227, Part C-Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (ACT), which requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs, either directly, or through State or local governments. Federal programs include grants, cooperative agreements, loans or loan guarantees, and contracts. The ACT does not apply to children’s services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug and alcohol treatment. The provider further agrees that the above language will be included in any sub-awards which contain provisions for children’s services and that all subgrantees shall certify compliance accordingly. Failure to comply with the provisions of this law may result in the imposition of a civil monetary penalty of up to \$1,000 per day.

Termination for Cause

The State may terminate this Contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of the Contract; provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have either corrected such failure or, in the case which cannot be corrected in thirty (30) days, begun in good faith to correct said failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in default and the Contract shall terminate on the date specified in such notice. The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this contract; provided that the Contractor shall give the State written notice specifying the State's failure and a reasonable opportunity for the state to cure the defect.

Termination for Convenience

This contract may be terminated by either party upon giving thirty (30) days advance written notice to the other party but in no case shall continue beyond specified termination date. The contractor shall be entitled to payment for work in progress, to the extent work has been performed satisfactorily.

Controversies

Any claim or controversy arising between the State and the Contractor shall be resolved pursuant to R.S. 39:1524-1526.

Force Majeure

The Contractor and the State of Louisiana shall be exempted from performance under the contract for any period that the Contractor or State of Louisiana is prevented from performing any services in whole or part as a result of an Act of God, strike, war, civil disturbance, epidemic or court order, provided the Contractor or State of Louisiana has prudently and promptly acted to make any and all corrective steps that the Contractor or State of Louisiana can promptly perform. Subject to this provision, such non-performance shall not be considered cause or grounds for termination.

Governing Law

All activities associated with this contract shall be interpreted under Louisiana Law. All proposals and contracts submitted are subject to provisions of the laws of the State of Louisiana including but not limited to L.R.S. 39:1498-1526; executive orders; and standard terms and conditions.

Headings

Descriptive headings in this contract are for convenience only and shall not affect the construction or meaning of contractual language.

Anti-Kickback Clause (Federal Clause)

Contractor agrees to adhere to the mandate dictated by the Copeland (Anti-Kick) Act which provides that each Contractor or sub grantee shall be prohibited from inducing, by any means, any person employed in the completion of work, to give up any part of the compensation.

Clean Air Act (Federal Clause)

Contractor agrees to adhere to the provisions, which require compliance with all applicable standards orders or requirements issued under Section 306 of the Clean Air Act, which prohibits the use under nonexempt Federal contracts, grants or loans of facilities included on the EPA list of Violating Facilities. This clause applies to contracts with federal funds.

Energy Policy and Conservation (Federal Clause)

Contractor recognizes the mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act (P.L. 94-163). This clause applies to contracts with federal funds.

Clean Water Act (Federal Clause)

Contractor agrees to adhere to all applicable standards, orders, or requirements issued under Section 508 of the Clean Water Act, which prohibits the use under nonexempt Federal contracts, grants, or loans of facilities included on the EPA List of Violating Facilities. This clause applies to contracts with federal funds.

Code of Ethics

The contractor acknowledges that Chapter 15 of Title 42 of the Louisiana Revised Statutes (R.S. 42:1101 et. seq., Code of Governmental Ethics) applies to the Contracting Party in the performance of services called for in this contract. The contractor agrees to immediately notify the state if potential violations of the Code of Governmental Ethics arise at any time during the term of this contract.

Entire Agreement Clause

This contract, together with the RFP and addenda issued thereto by the Department, the proposal submitted by the Contractor in response to the Department’s RFP, and any exhibits specifically incorporated herein by reference, constitute the entire agreement between the parties with respect to the subject matter.

Order of Precedence Clause

In the event of any inconsistent or incompatible provisions, this signed agreement (excluding the RFP and Contractor’s proposal) shall take precedence, followed by the provisions of the RFP, and then by the terms of the Contractor’s proposal.

Certification Regarding Debarment, Suspension, and Other Responsibility Matters—Primary Covered Transactions

1. The primary contractor certifies to the best of its knowledge and belief, that it and its principals:
- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;

(b) Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

(d) Have not within a three-year period preceding this contract had one or more public transactions (Federal, State or Local) terminated for cause of default.
2. Where the primary contractor is unable to certify to any of the statements in this certification, such participant shall attach an explanation to this proposal.

THIS AGREEMENT CONTAINS OR HAS ATTACHED HERETO ALL THE TERMS AND CONDITIONS AGREED UPON BY THE CONTRACTING PARTIES. IN WITNESS THEREOF, THIS AGREEMENT IS SIGNED AND ENTERED INTO ON THE DATE INDICATED BELOW.

Signature

Date

STATE OF LOUISIANA

DEPARTMENT OF CHILDREN AND FAMILY SERVICES

Susan W. Sonnier, Secretary

Type name of Contractor

Etta Harris, Undersecretary

(If corporation, type name and title of person signing contract)

DCFS Agency

Signature

Date

Name and title

Division of Programs

Office

ATTACHMENT (?) : Subcontractor Debarment Certification

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions

1. The subcontractor certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (*insert contract name and services for example: First Data contract with DCFS for Project Management services*) by any Federal department or agency.
2. Where the subcontractor is unable to certify to any of the statements in this certification, such sub-contractor shall attach an explanation to this proposal.

Signature

Date

Name and Title

ATTACHMENT IV: CLARIFICATION ON ADMINISTRATIVE & ALLOWABLE COSTS

As a general rule, administrative costs for TANF-funded services should be no more than ten percent of an entity's total allocation. **Agencies who receive TANF funding shall ensure that any contractors adhere to these specifications.** The examples below should help illustrate the types of cost allocations that would generally be considered to be administrative or non-administrative costs and identified costs that would not be considered allowable even if otherwise related to service delivery.

The cost of salaries and related benefits should be calculated only for the percentage of time personnel works on TANF-funded activities. For example, a project director may be employed full time, but only four hours per week is allocated for TANF-funded activities. Only that portion of salary and benefits should be considered as an allowable cost, not the entire annual salary. Recipient agencies shall also ensure that any building costs related to program operation charge only the percentage of time that the facility is utilized for operations related to a TANF activity. For example, a program may receive funding from multiple sources, only the amount of time the building is used to provide TANF services should be considered a TANF expense. TANF shall not be used to subsidize building operations for other services.

The following are guidelines as to what is considered an administrative cost:

- ✓ General administration or coordination of program, including accounting and payroll functions;
- ✓ Salaries and indirect costs associated with performing administrative functions;
- ✓ Supplies, equipment, travel, postage, utilities and office space related to the administration of a program;
- ✓ Activities related to eligibility determinations;
- ✓ Preparation of program plan, budget and schedules; and
- ✓ Program monitoring and audits of service functions.

The following are guidelines as to what is considered a non-administrative cost:

- ✓ Direct cost of providing program services including client activities, assessment, case management, etc.;
- ✓ Salaries and indirect costs associated with performing services functions;
- ✓ Supplies, equipment, travel, postage, utilities and office space related to the performing of services functions;
- ✓ Evaluations of service functions
- ✓ Technology/management information systems (including data tracking for performance) not related to payroll, personnel or other administrative functions.

The following are not generally considered allowable costs under TANF, even if they are related to program operations:

- ✓ Purchase of vehicles;
- ✓ Renovation, construction or purchase (including payment of a mortgage) of a building used for program operation;
- ✓ Payment of bad debts, or interest payments as a result of credit agreements;
- ✓ Medical services;
- ✓ Payment of stipends to program participants without prior authorization from DCFS;
- ✓ Payment of on-going basic needs (cash, food or housing) beyond four months;
- ✓ Services provided to elderly adults without minor children and single adults without children
- ✓ Payment of basic needs (housing, beds, etc.) for minors and adults in secure facilities;
- ✓ Payment of equipment costs that exceed or are disproportionate in relation to the cost of service delivery;
- ✓ Purchase of alcohol; and
- ✓ Services/materials determined to be inappropriate in their relation to program delivery.

ATTACHMENT V: BUDGET – STEP Initiative RFP

PROPOSER

ADDRESS

REGION (S) SERVED

12-MONTH BUDGET

PERIOD

NOTE All budget justifications including computation of this budget must be retained and provided upon request. If more space is needed, the proposer may attach additional sheets utilizing the same format for the appropriate section.

NUMBER OF MONTHS IN BUDGET PERIOD**SECTION 1. PERSONNEL SERVICES - (Contracted/hourly employees not included)**

Proposer should complete this section only for expenses that will be invoiced to the contract. Proposer should attach a cost allocation table for all positions that will be invoiced at less than 100% to the Program. Percentage of salary charged to contract should correlate to the actual percentage of time worked in the program.

NAME POSITION/TITLE	TOTAL SALARY (from all sources) MONTH (Fringes not included)	% CONTRACT SALARY	AMOUNT CONTRACT SALARY MONTHLY	12-MONTH BUDGET PERIOD TOTAL SALARY (Monthly salary x # months) no fringes
1				
2				
3				
4				
5				
6				
7				
8				
TOTAL				
ADDITIONAL SHEET 1A TOTAL				
SECTION 1. TOTAL				

Fringe Note: The Proposer should Itemize the fringe benefits for each position listed. Fringe benefits should not be included in gross salary.

Position/Title	Retirement	Insurance	FICA	UI	Workers Comp	Other	Monthly Total	% To Contract	Monthly To Contract	12-Month Budget Period Total
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										
16										
17										
18										
Total										

SECTION 2. OPERATING EXPENSES

The Proposer should complete this section only for expenses identified to the contract. If the charge to the contract is less than 100 %, the Proposer should attach a cost allocation table. If additional expenses are to be budgeted, proposer should add an additional sheet with complete description of item and costs.

LINE ITEM	12-MONTH BUDGET PERIOD TOTAL
BUILDING RENT	
PRINTING	
UTILITIES	
TELEPHONE	
TRAVEL (Must follow State Travel Regulations)	
POSTAGE	
OFFICE SUPPLIES	
COPY MACHINE	
TOTAL	

SECTION 3. MATERIAL & SUPPLIES

The Proposer should complete this section only for expenses identified to the contract.

LINE ITEM	12-MONTH BUDGET PERIOD TOTAL
TOTAL	

SECTION 4. ADMINISTRATION/INDIRECT COST

The Proposer should complete this section only for expenses identified to the contract. Administrative costs for TANF funded services shall be no more than 10% of the total budget amount. The Proposer should attach justification for each cost delineated.

LINE ITEM	12-MONTH BUDGET PERIOD TOTAL
TOTAL	

SECTION 5. CAPITAL PURCHASES: **NOTE: All capital purchases require prior written approval from DCFS, after approval of contract.**

The Proposer should complete this section only for expenses identified to the contract.

ITEM (be specific)	12-MONTH BUDGET PERIOD TOTAL
TOTAL	

SECTION 6. OTHER CHARGES

The Proposer should complete this section only for expenses identified to the contract. The Proposer should attach a detailed explanation of these charges. If the charge to the contract is less than 100%, the Proposer should include a cost allocation table in the explanation.

(Subcontracts and non-salaried personnel should be included in this section.)

CHARGE (be specific)	12-MONTH BUDGET PERIOD TOTAL
TOTAL	

BUDGET SUMMARY

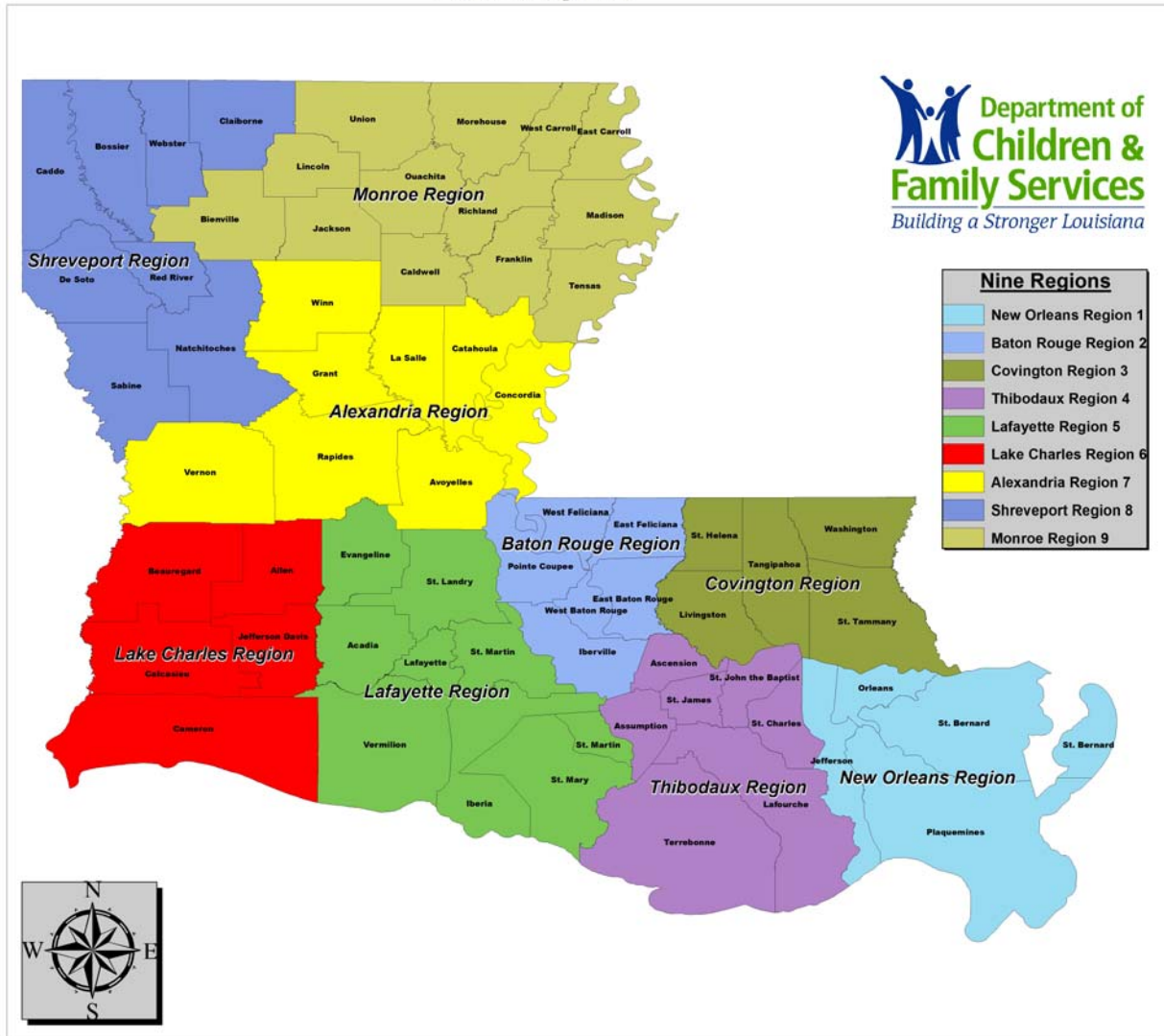
BUDGET ITEM	12-MONTH BUDGET PERIOD TOTAL
Section 1 Salary & Fringe	
Section 2 Operating Expense	
Section 3 Material and Supplies	
Section 4 Administration/Indirect Costs	
Section 5 Capital Purchases	
Section 6 Other Charges	
TOTAL	

ATTACHMENT VI: DCFS REGIONAL CHART & MAP***1 DCFS Regional Chart***

REGION NUMBER	REGION NAME	PARISHES	
1	ORLEANS	Jefferson St. Bernard	Plaquemines Orleans
2	BATON ROUGE	East Baton Rouge East Feliciana West Baton Rouge	Pointe Coupee Iberville West Feliciana
3	COVINGTON	Livingston St. Tammany Washington	St. Helena Tangipahoa
4	THIBODAUX	Ascension Lafourche St. James Terrebonne	Assumption St. Charles St. John
5	LAFAYETTE	Acadia Iberia St. Landry St. Mary	Evangeline Lafayette St. Martin Vermilion
6	LAKE CHARLES	Allen Calcasieu Jefferson Davis	Beauregard Cameron
7	ALEXANDRIA	Avoyelles Concordia LaSalle Vernon	Catahoula Grant Rapides Winn
8	SHREVEPORT	Caddo DeSoto Natchitoches Sabine	Bossier Claiborne Red River Webster
9	MONROE	Bienville Caldwell Franklin Madison Ouachita Tensas West Carroll	Jackson East Carroll Lincoln Morehouse Richland Union

2 *DCFS Regional Map*

Louisiana Department of Children and Family Services DCFS Regions



ATTACHMENT VII: PROPOSAL COVER PAGE

Proposal Cover Page

PLEASE DO NOT WRITE IN THIS SECTION.

