Atlantic Cape May Office of Workforce Development, Training, and New Jersey Youth Corps’
Work First New Jersey Services Provider Guide

Atlantic County One Stop Career Centers
2 South Main Street, Pleasantville, NJ 08232
Phone: (609) 485-0052

44 White Horse Pike, Hammonton, NJ 08037
Phone: (609) 561-8800

Cape May County One Stop Career Center
3810 New Jersey Avenue, Wildwood, NJ 08260
(609) 729-0997

Visit us on the web at www.learntrainwork.com

Atlantic Cape May Workforce Investment Board
Earl Axelson, Chairman
Eric Reynolds, Vice Chairman
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Rhonda Lowery, Executive Director

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SECTION 1: WELCOME TO THE ATLANTIC CAPE MAY OFFICE OF WORKFORCE DEVELOPMENT, TRAINING AND NEW JERSEY YOUTH CORPS!

Let me start by thanking you for embarking on this journey with the Atlantic Cape May Office of Workforce Development, Training and New Jersey Youth Corps to help area residents secure meaningful and sustainable employment! Collectively, it is our goal to provide relevant academic, work readiness and job training programs and services that directly impact the employment status of low income residents of Atlantic and Cape May counties.

We do this through a variety of programming overseen by the Atlantic Cape May Workforce Investment Board (WIB) and funded by the Workforce Investment Act (WIA), Work First New Jersey (WFNJ) and other federal, state and local funding.

With that said and in light of the recent economic downturn, the federal government has implemented significant changes to the One Stop system and how we conduct our business. The focus has shifted to one of transparency and accountability, in which we are required to demonstrate how funding is expended and how that translates into successful performance outcomes. To achieve these goals, we will rely on you, our vendors to provide quality programs and services that are centered on credential attainment and job placement. We all have a stake in this process! Our failure to meet or exceed these mandated benchmarks may result in a reduction of funding in years to come. In today’s environment, our coordination of services and partnerships are critical.

To this end, we developed a WFNJ Services Vendor Guide to act as a communication vehicle to streamline the flow of information between the career center and local vendors. We expect that the following policies, procedures and forms will be implemented and shared with your staff to improve operations and accountability. This guide was developed by the Fiscal, Monitoring and MIS and Youth Units to help you navigate the system.

Together we have won national and state awards, been looked upon as a WIB area of “best practices” and most importantly helped thousands of residents achieve self sufficiency over the years. We look forward to working in partnership with you and continuing this legacy for many years to come!

Sincerely,

Rhonda Lowery

Rhonda Lowery
Executive Director
Atlantic Cape May WIB
SECTION 2: PROGRAM OVERVIEW AND PROGRAM OPERATIONS

The primary goal of these programs is to provide program participants with an opportunity to regain independence and self-sufficiency through placement into unsubsidized employment. This is achieved through the provision of intensive short-term job search assistance and job placement services that alleviate the customer’s need for public assistance.

The Guidebook will discuss the program operations for five (5) services: Early Employment Initiative (EEI), Job Search/Job Readiness (JS/JR), Community Work Experience Program (CWEP), Public/Private Sector Employment (PBSE) and Job Skills Training (JST). The program operations of each will be discussed below:

EEI Program Operation:

Those customers who are identified as eligible for the Early Employment Initiative (EEI) program, will be given the opportunity to participate in this program as an alternative to receiving TANF benefits. The target population and eligible populations are defined in the competitive bid document.

Procedure and Requirements- Once a customer is determined eligible for EEI services and has agreed to participate in this program, he/she will meet with the WFNJ Agency representative and complete the Early Employment Initiative Participation Agreement, WFNJ/EEI-1 (A-1 in the appendix) The Participation Agreement is the customer’s referral form for EEI services. The referent will attempt to contact the EEI service provider immediately after the Participation Agreement is signed to arrange a first appointment. If the EEI representative is not available at that time, the referent will send an e-mail and leave a telephone message to the provider. The provider will contact the customer within the next 24 hours to make an appointment. Appointments should be scheduled no later than 48 hours after the Participation Agreement is signed.