Name of Proposer

Federal ID Number

Proposer's Physical Address:

Proposer's Mailing Address:

City

State

Zip

Name of Program Director

Telephone No.

Fax No.

Email address

TYPE OF ENTITY

() Public Non-Profit Organization

() Private Non-Profit Organization

() For-Profit Organization

() Public Agency

() Other _____

RECEIPT OF ALL OTHER STATE or FEDERAL FUNDS: Check all that apply to Proposer

() Child Care Development Fund (CCDF)

() TANF

() Other _____

TOTAL FUNDS REQUESTED:

\$ _____

Service Delivery Area(s) Proposed:

CERTIFICATION

I (We) hereby certify that _____ on behalf of _____ is fully authorized, by law or by
(Name of Individual) (Proposer Submitting Proposal)
corporate resolution (attached) to submit the following proposal, that the information contained herein is true and accurate to the best of my (our) knowledge
and belief; and that I (we) am (are) fully authorized to submit said proposal on behalf of said proposer.

Official Authorized to Submit Proposal

Title

Date

Hand Deliver Proposal To: OR

Mail Proposal To:

Department of Children and Family Services
Larry Pitcher
627 North 4th Street, Room 6-300-27
Baton Rouge LA 70802

Department of Children and Family Services
Larry Pitcher
P. O. Box 94065
Baton Rouge, LA 70804-9065

ATTACHMENT VIII: BOARD RESOLUTION

BOARD RESOLUTION FOR STATE CONTRACT PROVIDERS (IF PROPOSER IS A CORPORATION)

State of Louisiana

Parish of _____

On the _____ day of _____, 20_____, at a meeting of the Board of Directors of _____, with a quorum of the directors present, the following business was conducted:

It was duly moved and seconded that the following resolution be adopted:

BE IT RESOLVED that the Board of Directors of the above corporation do hereby authorize _____ (name and title) and his/her successors in office to negotiate terms and conditions that he/she may deem advisable, contract(s) with the Louisiana Department of Children and Family Services, and to bind this organization to execute said documents on behalf of the corporation, and further we do hereby give him/her the power and authority to do all things necessary to implement, maintain, and/or review said documents.

The above resolution was passed by a majority of those present and voting in accordance with the by-laws and articles of incorporation.

I certify that the above and foregoing constitutes a true and correct copy of a part of the minutes of the meeting of the Board of Directors of _____ held on the _____ day of _____, 20_____.

Secretary

Date

ATTACHMENT IX: CORE AND NON-CORE ACTIVITIES

1 Core Activities

Core activities are described as follows:

Unsubsidized Employment

Full or part-time employment in the public or private sector that is not subsidized by Temporary Assistance to Needy Families (TANF) or any other public program. Self-employment also qualifies. Self-employment is defined as income received from one's own business, trade or profession if no Federal or State withholding tax or Social Security tax is deducted.

Each hour an employee is paid at minimum wage or above counts as an hour toward the Work Participation Rate (WRP). This also includes paid leave. Countable self-employment participation hours are calculated by dividing the self-employment income (gross income less business expenses) by the federal minimum wage. The result is the maximum number of hours that can be counted toward the Work Participation Rate (WRP).

Self declaration of hours of self-employment, even for a limited period of time, will not be accepted as verification of hours for participation. The following documentary evidence is used to verify self-employment income and determination of participation hours:

- If the business has been in operation for a year or more and income and expenses have been stable: Prior year's income tax return with all schedules used. Accountant/bookkeeper's records of income and expenses for the past twelve months. Personal business records for the last twelve months with corresponding proof of income and expenses.
- If the business has been in operation less than a year: Personal business records for each full month of operation, with corresponding proof of income and expenses. Accountant/bookkeeper's records for each month of operation including income and expenses may be accepted.

Based on valid documentation, participation hours in Unsubsidized Employment will be projected for six months or until the end of the TANF certification period, whichever is shorter. The projection must be based on prior, documented actual hours of work. At the end of the projection period or at any time the Contractor becomes aware of a change in the client's work situation, new valid documentation must be obtained and another six-month or shorter projection may be made. If the wage statements/pay stubs available are not representative of continuing circumstances actual hours will be used and no projection will be made.

Employment hours are verified using pay stubs or other supporting documentation from the employer every six months or as employer or income changes. Documented verbal verification from the employer is acceptable if, and only if, check stubs or written verification cannot be obtained. The Contractor must document the phone call including who verified the hours of

participation and the number of hours. The documentation serves as verification of actual hours worked and is retained in the participant's case file.

Subsidized Public Sector Employment

Employment in the public sector for which the employer receives a subsidy to offset some or all of the wages and costs of employing a client.

Each hour an employee is paid counts as an hour toward the Work Participation Rate (WRP). This also includes paid leave.

Employment hours are verified using pay stubs or other supporting documentation from the employer every six months or as employer or rate of pay changes.

It is the State's expectation that subsidized employment should evolve into unsubsidized employment.

Subsidized Private Sector Employment

Employment in the private sector for which the employer receives a subsidy to offset some or all of the wages and costs of employing a client.

Each hour an employee is paid counts as an hour toward the Work Participation Rate (WRP). This also includes paid leave.

Employment hours are verified using pay stubs or other supporting documentation from the employer every six months or as employer or rate of pay changes.

It is the State's expectation that subsidized employment should evolve into unsubsidized employment.

Vocational Education not exceeding the 12-month lifetime limit

Organized educational programs that are directly related to the preparation of individuals for employment for a specific trade, occupation, or vocation in current or emerging occupations requiring training other than a baccalaureate or advanced degree.

Actual time in class plus supervised study hours can count toward the Work Participation Rate (WRP). Homework time and study time cannot be counted unless the Contractor develops a process for monitoring study sessions and documenting those hours. A client may participate in vocational educational training no more than 12 months in a lifetime. The following activities count for participation rate purposes:

- Actual hours of attendance in Vocational Education activities not exceeding twelve-month limit. Attendance for a partial month is considered one month of the total twelve months.

- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity on those days.
- Holidays listed in this document that are recognized by the institution not to exceed ten days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity on those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.
- Course work in legitimate correspondence or distance learning courses that meet the criteria to be considered Vocational Education.
 - If the institution awards hours of credit for the course, participation hours will equal these credit hours.
 - If the institution does not award hours of credit for the course, participation hours will equal actual time spent in course work, as verified by the institution.
- Unsupervised homework time up to one hour for each hour of class time plus any additional supervised homework time. Documentation from the educational program indicating the amount of homework time required must be secured in order for homework time to be counted.

A maximum of 30% of the Contractor's caseload at any one time can participate in Vocational Education training. Vocational Education training must be provided by education and training organizations certified by the State of Louisiana or a comparable certifying authority, including (but not limited to) vocational-technical schools, community colleges, post-secondary institutions, proprietary schools, and secondary schools that offer vocational education.

The Vocational Education training must lead to a recognized credential.

Documentation of actual hours of Vocational Education activities is obtained no less frequently than monthly.

Participation in Vocational Education is supervised by the Vocational Education provider or Contractor on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate.

Job Search and Job Readiness

The act of seeking or obtaining employment, preparation to seek or obtain employment, including life skills training, and substance abuse treatment, mental health treatment, or rehabilitation services for those are otherwise employable. Treatment or therapy considered as Job Readiness Assistance must be determined to be necessary and certified by a medical or mental health professional.

The following activities verified by the Contractor count for participation rate purposes:

- Actual hours of attendance in Job Search and Job Readiness activities, not to exceed 120 hours (for a work-eligible individual with a 20-hour average weekly work requirement) or 180 hours (for a work-eligible individual with a 30-hour average weekly work requirement) of attendance in six-week limit, of which no more than four weeks can be

consecutive. A minimum break of one week is required between the four consecutive weeks and the remaining two weeks. The limits apply to the preceding 12-month period.

- Travel that is required as a part of the Job Search assignment, such as travel by a participant from a Job Search training site to a potential employer's business to apply for a job.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity for those days.
- Holidays listed in this document that are recognized by the service provider not to exceed ten days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity for those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.

Documentation of actual hours of Job Search and Job Readiness activities is obtained no less frequently than monthly.

Participation in Job Search and Job Readiness must be supervised by the Contractor, the activity provider, any other provider designees, and by the potential employers on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate.

On-the-Job Training (OJT)

Training in the public or private sector that is given to a paid employee while he or she is engaged in productive work and that provides knowledge and skills essential to the full and adequate performance of the job.

Only actual hours of participation are countable toward the Work Participation Rate (WRP). This also includes paid leave.

Employment hours are verified using pay stubs or other supporting documentation from the employer every six months or as employer or rate of pay changes.

Documented verbal verification from the employer is acceptable if, and only if, check stubs or written verification cannot be obtained. The Contractor must document the phone call including who verified the hours of participation and the number of hours. The documentation serves as verification of actual hours worked and is retained in the participant's case file.

Participation in OJT must be supervised by the OJT employer, work site sponsor, or the Contractor on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate. This supervision will be conducted by the OJT employer. This requirement will be included in the written contract with each OJT employer.

OJT may be distinguished from subsidized employment by the inclusion of a training plan. The training plan can be a formal and/or written program of the structured job training plan which will be provided by the employer to the participant as well as the agency, so that a copy can be retained in each participant's case file. This document should include instruction in work skills,

general employment competencies and occupationally specific skills that will enable the participant to work toward self-sufficiency.

Work Experience Program (WEP)

A work activity that provides an individual with an opportunity to acquire the general skills, training, knowledge, and work habits necessary to obtain unsubsidized employment. The purpose of work experience is to improve the employability of those who cannot find unsubsidized employment and may be used only if sufficient private sector employment is not available. (See policy, [P-420-STEP](#), for detailed requirements regarding safety standards and training, injuries and liability, drug testing, and liability and workers' compensation coverage.)

All Work Experience Program providers are required to sign a written agreement with the Contractor. The agreement advises the Work Experience Program provider of the responsibility of maintaining records and preparation of reports regarding the progress of each Work Experience Program participant. A written evaluation of the participant's progress is completed at quarterly intervals and submitted to the Contractor.

Monitoring of Work Experience Program placements is necessary to assure that the placement is in compliance with policy and to assure the safety and well-being of the individual participants. Work Experience Program participants are guaranteed the same federal and state safety standards and the same federal, state and local rights pertaining to discrimination based on race, sex, national origin, religion, age or handicapping conditions as all employees at the placement site. However, the participant is not considered to be a true employee, and is not entitled to any salary or employment related benefits provided to the employees of the placement site. DCFS provides Liability and Workmen's Compensation (including medical coverage and excluding wage replacement) coverage to Work Experience Program participants.

Only actual hours spent in Work Experience programs may be counted. The following activities verified by the Work Experience Program provider count for participation rate purposes:

- Actual hours of participation at a Work Experience Program site.
- Actual hours of attendance at a Work Experience Program safety training.
- Actual time spent being drug tested, if required.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity for those days.
- Holidays listed in this document that are recognized by the Work Experience Program provider not to exceed ten days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity on those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.

Actual hours of participation are countable toward the Work Participation Rate (WRP). The client may work no more than they would work for the combined value of their TANF and SNAP (formerly known as food stamp) benefits calculated using minimum wage in accordance

with the Fair Labor Standards Act (FLSA). (See Attachment XI for an example of how the FLSA calculation is made.)

A work experience placement is expected to lead to a bona fide position that is becoming available with the employer providing the work experience.

The following are excluded Work Experience Program sites:

- Private home, unless a bona fide business is operated from the home.
- Work sites, which over a period of time do not lead to gainful employment at those sites or others.
- Each employer should be reviewed annually with respect to outcomes relative to this goal. Failure to achieve positive outcomes should be evaluated when considering continuing placements with the employer.
- Work sites which require Work Experience Program participants to operate heavy equipment.
- Placement which would result in benefit to a DCFS employee or his immediate family.

Actual hours are documented no less frequently than monthly. Documentation should be provided by the Work Experience Program provider.

Participation in Work Experience Program must be supervised by an employer, work site sponsor, or the Contractor on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate. This requirement shall be included in the written Work Experience Program agreements with each Work Experience Program provider. Any absences must be reported to the Contractor immediately.

Community Services Programs

Structured programs in which STEP clients perform 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, urban and rural redevelopment, welfare, recreation, public facilities, public safety, and child care. Community Service Programs are designed to improve the employability of clients not otherwise able to obtain employment, and must be supervised on an ongoing basis no less frequently than daily. To the extent possible, the prior training, experience, and skills of a client shall be taken into account in making appropriate community service assignments.

Examples of programs or projects that fit the definition of Community Service include, but are not limited to:

- Participating in a fundraising campaign to promote healthy babies (Ex: March of Dimes) or children (Ex: UNICEF)
- Participating in a tree planting stewardship project (Ex: BREC and the Coastal Roots Program led by staff at LSU)

- Participating in environmental projects such as cleaning up a park, adding more amenities, such as new barbecue grills, picnic tables, new sandboxes, or a new commemorative bench, or cleaning and beautifying a roadway that has been adopted by an organization
- Participating in a literacy project, such as raising money to buy and distribute dictionaries to local third-graders, etc.
- Participating in a humanity project, such as painting a house, cleaning yards, raking leaves and other types of manual labor to serve senior citizens or provide quality housing to people of low income (Ex: Habitat for Humanity)
- Participating in a mentoring program, such as mentoring children to inspire them to achieve their academic goals (Ex: Big Brothers/Big Sisters)
- Participating in church-related programs, such as serving as a Sunday School teacher/assistant or serving as a vacation Bible School volunteer
- Participating in a charity event, such as serving as an auction volunteer for a community-service organization (Ex: Lions Club)
- Participating in a volunteer program at a local hospital, such as comforting patients, being a greeter at the information desk, delivering snacks or books to patients by making rounds with a cart, etc.

The following activities verified by the Community Service provider count for participation rate purposes:

- Actual hours of participation in Community Service Programs.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in that activity for those days.
- Holidays listed in this document that are recognized by the Community Service provider not to exceed ten days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity for those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.
- Time limited training associated with community service activity. For example, an individual providing clerical support might attend computer training classes as part of community services if the assigned activity requires it. Short-term training or similar activities may be counted as community service as long as such activities are of limited duration and are a necessary or regular part of the Community Service Program.

The client may perform community service for no more hours than they would work for the combined value of their TANF and SNAP (formerly Food Stamps) grants calculated using minimum wage in accordance with the Fair Labor Standards Act (FLSA). (See Attachment XI for an example of how the FLSA calculation is made.)

Documentation of actual hours of Community Service Program participation is obtained no less frequently than monthly.

Participation in a Community Service Program must be supervised by the Community Service Program provider on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate.

Provision of Child Care Services to an individual who is participating in a Community Service Program

Provide child care to enable another FITAP recipient to participate in a Community Service Program. Provision of child care for individuals participating in any other work activities should be considered unsubsidized employment, if paid. If the individual is not paid, the activity must be a structured program designed to improve the employability of those who participate in this activity.

Actual hours spent in Provision of Child Care Services to an individual who is participating in a Community Service Program may be counted. The following activities can be verified using the same attendance records from the Community Service Program, and count for participation rate purposes:

- Actual hours of providing child care for children of individuals participating in Community Service Programs.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity for those days.
- Holidays listed in this document that are recognized by the Community Service provider not to exceed ten days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity on those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.

Hours of participation are countable toward the Work Participation Rate (WRP).

Documentation of actual hours of Provision of Child Care activities is obtained no less frequently than monthly.

Participation in the Provision of Child Care activity must be supervised on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate.

Satisfactory Attendance at a Secondary School or in a Course of Study Leading to a Certificate of General Equivalency Diploma (GED) for participants under age 20

Regular attendance, in accordance with the requirements of the secondary school or course of study, at a secondary school or in a course of study leading to a certificate of general equivalency (GED), in the case of a client who has not completed secondary school or received such a certificate.

Only actual hours spent in class plus monitored study and monitored tutoring may be counted.

Actual hours of participation by the teen parent (under the age of 20) are countable toward the Work Participation Rate (WRP).

Education Directly Related to Employment for participants under age 20

Education related to a specific occupation, job, or job offer for participants who do not have a high school diploma or a certificate of general equivalency (GED). This includes courses designed to provide the knowledge and skills for specific occupations or work settings, but may also include adult basic education and English as a Second Language (ESL). It may also include education leading to a General Equivalency Diploma when required as a prerequisite for employment by employers or occupations. Adult basic education, ESL, or education leading to a General Equivalency Diploma may be considered as a stand alone educational activity in this work activity.

Only actual hours spent in Education Directly Related to Employment training may be counted.

Actual hours of participation by the teen parent (under the age of 20) are countable toward the Work Participation Rate (WRP).

2 *Non-Core Activities*

Non-Core activities may count toward ten of the required 30 hours per week for certain activities as listed below:

Parenting Skills

FITAP recipients who are pregnant or who have a child under the age of one must participate in training designed to enhance skills in parenting. Lessons must be designed to empower individuals and families with new knowledge, beliefs, strategies, and skills to make positive and healthy lifestyle choices. Lessons may include, but are not limited to the following topics:

- Nurturing Baby
- Your Family's Budget
- Keeping Your Baby Safe and Healthy
- When You Don't Have the Green to Buy Greens
- Your Baby's Development
- Making it On Your Own-Transitioning Into Work
- Building Your Baby's Brain
- Overcoming Hurdles
- Nutrition for You and Baby, Too
- Credit: The Good, the Bad, and the Ugly
- Turn Your "Mad" Around: Getting Your Message Across

Only actual hours spent in Parenting Skills may be counted.

Actual hours of participation are non-countable toward the required 30 hours per week, but are countable in the placement rate. The placement rate is the percentage of cash assistance families

which include an adult in a given month that participate in some type of activity for at least one hour in that same month.

Satisfactory Attendance at a Secondary School or in a Course of Study Leading to a Certificate of General Equivalency Diploma (GED) for participants age 20 and over

Regular attendance, in accordance with the requirements of the secondary school or course of study, at a secondary school or in a course of study leading to a certificate of general equivalency (GED), in the case of a client who has not completed secondary school or received such a certificate.

Actual hours spent in class plus monitored study and monitored tutoring may be counted. The following activities verified by the educational institution count for participation rate purposes:

- Actual hours of attendance at a secondary school or in General Equivalency Diploma preparation classes.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity on those days.
- Holidays listed in this document that are recognized by the institution not to exceed ten days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity on those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.
- Course work in legitimate correspondence or distance learning courses which meets the criteria to be considered Secondary/General Equivalency Diploma education.
 - If the institution awards hours of credit for the course, participation hours will equal these credit hours.
 - If the institution does not award hours of credit for the course, participation hours will equal actual time spent in course work, as verified by the institution.
- Unsupervised homework time up to one hour for each hour of class time plus any additional supervised homework time. Documentation from the educational program indicating the amount of homework time required must be secured in order homework time to be counted.

Except for teen parents (under the age of 20), this activity is a non-core activity and may only be counted for up to ten hours per week as a supplement to the core activity requirement.

Documentation of actual hours of Secondary/General Equivalency Diploma activities are recorded daily.

Participation in Secondary/General Equivalency Diploma activities must be supervised by the General Equivalency Diploma provider or Contractor on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate.

Vocational Education beyond the 12-month lifetime limit

Organized educational programs that are directly related to the preparation of individuals for employment for a specific trade, occupation, or vocation in current or emerging occupations requiring training other than a baccalaureate or advanced degree.

Only actual hours spent in class plus supervised study hours may be counted.

Actual hours of participation are non-countable toward the required 30 hours per week, but are countable in the placement rate. The placement rate is the percentage of cash assistance families which include an adult in a given month that participate in some type of activity for at least one hour in that same month.

Job Skills Training Directly Related to Employment

Training or education for job skills required by an employer to provide an individual with the ability to obtain employment or to advance or adapt to the changing demands of the workplace. This activity can include literacy or language instruction including ESL.

Actual hours spent in Job Skills Training Directly Related to Employment may be counted. Activities designed to address barriers (e.g. substance abuse treatment) cannot be counted. The following activities verified by contractors and training providers count for participation rate purposes:

- Actual hours of attendance at the Job Skills Training site.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity on those days.
- Holidays listed in this document that are recognized by the contractors and training providers not to exceed ten days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity on those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.
- Unsupervised homework time up to one hour for each hour of class time plus any additional supervised homework time. Documentation from the educational program indicating the amount of homework time required must be secured in order for homework time to be counted.

Actual hours of participation may be counted for up to ten hours per week as a supplement to the core activity requirement.

Documentation of actual hours of Job Skills Training is obtained no less frequently than monthly.

Participation in a Job Skills Training program must be supervised by the Job Skills Training provider on an ongoing basis no less frequently than once in each day in which the individual was scheduled to participate.

Education Directly Related to Employment for participants age 20 and over

Education related to a specific occupation, job, or job offer for participants who do not have a high school diploma or a certificate of general equivalency (GED). This includes courses designed to provide the knowledge and skills for specific occupations or work settings, but may also include adult basic education and English as a Second Language (ESL). It may also include education leading to a General Equivalency Diploma when required as a prerequisite for employment by employers or occupations. Adult basic education, ESL, or education leading to a General Equivalency Diploma may be considered as a stand alone educational activity in this work activity.

Actual hours spent in Education Directly Related to Employment training may be counted for participants age 20 and over. The following activities verified by the educational institution count for participation rate purposes:

- Actual hours of attendance in Education Directly Related to Employment activities.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity on those days.
- Holidays listed in this document that are recognized by the institution not to exceed ten days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity on those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.
- Course work in legitimate correspondence or distance learning courses that meet the criteria to be considered Education Directly Related to Employment.
 - If the institution awards hours of credit for the course, participation hours will equal these credit hours.
 - If the institution does not award hours of credit for the course, participation hours will equal actual time spent in course work, as verified by the institution.
- Unsupervised homework time up to one hour for each hour of class time plus any additional supervised homework time. Documentation from the educational program indicating the amount of homework time required must be secured in order for homework time to be counted.

Except for teen parents (under the age of 20), this activity is a non-core activity and may only be counted for up to ten hours per week as a supplement to the core activity requirement.

Documentation of actual hours of Education Directly Related to Employment is obtained no less frequently than monthly.

Participation in Education Directly Related to Employment activity must be supervised by the Education Directly Related to Employment provider on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate.

Job Search and Job Readiness beyond the 120 or 180 hour limit

The act of seeking or obtaining employment, preparation to seek or obtain employment, including life skills training, and substance abuse treatment, mental health treatment, or rehabilitation services for those are otherwise employable. Treatment or therapy considered as

Job Readiness Assistance must be determined to be necessary and certified by a medical or mental health professional.

Only actual hours spent in Job Search and Job Readiness beyond the 120 or 180 hour limit may be counted.

Actual hours of attendance in Job Search and Job Readiness activities, exceeding 120 or 180 hour limit in the preceding 12-month period, or hours of participation in the 5th week of the six week limit, are non-countable toward the required 30 hours per week, but are countable in the placement rate. The placement rate is the percentage of cash assistance families which include an adult in a given month that participate in some type of activity for at least one hour in that same month.

Counseling programs (Mental Health, etc.)

Counseling services deemed necessary or appropriate by the Contractor to support the client in becoming self-sufficient.

Only actual hours spent in counseling may be counted.

Actual hours of participation are non-countable toward the required 30 hours per week, but are countable in the placement rate. The placement rate is the percentage of cash assistance families which include an adult in a given month that participate in some type of activity for at least one hour in that same month.

Rehabilitation programs (Office of Behavioral Health, Vocational Rehabilitation, etc.)

Rehabilitation services deemed necessary or appropriate by the Contractor to support the client in becoming self-sufficient.

Only actual hours spent in rehabilitation programs may be counted.

Actual hours of participation are non-countable toward the required 30 hours per week, but are countable in the placement rate. The placement rate is the percentage of cash assistance families which include an adult in a given month that participate in some type of activity for at least one hour in that same month.

Post Secondary Education

Post Secondary Education deemed necessary or appropriate by the Contractor to support the client in becoming self-sufficient.

Only actual hours spent in Post Secondary Education may be counted.

Actual hours of participation are non-countable toward the required 30 hours per week, but are countable in the placement rate. The placement rate is the percentage of cash assistance families which include an adult in a given month that participate in some type of activity for at least one hour in that same month.

3 *Excused Absences and Holiday Absences*

Excused Absences

The “excused absence” policy described below will apply to the following eight unpaid TANF work activities:

1. Work Experience
2. Job Search and Job Readiness Assistance
3. Community Service Programs
4. Vocational Educational Training
5. Job Skills Directly Related to Employment
6. Education Directly Related to Employment
7. Satisfactory Attendance at Secondary School/General Equivalency Diploma
8. Provision of Child Care Services to an Individual Participating in a Community Service Program

For these eight activities, excused absences will be counted for Participation Rate purposes up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period. These “excused absence” days will only be counted if the individual was scheduled to participate in the particular activity on those days, and only the regularly scheduled amount of daily participation hours in that activity will be counted. Excused absences are tracked manually for a 12-month period beginning with the month of certification and are documented in the individual’s case file.

Holiday Absences

In addition to the 80 hours of excused absences, holidays [New Year’s Day (1 day), Martin Luther King Jr. Day (1 day), Mardi Gras Day (1 day), Good Friday (1 day), Memorial Day (1 day), Independence Day (1 day), Labor Day (1 day), Veteran’s Day (1 day), Thanksgiving Day (1 day), Christmas (1 day)] recognized by the employer, the work site sponsor, or the training or educational institution will also be counted for Participation Rate purposes. Again, holidays will only be counted if the individual was scheduled to participate in the particular activity on those days, and only the regularly scheduled amount of daily participation hours in that activity will be counted. For example, if a participant attends a Vocational Educational Training class for four hours per day and the Vocational Educational institution is closed for Labor Day, four hours of participation will be counted for that participant for that day.

4 *Verification and Documentation of Actual Hours*

Participation hours in all activities should be verified, documented, and considered and/or counted in accordance with the criteria described for each specific work activity in policy [P-420-STEP](#).

5 *Methods of Supervision of Work Activities*

Supervision of participation in all activities should be performed and documented in accordance with the criteria described for each specific work activity in policy [P-420-STEP](#).

ATTACHMENT X: CONTRACTOR WORK PARTICIPATION RATE

The Work Participation Rate (WRP) is the number of STEP participants fully engaged in work activities, expressed as a percentage of the total number of clients referred to a contractor. To be considered fully engaged, a client must be countable as engaged by all applicable federal regulations and the rules outlined in this document. These include:

- An average of at least 30 hours per week over the course of the month in work and training activities described in this document, and
- A minimum of 20 hours per week in activities designed by federal regulations as core activities, and
- Daily hours and attendance tracked in the state eligibility and case management system, entered at least weekly, and
- Where applicable, making satisfactory progress.

To calculate the Work Participation Rate, the department will, each month, determine how many individuals were referred to the contractor that month, and how many individuals remain as open cases in the contractor's caseload from prior months. The resulting sum is the denominator of the Work Participation Rate. The numerator is the number of individuals who meet the criteria for full engagement as outlined above and elsewhere in this document.

All clients referred to the contractor will be considered in the Work Participation Rate¹, and will be used to assess whether a contractor has achieved the required 50% Work Participation Rate. A client will be removed from the Work Participation Rate when a client requests a referral to the state Medical Evaluation Unit for determination of disability or incapacity. Clients will also be removed upon case closure or client transfer out of the contractor's region.

Contractors should be aware that all absences from activities that are tracked daily must be noted, and may negatively affect the ability of an individual to be counted positively in the Work Participation Rate. Each individual is limited to ten days, calculated as 60 total hours, of absence per year. Further, there can be no more than two days, or 12 hours, of absence in any one month. Absences due to activity site holidays are counted as activity, not absence, hours. Within those limits, hours of absence are not subtracted from hours a client is considered engaged in an activity. Hours of absence beyond these, however, must be deducted from actual work and may cause a client to fall below the average minimum weekly hours needed to be considered fully engaged.

The Contractor must ensure that single participants providing care for a child under age six are engaged a minimum of 20 hours per week in core activities. Additional core or non-core hours, if deemed feasible and necessary, to expedite the participant's progress are allowable, but will not increase the Contractor's Work Participation Rate.

¹ Not all TANF clients will be referred to the contractor. Clients who are determined in the screening process to be exempt from work requirements will not be the responsibility of the contractor. Exempted clients include:

- Caretakers age 65 or older
- Adults determined by the Department to be either incapacitated or disabled
- Parents caring full time for an incapacitated family member
- Teen parents enrolled in a traditional high school
- Single mothers with an infant under age one
- Caretakers who are not included in the TANF assistance group because they are relative caregivers, receiving SSI payments, or unable to work due to citizenship status

ATTACHMENT XI: FLSA EXAMPLE CALCULATION

FLSA WORK HOUR CALCULATIONS

Minimum Wage = \$7.25/hr

When a client's combined TANF grant and SNAP (formerly known as Food Stamps) allotment, divided by minimum wage, equals less than 20 hours per week, special TANF reporting rules must be applied if the client is participating in either Work Experience or Community Service. This is due to restrictions in the Fair Labor Standards Act that protect individuals from working for less than minimum wage. In the example below, the participant of the 2-person household is allowed to work only 17.7 hours per week in a Work Experience or Community Service activity. The remaining 2.3 hours are "deemed" (counted toward weekly participation hours) in order for the client to reach the required 20 hours of core activities.

Family Size	Maximum TANF Grant	Maximum SNAP Allotment	Hours a Client is Allowed to Work Under FLSA Per Month (TANF + SNAP / Minimum Wage)	Hours a Client is Allowed to Work Under FLSA Per Week	Non-work Hours Counted Toward Participation Hours Per Week
1	122	200	44.4	10.3	9.7
2	188	367	76.6	17.7	2.3
3	240	526	105.7	24.4	0.0
4	284	668	131.3	30.3	0.0
5	327	793	154.5	35.7	0.0
6	366	952	181.8	42.0	0.0
7	402	1052	200.6	46.3	0.0
8	441	1202	226.6	52.3	0.0
9	477	1352	252.3	58.3	0.0
10	512	1502	277.8	64.2	0.0

Note: The chart is based on current maximum TANF grant and SNAP allotment for each household size. The Maximum SNAP Allotment amounts will be revised effective November 1, 2013.

NOTE: In the event the SNAP assistance group includes individuals who are not included in the TANF case, their portion of the SNAP allotment must be removed when making these calculations. For example, if the SNAP allotment is \$668 for four people, two of whom are not in the TANF case, only \$367 in SNAP is added to the TANF grant before the total is divided by \$7.25.