At the first appointment, the provider will develop a strategy with the customer to perform activities to locate employment within the next 4 weeks. This plan will be developed using the Early Employment Initiative Participation Plan, WFNJ/EEI-5 (A-2 in the appendix). This plan will be completed and signed jointly by the customer(s) and the EEI provider representative. This planning document will be maintained by the EEI representative for the duration of the service.

There are three (3) possible actions that may occur as a result of this service:

1. The EEI participant secures employment. 2. The EEI participant cooperates with the plan and service, but is unable to obtain employment. 3. The EEI participant was uncooperative without good cause.

A report of these outcomes must be documented via the EEI Entity Report/Referral form, WFNJ/EEI-2, (A-3 in the appendix), and submitted to the WFNJ/TANF Agency. The WFNJ/TANF agency will respond to the EEI provider using the WFNJ/TANF Agency Referral To EEI Entity, WFNJ/EEI-3 (A-4 in the appendix)

In the event that the customer obtains employment as a result of the service, the EEI provider and the customer must complete the Request To Withdraw WFNJ/TANF Application form, WFNJ/EEI-6 (A-5 in the appendix) and submit it to the WFNJ/TANF agency.

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Invoicing

All invoices shall be submitted on the Workforce Development Spreadsheet for EEI services. A copy of the spreadsheet is included in the appendix as A-6. Electronic copies are available. Invoices should be received by the 5th of the following month. Accompanying documentation is required as follows:

- Early Employment Initiative Participation Agreement, WFNJ/EEI-1
- Early Employment Initiative Participation Plan, WFNJ/EEI-5
- Provider generated attendance log
- Copy of a job placement form with at a minimum the participant name, case worker, employer name, job title, start date, hourly pay rate, weekly # of hours, supervisor signature and amount of first paycheck and/or Copy of participant’s first payroll check.
- Retention form indicating the participant name, employer name, job title, start date, hourly wage, weekly # of hours and retention period. Participant paystubs, electronic payroll records or signed affidavit issued by the employer acknowledging employment will be required to validate placement in and retention of unsubsidized employment.
- Original, signed invoices are to be submitted to the Fiscal Unit on a Workforce Investment Grant (WIG) voucher. This voucher shall include the: provider name, program name, customer name, contract number and requested reimbursement amount.

Job Search/Job Readiness (JS/JR) Program Operation

Customers who are mandated to participate in a work activity may be referred to the JS/JR program. Because job search/job readiness is an activity directly related to preparing for and finding employment, the Atlantic Cape May Office of Workforce Development, Training and New Jersey Youth Corps’ strongly recommend that referring agencies use this service as the first service for new TANF and GA recipients. This service may not be longer than four (4) weeks.

Referents who place customers in the JS/JR program must provide the following documents to the JS/JR provider at the time of enrollment. Those documents include the Individual Responsibility Plan, (IRP) (B-1 in the appendix), Test of Adult Basic Education (TABE) (B-2 in the appendix) scores, Comprehensive Social Assessment (CSA) summary, comprised of the EPDT part A and B (B-3 in the appendix) and the WFNJ-99 contract (B-4 in the appendix). Referred customers should be assessed for employability during the first week of service using these assessments.

All customers should receive a structured, 4-week activity to provide the best opportunity for employment during the service. In an effort to provide a seamless, continuous work activity for the customer, the Atlantic Cape May Office of Workforce Development, Training and New Jersey Youth Corps’ recommends that collaborations between the JS/JR service and the CWEP service be established so that representatives of the CWEP provider can meet with the JS/JR customers during the third week of service in order to meet with the customer and arrange for placement in a work activity.
at the conclusion of the 4th week of JS/JR. The Atlantic Cape May One Stop Coordinator will work with JS/JR providers to establish collaborations with the CWEP providers to assure a seamless transition for the customer.

Providers must enter work activity in the e-time system on a bi-weekly basis for all TANF customers. Providers must complete the WFNJ/FSP-87 (B-5 in the appendix) form for all GA customers.