ATTACHMENT XII: MONTHLY PARTICIPATION OF ALL FAMILIES

BY REGION AND PARISH

Region/Parish	Number of Work Eligible Individuals		
	April 2013	May 2013	June 2013
Region 1-Orleans			
26-Jefferson Westbank	61	57	50
36-Orleans Midtown	220	206	204
38-Plaquemines	1	0	1
44-St. Bernard	14	11	10
65-Jefferson Eastbank	20	19	13
66-Orleans Algiers	30	26	25
Orleans Region Totals	346	319	303
Region 2-Baton Rouge			
17-East Baton Rouge North	274	238	211
19-East Feliciana	11	12	12
24-Iberville	17	14	10
39-Pointe Coupee	7	6	6
61-West Baton Rouge	3	3	4
63-West Feliciana	2	2	2
97-East Baton Rouge South	0	0	0
Baton Rouge Region Totals	314	275	245
Region 3-Covington			
32-Livingston	6	5	2
46-St. Helena	1	2	2
52-St. Tammany	13	11	7
53-Tangipahoa	35	37	38
59-Washington	13	13	15
Covington Region Totals	70	68	64
Region 4-Thibodaux			
03-Ascension	10	10	9
04-Assumption	0	0	1
29-Lafourche	4	5	6
45-St. Charles	8	9	8
47-St. James	2	1	2
48-St. John	18	17	15
55-Terrebonne	11	12	10
Thibodaux Region Totals	53	54	51
Region 5-Lafayette			
01-Acadia	16	15	11
20-Evangeline	11	10	10
23- Iberia	21	16	18
28-Lafayette	44	43	39
49-St. Landry	37	34	32
50-St. Martin	16	14	12
51-St. Mary	12	13	8
57-Vermilion	6	6	5
Lafayette Region Totals	163	151	135

Region/Parish	Number of Work Eligible Individuals		
	April 2013	May 2013	June 2013
Region 6-Lake Charles			
02-Allen	2	1	0
06-Beauregard	2	3	4
10-Calcasieu	41	36	29
12-Cameron	1	1	1
27-Jefferson Davis	5	4	4
Lake Charles Region Totals	51	45	38
Region 7-Alexandria			
05-Avoyelles	9	8	7
13-Catahoula	2	2	3
15-Concordia	9	12	14
22-Grant	0	0	1
30-LaSalle	1	1	1
40-Rapides	24	25	20
58-Vernon	2	3	3
64-Winn	6	5	4
Alexandria Region Totals	53	56	53
Region 8-Shreveport			
08-Bossier	25	18	17
09-Caddo	68	93	90
14-Claiborne	8	8	5
16-DeSoto	5	5	2
35-Natchitoches	29	29	21
41-Red River	5	3	5
43-Sabine	17	14	11
60-Webster	12	6	3
93-Sabine-Zwolle	5	5	5
Shreveport Region Totals	174	181	159
Region 9-Monroe			
07-Bienville	12	10	8
11-Caldwell	6	9	10
18-East Carroll	20	20	18
21-Franklin	19	23	22
25-Jackson	10	9	9
31-Lincoln	47	43	44
33-Madison	16	15	14
34-Morehouse	64	71	67
37-Ouachita	228	215	221
42-Richland	28	29	27
54-Tensas	7	7	6
56-Union	16	15	15
62-West Carroll	7	8	9
Monroe Region Totals	480	474	470
STATE TOTALS	1,704	1,623	1,518

The chart above is an example of the numbers of STEP participants by parish and region to be fully engaged each month in countable work activities. Additional statistics can be found at <http://www.dcfslouisiana.gov/index.cfm?md=pagebuilder&tmp=home&nid=213&pnid=158&pid=361>.

ATTACHMENT XIII: DCFS POLICY REFERENCES

1 *DCFS Policy Management System*

DCFS policies can be accessed at <http://www.dcfslouisiana.gov/>, by choosing from the left side menu '*Inside DCFS*', which will expand to display '*Policy Management*' as a choice. After opening Policy Management, the user should choose the '*OFS*' tab and Chapter '*4. Family Assistance Manual*' to access policies related to cash assistance and the STEP Program, or Chapter '*7. Administrative Procedures Manual*' for policies related to confidentiality and case file management.

2 *STEP Program Policy*

Below is an outline of current policies and procedures specific to the STEP Program. Click the blue hyperlinks to access individual sections.

P-100-STEP Introduction

P-110-STEP Introduction

P-120-STEP Purpose and Objectives

P-200-STEP Administration

P-210-STEP Administration

P-211-STEP-PO	ORGANIZATION OF STEP PROGRAM
P-212-STEP-PO	INTAKE WORKFLOW
P-213-STEP-PO	PARISH STAFF DUTIES
P-213-1-STEP-PO	STEP Intake
P-213-2-STEP-PO	STEP Case Maintenance
P-213-3-STEP-PO	Case Management
P-211-STEP-PR	ORGANIZATION OF STEP PROGRAM
P-212-STEP-PR	INTAKE WORKFLOW
P-213-STEP-PR	PARISH STAFF DUTIES
P-213-1-STEP-PR	STEP Intake
P-213-2-STEP-PR	Case Maintenance
P-213-3-STEP-PR	Case Management

P-220-STEP Tax Credits

P-221-STEP	EMPLOYER TAX CREDITS
P-221-1-STEP	Work Opportunity Tax Credit
P-221-2-STEP	Enterprise Zone Program
P-221-3-STEP	Renewal Community Employment Credit
P-221-4-STEP	Commuter Choice Program
P-222-STEP	EMPLOYEE TAX CREDITS
P-222-1-STEP	Earned Income Tax Credit
P-222-2-STEP	Child and Dependent Care Credit

P-230-STEP Community Resource Development

P-300-STEP Case Management Process

P-310-STEP Case Flow

P-320-STEP Reserved

P-330-STEP Assessments

P-331-STEP-PO FAMILY ASSESSMENT

P-331-STEP-PR FAMILY ASSESSMENT

P-340-STEP Family Transition Assessment (FTA)**P-350-STEP Reserved**

P-351-STEP RESERVED

P-360-STEP Reserved**P-370-STEP Reserved****P-380-STEP Reserved****P-390-STEP Family Success Agreement**

P-391-STEP-PO TEMPORARY EXCEPTIONS, TIME-LIMIT EXTENSIONS, AND THE FSA

P-392-STEP-PO FAMILY SUCCESS AGREEMENT ADDENDUM (FSAA) (STEP 6A)

P-391-STEP-PR TEMPORARY EXCEPTIONS, TIME-LIMIT EXTENSIONS, AND THE FSA

P-392-STEP-PR FAMILY SUCCESS AGREEMENT ADDENDUM (FSAA) (STEP 6A)

P-400-STEP Participation**P-410-STEP Participation Requirements**

P-411-STEP WORK-ELIGIBLES

P-412-STEP TEMPORARY EXCEPTIONS

P-413-STEP UNIVERSAL ENGAGEMENT

P-420-STEP Work Activities

P-421-STEP-PO Employment

P-421-1-STEP-PO Unsubsidized Employment

P-421-2-STEP-PO Subsidized Public Sector Employment

P-421-3-STEP-PO Subsidized Private Sector Employment

P-422-STEP-PO Education

P-422-1-STEP-PO Vocational Education

P-422-2-STEP-PO Satisfactory Attendance at a Secondary School or in a Course of Study Leading to a Certificate of General Equivalency Diploma (GED)

P-422-3-STEP-PO Education Directly Related to Employment

P-422-4-STEP-PO Job Skills Training Directly Related to Employment

P-423-STEP-PO Job Search and Job Readiness

P-424-STEP-PO On-the-Job Training (OJT)

P-425-STEP-PO Work Experience Program (WEP)

P-425-1-STEP-PO Safety Training for WEP Participants

P-425-2-STEP-PO Drug Testing

P-425-3-STEP-PO Liability and Workers' Compensation Coverage

P-426-STEP-PO Community Service Programs

P-427-STEP-PO Provision of Child Care Services to an individual who is participating in a Community Service Program

P-428-STEP-PO Parenting Skills

P-429-STEP-PO Other Activities

P-421-1-STEP-PR Unsubsidized Employment

P-421-2-STEP-PR Subsidized Public Sector Employment

P-421-3-STEP-PR	Subsidized Private Sector Employment
P-422-1-STEP-PR	Vocational Education
P-422-2-STEP-PR	Satisfactory Attendance at a Secondary School or in a Course of Study Leading to a Certificate of General Equivalency Diploma (GED)
P-422-3-STEP-PR	Education Directly Related to Employment
P-422-4-STEP-PR	Job Skills Training Directly Related to Employment
P-423-STEP-PR	Job Search and Job Readiness
P-424-STEP-PR	On-the-Job Training (OJT)
P-425-STEP-PR	Work Experience Program (WEP)
P-425-1-STEP-PR	Safety Training for WEP Participants
P-425-2-STEP-PR	Drug Testing
P-425-3-STEP-PR	Liability and Workers' Compensation Coverage
P-426-STEP-PR	Community Service Programs
P-427-STEP-PR	Provision of Child Care Services to an individual who is participating in a Community Service Program
P-428-STEP-PR	Parenting Skills
P-429-STEP-PR	Other Activities

P-430-STEP Reporting Hours and Documentation

P-431-STEP-PO	CONTRACTED ACTIVITIES
P-431-1-STEP-PO	Information Security
P-432-STEP-PO	NON-CONTRACTED ACTIVITIES
P-433-STEP-PO	DOCUMENTATION FOR EMPLOYMENT ACTIVITIES
P-434-STEP-PO	DOCUMENTATION FOR NON-EMPLOYMENT ACTIVITIES
P-431-STEP-PR	CONTRACTED ACTIVITIES
P-431-1-STEP-PR	Information Security
P-432-STEP-PR	NON-CONTRACTED ACTIVITIES
P-433-STEP-PR	DOCUMENTATION FOR EMPLOYMENT ACTIVITIES
P-434-STEP-PR	DOCUMENTATION FOR NON-EMPLOYMENT ACTIVITIES

P-440-STEP Federal Participation Rates and Requirements

EXEMPTIONS
ALL FAMILIES RATE AND REQUIREMENTS

P-500-STEP Sanctions-Good Cause

P-510-STEP Sanctions

P-520-STEP Failure to Comply

P-530-STEP Good Cause

P-540-STEP Sanction Periods

P-550-STEP Applying the Sanction

P-551-STEP	APPLYING THE SANCTION FOR MULTIPLE NON-COMPLIANCES
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P-570-STEP Curing the Sanction

P-600-STEP Closures-Fair Hearings

P-610-STEP Case Closures

P-620-STEP Fair Hearings

P-700-STEP Supportive Services

P-710-STEP Supportive Services

P-720-STEP Transportation

P-730-STEP Other Supportive Services

P-750-STEP Supportive Services During Application Process

P-760-STEP Direct Deposit and Stored Value Cards

P-761-STEP-PO DIRECT DEPOSIT

P-762-STEP-PO STORED VALUE CARD (SVC)

P-763-STEP-PO PARISH OFFICE RESPONSIBILITIES

P-761-STEP-PR DIRECT DEPOSIT

P-761-STEP-PR STORED VALUE CARD (SVC)

P-763-STEP-PR PARISH OFFICE RESPONSIBILITIES

P-770-STEP Recovery

ATTACHMENT XIV: WORK VERIFICATION PLAN

State of Louisiana Work Verification Plan Revised July 30, 2008

This planning document is the amendment to Louisiana's Temporary Assistance for Needy Families (TANF) Work Verification Plan required by the ** Final Rule that the United States Department of Health and Human Services published on February 5, 2008. Under this rule and in accordance with the Work Verification Plan Guide provided by the Administration for Children and Families (ACF), the State of Louisiana submits the following amended TANF Work Verification Plan for approval:

I. Countable Work Activities

A. Unsubsidized Employment

- 1. Describe the services or programs the State includes under the activity. (Services and programs must conform to the Federal definition of the activity.)**

Unsubsidized employment is defined as full- or part-time employment in the public or private sector that is not subsidized by TANF or any other public program. Unsubsidized employment includes work for actual (paid) wages or work in which services are exchanged for payment (in-kind income). Unsubsidized employment includes self-employment.

Self-employment is defined as income received from one's own business, trade or profession if no Federal or State withholding tax or Social Security tax is deducted. A self-employed person is not eligible to draw Unemployment Compensation Benefits (UCB) by virtue of his job efforts. Types of self-employment: domestic work, the provision of child care, and independent contractors such as newspaper carriers, Avon sales representatives, etc.

- 2. Describe how the State determines the number of countable hours of participation for the activity. If the State uses different methods for different services or programs within the activity, the State should describe each.**

The following activities verified through employer reports, pay stubs, or other employer-issued documentation count for participation rate purposes:

- Actual hours of employment.
- Hours for which the individual is paid but does not actually work, such as paid leave or paid holidays (holidays cannot exceed 10 per year) and not to exceed the number of hours normally worked.

- 3. Describe how the State verifies the actual hours of participation for the activity. Include the procedures for obtaining and maintaining documentation of hours of participation.**

Documentation of actual hours of Unsubsidized Employment is requested from the participant upon report of the employment and at least every six months thereafter. Types of acceptable documentation: check stubs, employer records, documented wage forms which include the actual hours of participation, the employer's name/signature and telephone number. Documented verbal verification from the employer is acceptable if, and only if, check stubs or written verification cannot be obtained. The STEP Case Manager must document the phone call including who verified the hours of participation and the number of hours. The documentation serves as verification of actual hours worked and is retained in the participant's case file.

4. Describe the methods of daily supervision for each unpaid work activity.

Unsubsidized Employment does not require daily supervision.

5. For self-employment, describe how the State counts and verifies the hours of participation. A State may not count more hours toward the participation rate for a self-employed individual than the individual's self-employment income (gross income less business expenses) divided by the Federal minimum wage. The State may also describe an alternative methodology to count and verify hours a client is engaged in self-employment.

For self-employment activities, countable Unsubsidized Employment participation hours are calculated by dividing the self-employment income (gross income less business expenses) by the federal minimum wage.

Self declaration of hours of self-employment, even for a limited period of time, will not be accepted as verification of hours for participation. The following documentary evidence is used to determine eligibility for TANF cash assistance as verification of self-employment income and determination of participation hours:

- If the business has been in operation for a year or more and income and expenses have been stable: Prior year's income tax return with all schedules used. Accountant/bookkeeper's records of income and expenses for the past twelve months. Personal business records for the last twelve months with corresponding proof of income and expenses.
- If the business has been in operation less than a year: Personal business records for each full month of operation, with corresponding proof of income and expenses. Accountant/bookkeeper's records for each month of operation including income and expenses may be accepted.

6. If the State intends to project forward hours of participation based on current, documented, actual hours, explain how it will make this projection.

Based on valid documentation described above, participation hours in Unsubsidized Employment will be projected for six months or until the end of the TANF certification period, whichever is shorter. The projection must be based on prior, documented actual hours of work. At the end of the projection period or at any time the worker becomes aware of a change in the client's work situation, new valid documentation must be obtained and another six-month or shorter projection may be made.

To determine the amount of participation hours to project forward:

- For ongoing fluctuating hours, the actual hours from the previous four pay periods are used and averaged to a monthly figure.
- For stable hours that do not fluctuate, the actual hours from the previous two pay periods may be used and averaged to a monthly figure.
- For new employment (employed less than two full pay periods), the employer must be contacted to verify the date employment began. If the employee has not been employed for at least two full pay periods, actual hours worked are verified and converted to a monthly figure.

If the wage statements/pay stubs available are not representative of continuing circumstances actual hours will be used and no projection will be made.

B. Subsidized Private Sector Employment

- 1. Describe the services or programs the State includes under the activity. (Services and programs must conform to the Federal definition of the activity.)**

Subsidized Private Sector Employment is defined as employment in the private sector for which the employer receives a subsidy from TANF or other public funds to offset some or all of the wages and costs of employing an individual. An example of this type of employment is a third-party contractor, like a temporary staffing agency, who serves as the employer of record and is paid a fee to cover salary, expenses, and success in placing employees. Participation in Subsidized Private Sector Employment should be reviewed every six months to determine if this placement remains appropriate, and it should not exceed twelve months unless the participant is disabled. It is not a requirement for employers to retain the participant as a regular employee at the end of the subsidized employment period. However, the positions should lead to ongoing, stable employment.

- 2. Describe how the State determines the number of countable hours of participation for the activity. If the State uses different methods for different services or programs within the activity, the State should describe each.**

The following activities verified through employer reports, pay stubs, or other employer-issued documentation count for participation rate purposes:

- Actual hours of employment.
- Hours for which the individual is paid but does not actually work, such as paid leave or paid holidays (holidays cannot exceed 10 per year) and not to exceed the number of hours normally worked.

- 3. Describe how the State verifies the actual hours of participation for the activity. Include the procedures for obtaining and maintaining documentation of hours of participation.**

Documentation of actual hours of Subsidized Private Sector Employment is requested from the participant upon report of the employment and at least every six months thereafter.

Types of acceptable documentation: check stubs, employer records, documented wage forms which include the actual hours of participation, the employer's name/signature and telephone number. Documented verbal verification from the employer is acceptable if, and only if, check stubs or written verification cannot be obtained. The STEP Case Manager must document the phone call including who verified the hours of participation and the number of hours. The documentation serves as verification of actual hours worked and is retained in the participant's case file.

4. Describe the methods of daily supervision for each unpaid work activity.

Subsidized Private Sector Employment does not require daily supervision.

5. If the State intends to project forward hours of participation based on current, documented, actual hours, explain how it will make this projection.

Based on valid documentation described above, participation hours in Subsidized Private Sector Employment will be projected for six months or until the end of the TANF certification period, whichever is shorter. The projection must be based on prior, documented actual hours of work. At the end of the projection period or at any time the worker becomes aware of a change in the client's work situation, new valid documentation must be obtained and another six-month or shorter projection may be made.

To determine the amount of participation hours to project forward:

- For ongoing fluctuating hours, the actual hours from the previous four pay periods are used and averaged to a monthly figure.
- For stable hours that do not fluctuate, the actual hours from the previous two pay periods may be used and averaged to a monthly figure.
- For new employment (employed less than two full pay periods), the employer must provide written verification of the date employment began. If the employee has not been employed for at least two full pay periods, actual hours worked are verified and converted to a monthly figure.

If the wage statements/pay stubs available are not representative of continuing circumstances, actual hours will be used and no projection will be made.

C. Subsidized Public Sector Employment

1. Describe the services or programs the State includes under the activity. (Services and programs must conform to the Federal definition of the activity.)

Subsidized Public Sector Employment is defined as employment in the public sector for which the employer receives a subsidy from TANF or other public funds to offset some or all of the wages and costs of employing an individual. Examples of this type of employment: VISTA, AmeriCorp, Green Thumb, Workforce Investment Act (WIA), and Work Study programs. Participation in Subsidized Public Sector Employment should be reviewed every six months to determine if this placement remains appropriate, and it should not exceed twelve months unless the participant is disabled. It is not a requirement

for employers to retain the participant as a regular employee at the end of the subsidized employment period. However, the positions should lead to ongoing, stable employment.

2. **Describe how the State determines the number of countable hours of participation for the activity. If the State uses different methods for different services or programs within the activity, the State should describe each.**

The following activities verified through employer reports, pay stubs, or other employer-issued documentation count for participation rate purposes:

- Actual hours of employment.
- Hours for which the individual is paid but does not actually work, such as paid leave or paid holidays (holidays cannot exceed 10 per year) and not to exceed the number of hours normally worked.

3. **Describe how the State verifies the actual hours of participation for the activity. Include the procedures for obtaining and maintaining documentation of hours of participation.**

Documentation of actual hours of Subsidized Public Sector Employment is requested from the participant upon report of the employment and at least every six months thereafter. Types of acceptable documentation: check stubs, employer records, documented wage forms which include the actual hours of participation, the employer's name/signature and telephone number. Documented verbal verification from the employer is acceptable if, and only if, check stubs or written verification cannot be obtained. The STEP Case Manager must document the phone call including who verified the hours of participation and the number of hours. The documentation serves as verification of actual hours worked and is retained in the participant's case file.

4. **Describe the methods of daily supervision for each unpaid work activity.**

Subsidized Public Sector Employment does not require daily supervision.

5. **If the State intends to project forward hours of participation based on current, documented, actual hours, explain how it will make this projection.**

Based on valid documentation described above, participation hours in Subsidized Public Sector Employment will be projected for six months or until the end of the TANF certification period, whichever is shorter. The projection must be based on prior, documented actual hours of work. At the end of the projection period or at any time the worker becomes aware of a change in the client's work situation, new valid documentation must be obtained and another six-month or shorter projection may be made.

To determine the amount of participation hours to project forward:

- For ongoing fluctuating hours, the actual hours from the previous four pay periods are used and averaged to a monthly figure.
- For stable hours that do not fluctuate, the actual hours from the previous two pay periods may be used and averaged to a monthly figure.

- For new employment (employed less than two full pay periods), the employer must the employer must provide written verification of the date employment began. If the employee has not been employed for at least two full pay periods, actual hours worked are verified and converted to a monthly figure.

If the wage statements/pay stubs available are not representative of continuing circumstances, actual hours will be used and no projection will be made.

D. Work Experience (including work associated with the refurbishing of publicly assisted housing) if sufficient private sector employment is not available

1. Describe the services or programs the State includes under the activity. (Services and programs must conform to the Federal definition of the activity.)

Work Experience Program (WEP) is defined as a work activity performed in return for welfare benefits that provide an individual with an opportunity to acquire the general skills, ** knowledge, and work habits necessary to obtain employment. Participation in this activity should occur at a clearly defined, well-supervised work site. The purpose of WEP is to improve the employability of those individuals who cannot find unsubsidized full-time employment. WEP placements may include any bona fide business; and can be either a private or public/governmental entity, or a for-profit or not-for-profit concern. WEP placement can include a placement into a special program in which a single provider coordinates work and treatment in a halfway house environment. As part of the treatment program, the individual also fulfills assigned supervised, documented work responsibilities for the benefit of all the residents, such as preparing meals, housecleaning, or scheduling group activities. The hours for which the individual spends in the work portion of the program can be counted as WEP.

All WEP providers are required to sign a written agreement with the TANF agency. The agreement advises the WEP provider of the responsibility of maintaining records and preparation of reports regarding the progress of each WEP participant. A written evaluation of the participant's progress is completed at quarterly intervals and submitted to the TANF agency.

The STEP case manager refers the participant to the WEP provider using an Information/Referral/Report form. The WEP provider completes the appropriate portion of the form and reports the participant's begin date and the number of days and hours the participant will be working.

Monitoring of WEP placements is necessary to assure that the placement is in compliance with policy and to assure the safety and well-being of the individual participants. WEP participants are guaranteed the same federal and state safety standards and the same federal, state and local rights pertaining to discrimination based on race, sex, national origin, religion, age or handicapping conditions as all employees at the placement site. However, the participant is not considered to be a true employee, and is not entitled to any salary or employment related benefits provided to the employees of the placement site. The TANF agency provides Liability and Workmen's Compensation (including medical coverage and excluding wage replacement) coverage to WEP participants.

After six months of an individual's participation in a WEP assignment, the STEP Case Manager must reassess and determine whether extending the participation in that position would lead directly to either employment or acquiring additional skills needed for employment. If it is determined that the placement is no longer appropriate, the participant should be moved to an alternate placement or work activity.

The following are excluded WEP sites:

- Private home, unless a bona fide business is operated from the home.
- Work sites, which over a period of time do not lead to gainful employment. Each employer should be reviewed annually with respect to outcomes relative to this goal. Failure to achieve positive outcomes should be evaluated when considering continuing placements with the employer.
- Work sites which require WEP participants to operate heavy equipment.
- Placement which would result in benefit to an OFS employee or his immediate family.

2. Describe how the State determines the number of countable hours of participation for the activity. If the State uses different methods for different services or programs within the activity, the State should describe each.

The following activities verified by the WEP provider count for participation rate purposes:

- Actual hours of participation at a WEP site.
- Actual hours of attendance at a WEP safety training.
- Actual time spent being drug tested, if required.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity for those days.
- Holidays listed in this document that are recognized by the WEP provider not to exceed 10 days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity on those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.

Louisiana has received approval from USDA – Food and Nutrition Services (FNS) to administer a Mini-Simplified Food Stamp Program. As a result, the Food Stamp allotment may be added to the TANF cash grant in the determination of the number of allowable participation hours. Participation hours in WEP cannot exceed the number of monthly hours derived by adding the monthly TANF cash grant and the monthly Food Stamp allotment for the TANF family then dividing this total amount by the state or federal minimum wage (whichever is higher). For those participants that participate for exactly that number of hours in WEP, they are deemed to have participated for 20 hours per week. This is true even if the calculated amount is less than 20 hours per week.

If the WEP participant does not receive Food Stamp benefits, WEP participation hours cannot exceed the number of monthly hours derived by dividing the monthly TANF cash grant by the state or federal minimum wage (whichever is higher).

3. **Describe how the State verifies the actual hours of participation for the activity. Include the procedures for obtaining and maintaining documentation of hours of participation.**

Documentation of actual hours of WEP participation is obtained no less frequently than monthly. This documentation requirement must be clearly indicated on each participant's Family Success Agreement and should be discussed with the participant throughout the TANF certification period. The TANF agency and the WEP provider have a written agreement which stipulates the provider's responsibility regarding documentation of participation hours. When possible, the WEP provider will provide this documentation for the participant no less frequently than monthly, but providing this documentation is the responsibility of the participant. A documentation form (STEP 34A – Attendance Record) which contains the participant's name and identifying information along with required signatures of the participant and work site sponsor, or supervisor is used to document and report participation hours in this activity. The documentation serves as verification of participation actual hours and is retained in the participant's case file.

4. **Describe the methods of daily supervision for each unpaid work activity.**

Participation in WEP must be supervised by an employer, work site sponsor, or the STEP Case Manager on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate. This requirement will be included in the written WEP agreements with each WEP provider. Any absences must be reported to the TANF agency immediately.

E. On-the-Job Training (OJT)

1. **Describe the services or programs the State includes under the activity. (Services and programs must conform to the Federal definition of the activity.)**

On-the-Job Training (OJT) is defined as training in the public or private sector that is given to a paid employee while he or she is engaged in productive work and that provides knowledge and skills essential to the full and adequate performance of the job. Training may be provided off-site or at a work-site. A contract is negotiated with the OJT employer to reimburse the employer for providing training and additional supervision to the participant. It is not a requirement for employers to retain the individual as a regular employee at the end of the OJT period. However, the position(s) should lead to ongoing, stable employment or prepare individuals for such employment. To assure that OJT results in an increase in the participant's skills and competencies, and that progress can be monitored by our agency, qualitative measures for making satisfactory progress must be developed with the OJT provider. Monthly reports of progress must be submitted by OJT providers.

2. **Describe how the State determines the number of countable hours of participation for the activity. If the State uses different methods for different services or programs within the activity, the State should describe each.**

The following activities verified through employer reports, pay stubs or other employer-issued documentation count for participation rate purposes:

- Actual hours of employment at an OJT site.
- Hours for which the individual is paid but does not actually work, such as paid sick leave or paid holidays (holidays cannot exceed 10 days per year) and not to exceed the number of hours normally worked.

3. Describe how the State verifies the actual hours of participation for the activity. Include the procedures for obtaining and maintaining documentation of hours of participation.

Documentation of actual hours of OJT is requested from the participant upon report of starting OJT and at least every six months thereafter. Acceptable documentation: check stubs, OJT records, documented forms which include the actual hours of participation, the employer's name/signature and telephone number. Documented verbal verification from the OJT provider is acceptable if, and only if, check stubs or written verification cannot be obtained. The STEP Case Manager must document the phone call including who verified the hours of participation and the number of hours. When possible, the OJT provider will provide documentation for the participant no less frequently than monthly, but providing this documentation is the responsibility of the participant. A documentation form (STEP 34A – Attendance Record) which contains the participant's name and identifying information along with required signatures of the participant and OJT employer or supervisor is used to document and report participation hours in this activity. The documentation serves as verification of actual participation hours and is retained in the participant's case file.

4. Describe the methods of daily supervision for each unpaid work activity.

Participation in OJT must be supervised by the OJT employer, work site sponsor, or STEP Case Manager on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate. This supervision will be conducted by the OJT employer. This requirement will be included in the written contract with each OJT employer.

5. Describe the nature of training provided by employers that distinguishes this from subsidized employment.

OJT may be distinguished from subsidized employment by the inclusion of a training plan. The training plan can be a formal and/or written program of the structured job training plan which will be provided by the employer to the participant as well as the agency, so that a copy can be retained in each participant's case file. This document should include instruction in work skills, general employment competencies and occupationally specific skills that will enable the participant to work toward self-sufficiency.

6. If the State intends to project forward hours of participation based on current, documented, actual hours, explain how it will make this projection.

Based on OJT reports, pay stubs, or other OJT-issued documentation, participation hours in OJT will be projected for six months or until the end of the TANF certification period, whichever is shorter. The projection must be based on prior, documented actual hours of work. At the end of the projection period or at any time the worker becomes aware of a

change in the client's work situation, new valid documentation must be obtained and another six-month or shorter projection may be made.

To determine the amount of participation hours to project forward:

- For ongoing fluctuating hours, the actual hours from the previous four pay periods are used and averaged to a monthly figure.
- For stable hours that do not fluctuate, the actual hours from the previous two pay periods may be used and averaged to a monthly figure.
- For new employment (employed less than two full pay periods), the employer must verify the date employment began in writing. If the employee has not been employed for at least two full pay periods, actual hours worked are verified and converted to a monthly figure.

If the wage statements/pay stubs available are not representative of continuing circumstances, actual hours will be used and no projection will be made.

F. Job Search and Job Readiness Assistance

- 1. Describe the services or programs the State includes under the activity. (Services and programs must conform to the Federal definition of the activity.)**

Job Search and Job Readiness Assistance are defined as:

- the act of seeking or obtaining employment,
- the preparation to seek or obtain employment, including life skills training, and
- substance abuse treatment, mental health treatment, or rehabilitation activities **. Such treatment or therapy must be determined to be necessary and documented by a qualified medical, substance abuse, or mental health professional.

Job Search and Job Readiness are well-structured and designed to assist the participant in developing positive work attitudes, behavior, and life skills. Job Readiness activities help familiarize participants with general workplace expectations and will teach them to exhibit work behavior and attitudes needed to compete successfully in the labor market.

- 2. Describe how the State determines the number of countable hours of participation for the activity. If the State uses different methods for different services or programs within the activity, the State should describe each.**

The following activities verified by the STEP Case Manager or service provider count for participation rate purposes:

- Actual hours of attendance in Job Search and Job Readiness activities, not to exceed 120 hours (for a work-eligible individual with a 20-hour average weekly work requirement) or 180 hours (for a work-eligible individual with a 30-hour average weekly work requirement) of attendance in six-week limit, of which no more than four weeks can be consecutive. The limits apply to the preceding 12-month period.

- Travel that is required as a part of the Job Search assignment, such as travel by a participant from a Job Search training site to a potential employer's business to apply for a job.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity for those days.
- Holidays listed in this document that are recognized by the service provider not to exceed 10 days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity for those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.

3. Describe how the State verifies the actual hours of participation for the activity. Include the procedures for obtaining and maintaining documentation of hours of participation.

Documentation of actual hours of Job Search and Job Readiness activities is obtained no less frequently than monthly. The Louisiana Department of Labor (LDOL) is under contract to provide these activities for Louisiana's TANF recipients and report actual hours to the local TANF office **. The documentation serves as verification of actual participation hours and is retained in the participant's case file.

During initial assessments and staffing some participants are referred for other services. The Office of Addictive Disorders (OAD), University of New Orleans (UNO), and Louisiana Rehabilitation Services (LRS) are under agreement to provide Louisiana TANF recipients services based on health and disabilities. The service provider maintains attendance records and submits these to the TANF agency. The STEP case manager reviews the reported information and files it in the participant's case file.

4. Describe the methods of daily supervision for each unpaid work activity.

Participation in Job Search and Job Readiness must be supervised by LDOL on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate. This requirement is included in the written contract with LDOL.

Daily supervision of a job search participant is supervised by the LDOL Job Readiness Facilitator, any other LDOL designees, the STEP Case Manager, any other TANF agency designees, and by potential employers.

The service (treatment) provider performs daily supervision on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate ** in substance abuse, rehabilitation services or mental health treatment programs.

The LDOL Job Readiness Facilitator, any other LDOL designees, the STEP Case Manager, the service treatment provider, any other TANF agency designees, or potential employers provide oversight of the participant's participation and progress in their assigned activity. Daily, in-person contact can be by telephone or electronic contact where those methods are suitable.

5. **If the State intends to count substance abuse treatment, mental health treatment and rehabilitation activities, describe the criteria to determine whether recipients are “otherwise employable” and establish the necessity of treatment or therapy. Describe the certification requirements for qualified medical or mental health professionals used in this process.**

Assessments completed by the STEP case manager and screening provided by service (treatment) providers, establishes the necessity of treatment or therapy for recipients **. As previously noted in #3, these providers are: OAD, UNO and LRS.

These providers are qualified medical or mental health professionals. **

6. **Describe how the State ensures that no more than six total weeks (four consecutive weeks) of job search and job readiness assistance are reported over a 12-month period (or a total of 12 weeks in States that meet the definition of a “needy State” for the Contingency Fund).**

It should be noted that Louisiana does not meet the definition of a “needy state”. Participation in Job Search and Job Readiness is only countable for a total of six ** weeks, not to exceed 120 hours (for a work-eligible individual with a 20-hour average weekly work requirement) or 180 hours (for a work-eligible individual with a 30-hour average weekly work requirement) of attendance, of which no more than four weeks can be consecutive. The limits apply to the preceding 12-month period per individual **. A minimum break of one week is required between the four consecutive weeks and the remaining two weeks. ** Louisiana’s automated work activity tracking system prevents the entry of participation hours in this activity beyond the 120/180 hourly limits.

G. Community Service Programs

1. **Describe the services or programs the State includes under the activity. (Services and programs must conform to the Federal definition of the activity.)**

Community Service Programs are defined as structured programs and embedded activities in which work-eligible individuals perform work for the direct benefit of the community under the auspices of public or nonprofit organizations. **This program is designed to improve the employability of individuals not otherwise able to obtain unsubsidized full-time employment. Community Service Programs must be limited to projects that serve a useful community purpose, programs in various fields such as health, social service, environmental protection, education, urban and rural redevelopment, welfare, recreation, public facilities, public safety, and child care.

Examples of programs that fit the definition of community service includes work performed for a school (serving as a teacher’s aide), Head Start program (helping as a parent volunteer), church (preparing meals for the needy), or government/nonprofit agency (providing clerical support), as well as participation in volunteer organizations such as Americorps, Volunteers in Service to America (VISTA), or private volunteer organizations.

2. Describe how the State determines the number of countable hours of participation for the activity. If the State uses different methods for different services or programs within the activity, the State should describe each.

The following activities verified by the Community Service provider count for participation rate purposes:

- Actual hours of participation in Community Service Programs.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in that activity for those days.
- Holidays listed in this document that are recognized by the Community Service provider not to exceed 10 days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity for those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.
- Time limited training associated with community service activity. For example, an individual providing clerical support might attend computer training classes as part of community services if the assigned activity requires it. Short-term training or similar activities may be counted as community service as long as such activities are of limited duration and are a necessary or regular part of the Community Service Program.

3. Describe how the State verifies the actual hours of participation for the activity. Include the procedures for obtaining and maintaining documentation of hours of participation.

Documentation of actual hours of Community Service Program participation is obtained no less frequently than monthly. This documentation requirement must be clearly indicated on each participant's Family Success Agreement and discussed with the participant throughout the TANF certification period. When possible, the Community Service Program provider will provide this documentation for the participant, ** but providing this documentation is the responsibility of the participant. A documentation form (STEP 34A – Attendance Record) which contains the participant's name and identifying information along with required signatures of the participant and work site sponsor or supervisor is used to document and report participation hours in this activity. Other acceptable forms of documentation: Community Service Program provider records and documented verification form from the Community Service Program provider. The documentation serves as verification of actual participation hours and is retained in the participant's case file.

4. Describe the methods of daily supervision for each unpaid work activity.

Participation in a Community Service Program must be supervised by the Community Service Program provider on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate.

5. Describe how the types of community service positions that create an employer/employee relationship and are subject to the FLSA minimum wage requirements will be determined.

Louisiana has received approval from USDA – Food and Nutrition Services (FNS) to administer a Mini-Simplified Food Stamp Program. As a result, the Food Stamp allotment may be added to the TANF cash grant in the determination of the number of allowable participation hours. Participation hours in Community Service Program cannot exceed the number of monthly hours derived by adding the monthly TANF cash grant and the monthly Food Stamp allotment for the TANF family then dividing this total amount by the state or federal minimum wage (whichever is higher). For those participants that participate for exactly that number of hours in a Community Service Program, they are deemed to have participated for 20 hours per week. This is true even if the calculated amount is less than 20 hours per week.

If the Community Service Program participant does not receive Food Stamp benefits, Community Service Program participation hours cannot exceed the number of monthly hours derived by dividing the monthly TANF cash grant by the state or federal minimum wage (whichever is higher).

6. **If the State permits self-initiated community service positions, describe how it determines that the position provides a direct community service and improves the recipient's employability.**

The STEP Case Manager will review and research the self-initiated Community Service position to determine whether it is of a direct benefit to the community and whether it will improve the participant's employability. The review consists of a site visit to determine the participant's responsibilities and whether the performance of work is a direct benefit to the community.

H. Vocational Educational Training (not to exceed 12 months with respect to any individual)

1. **Describe the services or programs the State includes under the activity. (Services and programs must conform to the Federal definition of the activity.)**

Vocational Educational Training is defined as organizational educational programs that are directly related to the preparation of individuals for employment in current or emerging occupations. Vocational Educational training includes organized educational programs that lead to a baccalaureate or advance degree. It should be limited to activities that give individuals the knowledge and skills to perform a specific occupation. Vocational Education training must be provided by education or training organizations, such as: vocational-technical schools, community colleges, postsecondary institutions, proprietary schools, non-profit organizations, secondary schools that offer vocational education as well as participation in a Vocational Rehabilitation program.

Attendance at a college or university can only be considered Vocational Education if the degree/certification program qualifies the participant for a specific job or field of work. These criteria apply to Associate degree programs and Instructional and Industry Skill certification programs. Examples of these Associate degree programs may include Accounting, Business Administration, Criminal Justice Technology, Culinary Management, Early Childhood Management, Interior Design, and Respiratory Care.

Examples of Vocational Certificate programs may include Auto Collision Repair, Barbering, Brick Masonry, Carpentry, Child Care Center Operator, Cosmetology, Dental Assistant, Massage Therapy, Medical Secretary, Nails Specialty, Plumbing, Practical Nursing, Teller Training, and Travel Agency Operations.

Non-credit course work that is designed to accommodate an individual for a specific job-related skill is also allowed under Vocational Education. Examples of these non-credit courses may include Introduction to Windows 98 (3 hours), Introduction to Fiber Optics (20 hours), Catering and Food Preparation (96 hours), and Real Estate License Exam Preparation (20 hours). The amount of time to complete the coursework for a specific skill can vary significantly and can consist of stand-alone courses or sequenced courses in a non-degree-granting program.

An education or training program which includes basic education, adult education, English as a Second Language (ESL), or GED preparation can also be considered Vocational Education as long as it ** is a necessary or ** regular part of Vocational Education training as verified by the institution, and it is focused on preparing the participant for work, and it includes pre-employment vocational training as part of the program.

2. Describe how the State determines the number of countable hours of participation for the activity. If the State uses different methods for different services or programs within the activity, the State should describe each.

The following activities count for participation rate purposes:

- Actual hours of attendance in Vocational Education activities not exceeding twelve-month limit.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity on those days.
- Holidays listed in this document that are recognized by the institution not to exceed 10 days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity on those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.
- Course work in legitimate correspondence or distance learning courses that meet the criteria to be considered Vocational Education.
 - If the institution awards hours of credit for the course, participation hours will equal these credit hours.
 - If the institution does not award hours of credit for the course, participation hours will equal actual time spent in course work, as verified by the institution.
- **Unsupervised homework time up to one hour for each hour of class time plus any additional supervised homework time. Documentation from the educational program indicating the amount of homework time required must be secured in order for homework time to be counted.**

3. Describe how the State verifies the actual hours of participation for the activity. Include the procedures for obtaining and maintaining documentation of hours of participation.

Documentation of actual hours of Vocational Education activities is obtained no less frequently than monthly. The Louisiana Community and Technical College System (LCTCS) is under contract to provide these activities for Louisiana's TANF recipients and report actual hours to the local TANF office **. If LCTCS is unable to provide proper documentation, it is the responsibility of the STEP participant to provide the documentation no less frequently than monthly. This requirement will be indicated on each participant's Family Success Agreement and should be discussed with the participant throughout the TANF certification period. A documentation form (STEP 34A-Attendance Record) which contains the participant's name and identifying information along with required signatures of the participant and education provider or instructor is used to document and report actual participation hours in this activity. Other acceptable forms of documentation include:

LCTCS records and documented verification from LCTCS staff. A tracking mechanism such as a log-in/log-out time function.

The documentation serves as verification of actual participation hours and is retained in the participant's case file.

4. Describe the methods of daily supervision for each unpaid work activity.

Participation in Vocational Education is supervised by LCTCS staff on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate. This requirement is included in our written contract with LCTCS. For other educational institutions that meet the definition of Vocational Education, the faculty, instructors, instructional aides, lab supervisors, study hall supervisors or other appropriate educational staff provide daily supervision. The LCTCS staff or other educational institution provides oversight of the individual's participation and progress in their assigned activity. Daily, in-person contact can be by telephone or electronic contact where those methods are suitable.

5. Describe how the State ensures participation in vocational educational training does not count beyond the statutory limitations limiting participation to 12 months lifetime per individual.

Effective May 1997, only 12 months of attendance in Vocational Education in a lifetime per individual can be counted for federal participation rate purposes. The twelve months are not necessarily consecutive months of training. Attendance for a partial month is considered one month of the total twelve months. Louisiana's automated work activity tracking system prevents the entry of participation hours in this activity beyond the 12-month limit for each participant.

The total number of countable participants in Vocational Education combined with the total number of Deemed Teens (teen participants in education deemed countable), cannot exceed 30% of the number of countable families and cannot exceed 30% of countable two-parent families, calculated separately.

6. **Describe how the State will ensure that basic and remedial education and English as a Second Language (ESL), if such activities are counted, are of limited duration and a necessary or regular part of the vocational educational training.**

The STEP Case Manager will verify whether basic and remedial education and ESL, through assessments and test results, are a necessary or regular part of the vocational training ** as verified by the educational institution.

I. Job Skills Training Directly Related to Employment

1. **Describe the services or programs the State includes under the activity. (Services and programs must conform to the Federal definition of the activity.)**

Job Skills Training Directly Related to Employment is defined as training or education for job skills required by an employer to provide an individual with the ability to obtain employment or to advance or adapt to the changing demands of the workplace. This can include customized training to meet the needs of a specific employer or it can be general training that prepares an individual for employment. This activity can include literacy instruction or language instruction when such instruction is explicitly focused on skills needed for employment or combined in a unified whole with job training. Job Skills Training Directly Related to Employment includes organized educational programs that lead to a baccalaureate or advance degree as long as it is directly related to a specific job or occupation. Adult basic education, ESL, or education leading to a GED may also be considered as a stand-alone educational activity for an individual in this work activity.

2. **Describe how the State determines the number of countable hours of participation for the activity. If the State uses different methods for different services or programs within the activity, the State should describe each.**

The following activities verified by contractors and training providers count for participation rate purposes:

- Actual hours of attendance at the Job Skills Training site.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity on those days.
- Holidays listed in this document that are recognized by the contractors and training providers not to exceed 10 days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity on those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.
- **Unsupervised homework time up to one hour for each hour of class time plus any additional supervised homework time. Documentation from the educational program indicating the amount of homework time required must be secured in order for homework time to be counted.**

3. **Describe how the State verifies the actual hours of participation for the activity. Include the procedures for obtaining and maintaining documentation of hours of participation.**

Documentation of actual hours of Job Skills Training is obtained no less frequently than monthly. This documentation requirement must be clearly indicated on each participant's Family Success Agreement and should be discussed with the participant throughout the TANF certification period. When possible, the Job Skills Training provider will provide this documentation for the participant **, but providing this documentation is the responsibility of the participant. A documentation form (STEP 34A-Attendance Record) which contains the participant's name and identifying information along with required signatures of the participant and education provider or instructor is used to document and report actual participation hours in this activity. Other acceptable forms of documentation: Job Skills Training provider records and documented verification from the Job Skills Training provider. The documentation serves as verification of actual participation hours and is retained in the participant's case file.

4. **Describe the methods of daily supervision for each unpaid work activity.**

Participation in a Job Skills Training program must be supervised by the Job Skills Training provider on an ongoing basis no less frequently than once in each day in which the individual was scheduled to participate. The Job Skills Training provider provides oversight of the individual's participation and progress in their assigned activity. Daily, in-person contact can be by telephone or electronic contact where those methods are suitable.

J. Education Directly Related to Employment, in the Case of a Recipient who has not Received a High School Diploma or a Certificate of High School Equivalency

1. **Describe the services or programs the State includes under the activity. (Services and programs must conform to the Federal definition of the activity.)**

Education Directly Related to Employment is defined as education related to a specific occupation, job, or job offer for work-eligible individuals who do not have a high school diploma or a certificate of general equivalency (GED). Also courses designed to provide the knowledge and skills for specific occupations or work settings, but may also include adult basic education and English as a Second Language (ESL) as well as education leading to a GED when required as a prerequisite for employment by employers or occupations. Adult basic education, ESL, or education leading to a GED may be considered as a stand-alone educational activity for an individual in this work activity.

2. **Describe how the State determines the number of countable hours of participation for the activity. If the State uses different methods for different services or programs within the activity, the State should describe each.**

The following activities verified by the educational institution count for participation rate purposes:

- Actual hours of attendance in Education Directly Related to Employment activities.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity on those days.
- Holidays listed in this document that are recognized by the institution not to exceed 10 days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity on those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.
- Course work in legitimate correspondence or distance learning courses that meet the criteria to be considered Education Directly Related to Employment.
 - If the institution awards hours of credit for the course, participation hours will equal these credit hours.
 - If the institution does not award hours of credit for the course, participation hours will equal actual time spent in course work, as verified by the institution.
- **Unsupervised homework time up to one hour for each hour of class time plus any additional supervised homework time. Documentation from the educational program indicating the amount of homework time required must be secured in order for homework time to be counted.**

3. Describe how the State verifies the actual hours of participation for the activity. Include the procedures for obtaining and maintaining documentation of hours of participation.

Documentation of actual hours of Education Directly Related to Employment is obtained no less frequently than monthly. This documentation requirement must be clearly indicated on each participant's Family Success Agreement and should be discussed with the participant throughout the TANF certification period. When possible, the Education Directly Related to Employment provider will provide this documentation for the participant, ** but providing this documentation is the responsibility of the participant. A documentation form (STEP 34A-Attendance Record) which contains the participant's name and identifying information along with required signatures of the participant and education provider or instructor is used to document and report participation hours in this activity. Other acceptable forms of documentation include:

- Education Directly Related to Employment provider records and documented verification from the Education Directly Related to Employment provider.
- A tracking mechanism such as a log-in/log-out time function.

The documentation serves as verification of actual participation hours and is retained in the participant's case file.

4. Describe the methods of daily supervision for each unpaid work activity.

Participation in Education Directly Related to Employment activity must be supervised by the Education Directly Related to Employment provider on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate. The

Education Directly Related to Employment provider provides oversight of the individual's participation and progress in their assigned activity. Daily, in-person contact can be by telephone or electronic contact where those methods are suitable.

5. Describe the State's criteria for "good and satisfactory progress" and when and how it is documented.

Participant progress in the Education Directly Related to Employment activity must be reviewed on a quarterly basis, or more often, if needed. The participant must make good or satisfactory progress. The process to measure progress should be established by the Education Directly Related to Employment institution. Progress reports are acceptable documentation and should include the following:

- grade point average
- grade placement
- time table for expected completion
- participation in class
- appropriate conduct.

Documentation of satisfactory or unsatisfactory progress is documented on a Participant Contact Summary Form (STEP-8) and filed in the participant's case file. On-site visits are conducted as deemed necessary. Participants who do not make progress without good cause may be subject to sanction.

K. Satisfactory Attendance at a Secondary School or in a Course of Study Leading to a Certificate of General Equivalence (GED), in the Case of a Recipient who has not Completed Secondary School or Received Such a Certificate

1. Describe the services or programs the State includes under the activity. (Services and programs must conform to the Federal definition of the activity.)

Secondary/GED is defined as regular attendance, in accordance with the requirements of the secondary school or course of study, at a secondary school, or in a course of study leading to a certificate of general equivalence, in the case of a work-eligible individual who has not completed secondary school or received such a certificate. Participation in Secondary/GED may not include other related educational activities such as adult basic education or language instruction unless it is linked to attending a secondary school or leading to a GED. Participation in this activity is only appropriate if the individual has not completed secondary school or received a GED.

Work-eligible minor parents who have not yet received a high school diploma or its equivalent must attend secondary school or GED courses designed to obtain a high school diploma or its equivalent. Secondary/GED shall be the primary work activity for these minor parents and shall be indicated as so on the Family Success Agreement or its Addendum.

2. Describe how the State determines the number of countable hours of participation for the activity. If the State uses different methods for different services or programs within the activity, the State should describe each.

The following activities verified by the educational institution count for participation rate purposes:

- Actual hours of attendance at a secondary school or in GED preparation classes.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity on those days.
- Holidays listed in this document that are recognized by the institution not to exceed 10 days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity on those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.
- Course work in legitimate correspondence or distance learning courses which meets the criteria to be considered Secondary/GED education.
 - If the institution awards hours of credit for the course, participation hours will equal these credit hours.
 - If the institution does not award hours of credit for the course, participation hours will equal actual time spent in course work, as verified by the institution.
- **Unsupervised homework time up to one hour for each hour of class time plus any additional supervised homework time. Documentation from the educational program indicating the amount of homework time required must be secured in order homework time to be counted.**

3. Describe how the State verifies the actual hours of participation for the activity. Include the procedures for obtaining and maintaining documentation of hours of participation.

Documentation of actual hours of Secondary/GED activities are recorded daily. The Louisiana Department of Education (LDOE) is under contract to provide these activities for Louisiana's TANF recipients, keep individual student records at their site, and report actual hours to the local TANF office no less frequently than monthly. If LDOE is unable to provide proper documentation, it is the responsibility of the STEP participant to provide the documentation **. This requirement will be indicated on each participant's Family Success Agreement and should be discussed with the participant throughout the TANF certification period. A documentation form (STEP 34A-Attendance Record) which contains the participant's name and identifying information along with required signatures of the participant and education provider or instructor is used to document and report actual participation hours in this activity. Other acceptable forms of documentation include:

- LDOE records and documented verification from LDOE staff.
- A tracking mechanism such as a log-in/log-out time function.

The documentation serves as verification of actual participation hours and is retained in the participant's case file.

4. Describe the methods of daily supervision for each unpaid work activity.

Participation in Secondary/GED activities must be supervised by LDOE staff on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate. This requirement is included in our written contract with LDOE.

The Secondary/GED provider provides oversight of the individual's participation and progress in their assigned activity. Daily, in-person contact can be by telephone or electronic contact where those methods are suitable.

5. Describe the State's criteria for "good and satisfactory progress" and when and how it is documented.

Participant progress in a Secondary/GED educational activity must be reviewed on a quarterly basis, or more often, if needed. The participant must make good or satisfactory progress. The process to measure progress should be established by the educational institution and the local TANF agency. Progress reports are acceptable documentation and should include the following:

- grade point average
- grade placement
- time limits for expected completion
- participation in class
- appropriate conduct

Documentation of satisfactory or unsatisfactory progress is documented on the Participant Contact Summary Form (STEP-8) and is filed in the participant's case file. On-site visits are conducted as deemed necessary. Participants who do not make progress without good cause may be subject to sanction(s).

L. Providing Child Care Services to an Individual who is Participating in a Community Service Program

1. Describe the services or programs the State includes under the activity. (Services and programs must conform to the Federal definition of the activity.)

Provision of Child Care for a Community Service Program individual is defined as providing child care to enable another TANF cash recipient to participate in a Community Service Program. Provision of child care for individuals participating in any other work activities should be considered unsubsidized employment if paid. If the individual is not paid, the activity must be a structured program designed to improve the employability of those who participate in this activity.

Individuals in this activity should be encouraged to attend trainings and secure certifications to become a licensed child care provider which will lead the individual towards self-sufficiency.

2. Describe how the State determines the number of countable hours of participation for the activity. If the State uses different methods for different services or programs within the activity, the State should describe each.

The following activities can be verified using the same attendance records from the Community Service Program, and count for participation rate purposes:

- Actual hours of providing child care for children of individuals participating in Community Service Programs.
- Excused absences up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period as long as the individual was scheduled to participate in this activity for those days.
- Holidays listed in this document that are recognized by the Community Service provider not to exceed 10 days per year and not to exceed the normal hours of participation as long as the individual was scheduled to participate in this activity on those days. Holidays not listed in this document may be counted as an excused absence not to exceed 16 hours per month.

3. Describe how the State verifies the actual hours of participation for the activity. Include the procedures for obtaining and maintaining documentation of hours of participation.

Documentation of actual hours of Provision of Child Care activities is obtained no less frequently than monthly. This documentation requirement must be clearly indicated on each participant's Family Success Agreement and should be discussed with the participant throughout the TANF certification period. The STEP Case Manager will confirm the actual hours of the Community Service Program participant whose child is being cared for, then will secure this documentation monthly. A documentation form (STEP 34A-Attendance Record) which contains the participant's name and identifying information along with required signatures of the Community Service Program provider and other TANF recipient is used to document and report participation hours in this activity. Other acceptable forms of documentation may include the Community Service Program participant's records and documented verification from the Community Service Program participant. The documentation serves as verification of participation hours and is retained in the participant's case file.

4. Describe the methods of daily supervision for each unpaid work activity.

Participation in the Provision of Child Care activity must be supervised on an ongoing basis no less frequently than once in each day in which the participant was scheduled to participate. The STEP Case Manager will be in contact on a daily basis to discuss the participant's activity. The STEP Case Manager will work with the Community Service participant to ensure a structured work setting with daily supervision exists, evidenced by documentation of time sheets and daily activity logs. Daily, in-person contact will be by telephone or electronic contact where those methods are suitable.

II. Hours Engaged in Work

A. Excused Absences

The “excused absence” policy described below will apply to the following eight unpaid TANF work activities:

1. Work Experience
2. Job Search and Job Readiness Assistance
3. Community Service Programs
4. Vocational Educational Training
5. Job Skills Directly Related to Employment
6. Education Directly Related to Employment
7. Satisfactory Attendance at Secondary School/GED
8. Provision of Child Care Services to an Individual Participating in a Community Service Program

For these eight activities, excused absences will be counted for Federal Participation Rate purposes up to 16 hours per month but not to exceed 80 hours in the preceding 12-month period. These “excused absence” days will only be counted if the individual was scheduled to participate in the particular activity on those days, and only the regularly scheduled amount of daily participation hours in that activity will be counted. Excused absences are tracked manually and recorded on the JOBS Automated System by the STEP Case Manager for a 12-month period beginning with the month of certification and can be documented in the individual’s case file.

In addition to the 80 hours of excused absences, holidays [New Year’s Day (1 day), Martin Luther King Jr. Day (1 day), Mardi Gras Day (1 day), Good Friday (1 day), Memorial Day (1 day), Independence Day (1 day), Labor Day (1 day), Veteran’s Day (1 day), Thanksgiving Day (1 day), Christmas (1 day)] recognized by the employer, the work site sponsor, or the training or educational institution will also be counted for Federal Participation Rate purposes. Again, holidays will only be counted if the individual was scheduled to participate in the particular activity on those days, and only the regularly scheduled amount of daily participation hours in that activity will be counted. For example, if a participant attends a Vocational Educational Training class for four hours per day and the Vocational Educational institution is closed for Labor Day, four hours of participation will be counted for that participant for that day.

B. Fair Labor Standards Act (FLSA) Deeming

Louisiana will use the “deeming” provision permitted at § 261.31 and § 261.32 for participation in Work Experience Programs (WEP) and Community Service Programs. Participation in these activities cannot exceed the number of monthly hours derived by adding the monthly TANF cash grant with the monthly Food Stamp allotment (if applicable) for the TANF family and dividing this total amount by the state or federal minimum wage (whichever is higher). If the Food Stamp allotment is added to the TANF cash grant to determine the number of allowable participation hours, and the participant participates for exactly that amount of hours, the participant is deemed to have participated for 20 hours per week for Federal Participation Rate purposes, when the calculated amount of hours is less than 20 hours per week. When making this calculation, only the TANF families pro rata share of the Food Stamp allotment will be used if other individuals are included in the Food Stamp certification.

If the WEP or Community Service Program participant does not receive Food Stamp benefits, the participation hours cannot exceed the number of monthly hours derived by dividing the monthly TANF cash grant by the state or federal minimum wage (whichever is higher).

Louisiana has received approval from USDA – Food and Nutrition Services (FNS) to administer a Mini-Simplified Food Stamp Program effective October 2006. Therefore, Louisiana’s automated work activity tracking system has been updated to allow for entering of the deemed hours when appropriate due to FLSA. The TANF Data Collection report has also been updated to reflect this information.

III. Work-Eligible Individual

A. Describe the State’s procedures for identifying all work-eligible individuals, as defined at § 261.2. This should include the procedures needed to identify a non-recipient parent excluded from the definition of work-eligible individual.

Based on existing policy and initial assessments of TANF applicants/recipients, the STEP case manager determines whether a TANF recipient is a work-eligible individual via ACF guidelines and Federal Participation Rate purposes, explained below. Appropriate “work registration codes” are assigned for each TANF recipient and entered on the eligibility system.

A work-eligible individual for Federal Participation Rate purposes is defined as:

- an adult (or minor child head of household) receiving TANF cash assistance, or
- a non-recipient parent living with a child receiving TANF cash assistance (usually a child-only case), unless the parent is:
 - a minor parent who is not the head of household or the spouse of the head of household,
 - an alien who is ineligible to receive TANF assistance due to his or her immigration status, or
 - a recipient of Supplemental Security Income (SSI) benefits.

Exception: A parent providing care for a disabled family member living in the home ** is not considered a work-eligible individual for Federal Participation Rate purposes. In these instances, medical documentation must be obtained to support the need for the parent to remain in the home to care for the disabled family member.

For the Exception described above, the following definitions apply:

- “Disabled” is defined as the inability to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment. If the individual is receiving SSI and/or RSDI, the individual is incapacitated. The following criteria is used to determine incapacity for other individuals:
 - The incapacity must be of a debilitating nature.
 - The incapacity must be expected to last for at least 30 days.

- A Referral for Medical Information on Incapacity along with the Medical Evaluation/Physician's Report is used to receive medical information regarding the individual from a physician.

The incapacity decision is based primarily upon socioeconomic and competent medical documentation/information. When an individual is granted a temporary exception, the Family Success Agreement and/or its Addendum is completed with the individual. The agreement includes a plan for the individual to return or begin participation in appropriate work activities based on medical documentation of the duration of the incapacity.

- "Family member" is defined as someone living in the TANF parent's home who meets the following relationship (either biological or adoptive) requirements:
 - Child (includes stepchild)
 - Parent (includes stepparent)
 - Grandparent (extends to great-great-grandparent)
 - Sibling (includes half-sibling and step-sibling)
 - Uncle or aunt (extends to great-great uncle or aunt)
 - First cousin (includes first cousin once removed)
 - Nephew or niece (extends to great-great nephew or niece)

B. Describe verification procedures for ensuring the accuracy in reporting of work-eligible individuals on the TANF Data Report and the SSP-MOE Data Report.

Based on existing policy and initial assessments of TANF applicants/recipients, the STEP case manager determines whether a TANF recipient is a work-eligible individual via ACF guidelines and Federal Participation Rate purposes. Appropriate "work registration codes" are assigned for each TANF recipient and entered on the eligibility system. System edits assure accuracy of "work registration codes" by checking other recipient information entered on the system, such as: age, relationship, household affiliation, etc. These work registration codes are then converted to the appropriate Work Eligible and Work Participation Status codes during the TANF Data Collection process.

Effective October 2006, assistance for families that would have been considered Two-Parent Families for Federal Participation Rate purposes will be funded with 100%, non-MOE state funds. Therefore, Louisiana will have no TANF Two-Parent Families participation rate requirements for FFY 2007.

C. Describe the procedures that show how the State ensures that, for each work-eligible individual, it accurately inputs data into the automated data processing system, properly tracks the hours, and accurately reports countable hours to HHS that do not include participation in an activity that does not meet a Federal definition.

Each work site is responsible for providing each work eligible individual an attendance sheet which must be signed daily upon entering and exiting the work site. Those activity hours are reported to the case worker. The case worker enters the actual hours of participation on the JOBS Automated System (JAS).

Louisiana's automated work activity tracking system will capture the hours and dates of participation entered by the STEP case manager. Louisiana's TANF cash eligibility system assures proper eligibility and work registration coding on-line and batch system edits assure participation hours are captured correctly and timely. For example, the system prevents the counting of Vocational Education for more than 12 months and Job Search/Readiness for more than four weeks consecutively and six weeks per federal fiscal year. Scheduled batch jobs assure data is gathered timely and for the correct period.

The TANF Data collection process is a batch job that uses data from several systems. The data used to produce the report is checked by on-line and batch edits before being pulled for the TANF Data Collection report. Report logic also includes further edits and checks to assure accuracy of the data.

IV. Internal Controls

A. Describe the internal controls designed to ensure established work verification procedures are properly being employed.

Internal controls aimed at ensuring a consistent measurement of work participation rates include the following:

- Case Readings

Case readings are designed to assure correct application of policy and to detect error trends or policy areas that may need clarification. After case readings are completed, specific corrective action measures are implemented to address any deficiencies.

Each STEP supervisor in parish offices is required to complete between 6 and 30 case readings (depending on other programs handled by their case workers) per quarter.

Each Assistant Parish Manager in parish offices is required to complete between 3 and 15 case readings per quarter.

Each STEP Regional Program Specialist is required to complete a minimum of 75 case readings per quarter.

Considering the low TANF cash assistance caseload in Louisiana, it is likely that a case reading is completed on all TANF cash assistance cases in a given year.

Case readings consist of a review of the following:

- eligibility factors such as identity, citizenship, age, enumeration, relationship, custody, residency, home, household determination, system coding, immunization, student status, work registration requirements, resources, earned/unearned income, deductions, dependent care, Support Enforcement cooperation, sanctions, pre-certification eligibility requirements, drug testing, parenting skills, time limits, incapacity decision, extension process, certification

period, management review, clearances, ticklers, case documentation, timeliness, forms, and notices.

- pre-certification activity/assessment such as was Family Assessment completed, supportive services arranged, skills/educational assessment, STEP 1 (Application Activity Agreement) completed, pre-certification activity, group staffing and system coding.
- Case Management/Placement such as work eligible determination, completion of STEP 6 (Family Success Agreement), family goals, appropriate activity for goals, activity referral process, activity placement updated on system, hours calculated correctly, and was safety training conducted.
- participation requirement such as unsatisfactory/satisfactory participation progress and documentation, sanction/good cause procedures, sanction follow-up, school attendance verification, and temporary exception from participation documentation.
- supportive services and payment accuracy such as transportation referral and authorization, child care referral, child care activity hours, other supportive service payments, and payment system updated properly.
- transitional plan such as was the Family Transitional Assessment completed and system updated, was the Personal Resource Referral completed, and was Post-FITAP transportation and supportive services authorized.
- over or ineligible payments, proper notices or completion of forms, appropriate communication, case management and documentation, and system coding.

- Quality Control

Our Quality Control Section completes an average of 30 TANF cash assistance case reviews per month. These 30 reviews include 20 active cases and 10 closed or denied cases. Periodic meetings with state level program staff are held to review these cases, to identify potential error trends, and to consider corrective action measures.

The quality control review criteria are determined each state fiscal year based on legislative audit findings and corrective action needs. Therefore, as noted above these reviews consist of identifying potential error trends in various eligibility factors and TANF program services such as:

relationship, living in the home, time limits, immunization, Parenting Skills Training (appropriate referrals & participation), supportive services (transportation, etc.), appropriate eligibility system coding, as well as appropriate denial of TANF program applications.

- State Legislative Audits

State legislative auditors conduct reviews of approximately 60 TANF cash assistance cases each year. Corrective action measures are required to be submitted to the auditors if the findings include errors or deficiencies.

- Specialists' and Supervisors' Meetings and Training

STEP Regional Program Specialists meet with state level program staff each quarter to address new policies, new procedures, systems problems or enhancements, performance issues, corrective action measures, etc. Shortly after these Specialists' meetings are held, Specialists then hold meetings with parish level supervisors to review pertinent issues discussed or covered in the Specialists' meetings. This process allows parish level staff to remain current with policy and system changes.

STEP Regional Program Specialists also conduct training sessions with parish level supervisors on an "as needed" basis. For example, training sessions were held in September 2006 to provide and review the TANF changes that are effective October 2006.

B. Describe the internal controls to control for data errors, including transcription and coding errors, data omissions, computational errors, and compilation errors.

System Edits and Reports

As indicated above, appropriate "work registration codes" are assigned for each TANF recipient and entered on our eligibility system.

FITAP Work Registration / STEP Referral Codes

Work Registration Code	Refers to JAS	Work-Eligible (State's Def'n)	Included in Federal Participation Rate Calculation	Counts for Placement Rate Calculation	Weekly Hours to Count for All Families Rate	Notes
01 First Adult (parent/caretaker)	X	X	X	X	30	Use for adult when codes 02-32 are not appropriate.
02 Second Adult (legal or non-legal spouse of Adult 01)	X	X	X	X	30	Use for second adult in family, but only when there is another adult with code 01.
03 Temporary Incapacity	X		X	X	30	Use for recipient granted Temporary Exception due to be temporary incapacity.
04 Age 60 or older	X		X	X	30	Use for recipient age 60 or older.
05 Pregnant	X	X	X	X	30	Possible good cause.
06 Single Parent/Caretaker caring for child under 6 not in FITAP grant	X	X	X	X	20	Use for single parent/caretaker who is caring for a child under age 6 who is <u>not</u> included in the FITAP grant.
07 Temporary Exception -Victim of Domestic Violence	X	X	X	X	30	Use for recipient granted Temporary Exception due to domestic violence.
08 Teen Parent or Pregnant Teen Head of Household	X	X	X	X	30	Use for a teen parent/caretaker or for a pregnant teen, when this person is head of household and is either <u>not</u> caring for a child under age 6 or <u>not</u> single.

09	Single Parent/Caretaker caring for child under age 6 included in FITAP grant	X	X	X	X	20	Use for single parent/caretaker caring for a child under age 6 who <u>is</u> included in the FITAP grant.
10	Adult in drug rehab	X	X	X	X	30	Possible good cause.
11	Permanent Incapacity	X		X	X	30	Use for recipient determined to be permanently incapacitated.
12	Temporary Exception - Lack of Child Care	X	X	X	X	30	Use for recipient granted Temporary Exception due to lack of child care.
13	Reserved						
20	Single Teen Parent, Head of Household, caring for child under age 1	X	X		X		Use for teen parent, with child under age 1, who does not meet countable federal participation requirements.
21	Minor Parent or Pregnant Minor, not Head of Household	X			X		Use for minor parent/pregnant minor who must complete Parenting Skills Training.
22	Child age 16-18	X			X		Use for dependent child age 16-18 who needs supportive services for school or other activities.
23	Single Parent greater than 19, Child less than 1	X	X		X		Use for single parent age 20 and older, with a child under age 1, who does not meet countable federal participation requirements.
24	Incapacitated Single Parent, Head of Household, Caring for a child under age one	X			X		Use for a single incapacitated parent who is head of household and caring for a child under the age of one.
25	Parent caring for a disabled family member	X			X		Use for a parent providing care for a disabled family member living in the home who does not attend school.
31	Exempt - Child under age 19						Use for dependent children under age 19. Will be attached to the parent/caretaker's JAS referral for possible child care.
32	Exempt - Child included for Dependent Care Costs Only						Use for a dependent child under age 19 who is not included in the FITAP grant but requires dependent care.

System edits assure accuracy of “work registration codes” by checking other recipient information entered on the system, such as: age, relationship, household affiliation, etc. These work registration codes are then converted to the appropriate Work Eligible and Work Participation Status codes during the TANF Data Collection process. The matrix below includes all logic and criteria used in the DSS System's determination of TANF Work Participation status.

TANF Data Collection WPS	Data from DSS Mainframe Systems
01	Work Registration Code = 20, 23, or 24
02	N/A – Louisiana closes sanctions
03	N/A
04	N/A
05	N/A
06	N/A
07	Work Registration Code = 03 or 11
08	Family does not meet criteria for TANF WPS 15, 16, 17, or 19; and Work Registration Code = 25
09	N/A
10	N/A
11	Family does not meet criteria for TANF WPS 15, 16, 17, or 19; AND Work Registration Code = 04, 05, 07, 10 or 12.
12	N/A
13	N/A
14	Family Participation Hours = 0 in TANF Data Collection Items 50 through 64; and Work Registration Code = 01, 02, 06, 08, 09, 10, 11, or 12
15	Family meets requirements for Deemed Teen Countable based on Satisfactory School Attendance.
16	Family meets requirements for Deemed Teen Countable based on Education Directly Related to Employment.
17	Family countable participation weekly hours are at least 20; and Work Registration Code = 06 or 09
18	Family countable participation weekly hours are greater than 0 and less than 30; and Work Registration Code = 01, 02, 06, 08, or 09; and Family does not meet criteria for TANF WPS 15, 16, or 17.
19	Family countable participation weekly hours are equal to or greater than 30; and Work Registration Code = 01, 02, 06, 08, or 09; and Family does not meet criteria for TANF WPS 15, 16, or 17.
99	If TANF Data Collection Item 30 = 2, 3, 4, or 5; OR Work Registration Code is 25 and Parent Indicator = Parent; OR TANF Data Collection Item 49 (Work Eligible Code) is 9.

Numerous management reports are also generated that are used by field staff and state level staff to monitor data and performance. The STEP case manager has an opportunity to preview and validate what will count for participation. Sufficient time is allowed after the preview to make appropriate changes before the official data is captured. These reports also indicate possible data errors. For example, one report flags TANF cases that have the same exact number of participation hours for more than two consecutive months, possibly meaning that the participation hours were not timely updated.

C. Describe the checks used to isolate electronic systems and programming errors and the steps to ensure that all work participation report items are internally consistent.

This information has been previously explained and is the same as noted in letters A & B of this section.

D. Describe any sampling and estimation techniques employed in data validation.

See letters A & B of this section for information on error identification.

Louisiana's Information Technology (IT) staff also runs diagnostic programs used to locate errors prior to transmissions that are similar to the error checking programs run by ACF Central Office. All change orders issued to IT follow a strict Quality Assurance procedure that requires system, unit, and user acceptance testing. This means all procedural or regulatory changes that require re-programming of the production of the TANF Data Collection is tested thoroughly.

V. Verification of Other Data Used in Calculating the Work Participation Rates

A. "Complete and Accurate" Standard for Data Reporting

1. For each of the above data elements, describe the State's data validation procedures to ensure "complete and accurate" data reporting.

Louisiana has successfully submitted required TANF Data Reports since TANF was implemented in FFY 1997. As can be confirmed by the ACF Regional Office, we have had very few error reports or inconsistent data reports during this time period. As indicated above, appropriate "work registration codes" are assigned for each TANF recipient and entered on our eligibility system. System edits assure the accuracy of these codes as other various system codes (age, relationship, inclusion/exclusion, etc.) are considered for each work registration code. These codes are then converted to the appropriate Work Participation Status code during the TANF Data Collection process. The TANF Data Collection file is run against a software program called SAS to eliminate data that is not consistent with the information pulled from the LAMI system.

The following TANF data elements are collected and reported as follows:

- Reporting Month – Louisiana reports the TANF cash benefit month as identified on our eligibility system.
- Stratum – Louisiana reports "99" in all cases since we provide data for our entire TANF caseload.
- Case Number – Louisiana reports the Case Identification Number (CID) with leading zeros as identified on our eligibility system.
- Disposition – Louisiana reports "1" in all cases since we provide data for our entire TANF caseload.
- Type of Family for Work Participation – effective October 2006, Louisiana will report either "1" or "3" since we will fund assistance to two-parent families with 100%, non-MOE state funds. Codes are determined by inclusion code, work registration code, parent indicator, and work-eligible indicator.

- Code “1” is used to report TANF families included in All Families Participation Rate.
- Code “3” is used to report TANF families not included in All Families Participation Rate.
- Amount of Food Stamps Assistance – Louisiana uses the same eligibility system for Food Stamps and TANF cash assistance.
 - Code “1” is used if the TANF payee is included in an active Food Stamp case for the report month.
 - Code “2” is used for all TANF cash cases not meeting the criteria for Code “1”.
- Receives Subsidized Child Care – Louisiana reports Code “1” or Code “3” (Code “2” is never reported because Louisiana only provides subsidized child care that includes federal funds).
 - Code “1” is used if at least one member in the TANF family receives subsidized child care for the report month.
 - Code “3” is used if no member of the TANF family receives subsidized child care for the report month.
- Amounts of TANF (and SSP-MOE) Assistance – Louisiana reports the amounts of assistance and the number of months as determined by the eligibility system. Louisiana does not provide SSP-MOE assistance.
- Family Affiliation Code – Louisiana reports these codes based on inclusion codes and parent indicators on the eligibility system. The inclusion/exclusion code can be based upon income, disqualification, or verification that the person can not be included in the income unit or the assistance unit. The parent indicator code indicates the following: parent, other than minor unmarried parent; adult, other than parent, child, and minor unmarried parent. The combination of the inclusion/exclusion code and the parent indicator code determines the federal Family Affiliation Code. The STEP Case Manager at the local parish office makes the determination of the inclusion/exclusion code and the parent indicator code based on verification and documentation obtained during the interview for assistance.
- Non-custodial Parent Indicator – Louisiana reports Code “2” on all TANF cash cases since Louisiana does not provide TANF assistance to non-custodial parents.
- Date of Birth (Adult) - Louisiana reports the eight-digit date of birth for the particular TANF member as verified and reported on the eligibility system.
- Relationship to Head of Household – Relationship to Head of Household is established and verified at the local office, primarily by the use of birth certificates. Proof of relationship is documented on the Form CR-5–FITAP and KCSP Verification and Absent Parent Information. Each person in the assistance unit has a relationship code based on that person’s relationship to the head of household. Louisiana’s eligibility system captures codes for all relationship types and reports them accordingly.
- Parent with Minor Child – effective October 2006, Louisiana will report either “2” or “3” since we will fund assistance to two-parent families with 100%, non-MOE state funds. Codes are determined by inclusion code and parent indicator on the eligibility system.

- Work-eligible Indicator – effective October 2006, Louisiana will report the nine codes for this new data element based on inclusion codes and reasons, work registration codes, and parent indicators on the eligibility system. Each of the above mentioned codes are entered on the eligibility system and verified and documented by the STEP Case Manager in the local parish office. Louisiana will not report Codes “2”, “3”, or “4” since they are not applicable in Louisiana.
- Date of Birth (Child) - Age is an eligibility factor for TANF and the date of birth of each child included in the assistance unit is verified by the worker in the parish office. The source of verification is entered on the CR-5. The STEP Case manager at the local parish office enters the child’s date of birth on the eligibility system. Louisiana reports the eight-digit date of birth for the particular TANF member as verified and reported on the eligibility system.

2. Describe any procedures employed to eliminate data inconsistencies between two or more data elements.

This information has been previously explained and is the same as noted in #1 above.

B. Work Participation Status

1. Describe the State’s procedures to ensure that a family is not disregarded from the work participation rate for more than 12 months per lifetime based on being a single custodial parent with a child less than one year of age.

Louisiana policy prohibits disregarding a TANF family from the Federal Participation Rate for more than 12 months per lifetime based on being a single custodial parent with a child under age 1. Our eligibility system has three work registration codes to identify these families (one for families with teen head of household and one for families with head of household over age 19). Case workers are required to track the months in which these three work registration codes are used and are not to use them in any combination for more than 12 months per lifetime.

At this time each worker must manually track the twelve months that these families are excluded from the participation rate. This is accomplished by documentation in the case record. An “alert” sheet is placed in the case record and a tally is kept of the months the family was not included in the participation rate.

We have submitted a User Requirement Document (URD) to our Information Technology section requesting system changes that will allow the system to track the months of the 12 month lifetime disregard from the participation rate. A report will be generated monthly that will identify cases that are approaching the 12-month-lifetime limit for the STEP Participation exemption. Cases will continue to appear on the report until the work registration code is changed. A conversion process will be created that will read benefit history to identify members who have used a portion or all of the 12 months allowed for exemption from participation.

2. Describe the State’s procedures to ensure that a family is not disregarded from the work participation rate for more than three months in any period of 12 consecutive months based on a work-eligible individual’s refusal to participate in work.

This provision is not applicable in Louisiana since we close TANF cases (full family sanction) when a work-eligible individual refuses to participate in work activities.

3. Describe the State's procedures for ensuring a family deemed engaged in work based on 20 hours of participation in countable work activities meets the requirements of a single custodial parent or caretaker relative with a child under age six.

Louisiana's eligibility system includes three work registration codes for TANF families with a single custodial parent or caretaker relative with a child under age 6 (one for families with a child under age 6 included in the TANF certification and one for families with a child under age 6 not included in the TANF certification). The eligibility system requires an average of 20 countable participation hours per week for families with these three work registration codes for the report month and "deems" these families in the Data Reporting process if this criterion is met.

** - Indicates text which was removed from the plan in accordance with instructions from the Final Rule.

ATTACHMENT XV: FUNDING ALLOCATION

The proposer may submit a proposal specific to a particular region, a number of regions or a statewide delivery approach. There is approximately \$5,250,000.00 in TANF funds available for STEP program services. Proposers who submit a proposal specific to a particular region or a number of regions may find the information below useful in calculating a funding amount to request for their selected service delivery area.

APPROXIMATE ALLOCATION BASED ON NUMBERS SERVED			
Service Delivery Area	Monthly Average of Numbers Served*	Percentage Served	2012 Allocation
Orleans	523	24%	\$1,240,176.00
Baton Rouge	326	15%	\$773,035.00
Covington	162	7%	\$384,146.00
Thibodaux	84	4%	\$199,187.00
Lafayette	306	14%	\$725,610.00
Lake Charles	77	3%	\$182,588.00
Alexandria	64	3%	\$151,762.00
Shreveport	217	10%	\$514,566.00
Monroe	455	21%	\$1,078,930.00
STATEWIDE TOTAL	2,214	100%	\$5,250,000.00

*Monthly Average of Numbers Served is calculated by averaging the actual number of All Families participants from January 2012 through December 2012.