**Invoicing**

All invoices shall be submitted on the Workforce Development Spreadsheet for JS/JR services. A copy of the spreadsheet is included (B-6 in the appendix). Electronic copies will be available. Invoices should be received by the 5th of the following month. Accompanying documentation is required as follows:

- Individualized daily sign in/out timesheet covering the time period
- Copy of WFNJ/FSP-87 for the time period of participation for General Assistance customers.
- Copy of a job placement form with a minimum the participant name, employer name, job title, start date, hourly pay rate, weekly # of hours, supervisor signature and amount of first paycheck and/or Copy of participant’s first payroll check.
- Retention form indicating the participant name, employer name, job title, start date, hourly wage, weekly # of hours and retention period. Participant paystubs, electronic payroll records or signed affidavit issued by the employer acknowledging employment will be required to validate placement in and retention of unsubsidized employment.
- Copy of participant paystub covering the time period.
- Original, signed invoices are to be submitted to the Fiscal Unit on a Workforce Investment Grant (WIG) voucher. This voucher shall include the: provider name, program name, customer name, contract number and requested reimbursement amount.

**Community Work Experience Program (CWEP)**

For those customers who have completed the JS/JR program or require a longer term work activity, an alternative, full-time work activity, is the CWEP program. Providers who are responsible for delivering this core work activity must develop work sites within the government and non-profit community for placement of public assistance recipients. All approved worksites must complete a Community Work Experience Program (CWEP) WorkFirst New Jersey/FSETP Worksite Agreement WFNJ-86 (C-1 in the appendix).

For those worksites that are being renewed, the WFNJ-86 form should be completed and signed with the current date of operation. “Renewal” should be written to the left of the worksite agreement caption.

All referrals to this service or customers transitioned through the JS/JR program must contain copies of the most recent IRP (B-1 in the appendix), TABE scores (B-2 in the appendix), Comprehensive Social Assessment summary (B-3 in the appendix) and the WFNJ-99 Contract form (B-4 in the appendix). Service representatives should review this information to individualize worksite placements and employment opportunities for the customer.

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CWEP providers must inspect sample worksites at least monthly using the TANF/Community Work Experience Verification Tool and Monthly Report (C-2 in the appendix) to verify compliance with worksite requirements. CWEP providers must complete one evaluation (C-4 in appendix) for each customer who completes a minimum of 60 days in the placement, to assess his/her work ethic and work performance.

Upon completion of the five month work activity, the customer must receive a reference letter from the worksite supervisor or representative to add to his resume and work history.

Providers must enter work activity in the e-time system on a bi-weekly basis for all TANF customers. Providers must complete the WFNJ/FSP-87 form (B-5 in the appendix) for all GA customers.

**Invoicing**

All invoices shall be submitted on the Workforce Development Spreadsheet for CWEP services. A copy of the spreadsheet is included (C-3 in the appendix). Electronic copies will be available. Invoices should be received by the 5th of the following month. Accompanying documentation is required as follows:

- Copy of the DFD issued CWEP Worksite Agreement for new work sites.
- Copy of updated CWEP Work Site Agreement for renewed work sites.
- Individualized daily sign in/out timesheet covering the time period
- Copy of WFNJ/FSP-87 for the time period of participation for General Assistance customers
- Copy of a job placement form with a minimum the participant name, employer name, job title, start date, , hourly pay rate, weekly # of hours, supervisor signature and amount of first paycheck and/or Copy of participant’s first payroll check.
- Retention form indicating the participant name, employer name, job title, start date, hourly wage, weekly # of hours and retention period. Participant paystubs, electronic payroll records or signed affidavit issued by the employer acknowledging employment will be required to validate placement in and retention of unsubsidized employment.
- Copy of participant paystub covering the time period.
- Original, signed invoices are to be submitted to the Fiscal Unit on a Workforce Investment Grant (WIG) voucher. This voucher shall include the: provider name, program name, customer name, contract number and requested reimbursement amount.

**Public/Private Sector Employment (PBSE)**

In order for customers to be eligible for this service, they must have completed a minimum of 30 days in a separate core activity. These customers must be referred by the prior provider and approved by the WFNJ case manager. As with the other activities, a copy of the customer’s IRP (B-1 in the appendix), TABE scores (B-2 in the appendix) and Comprehensive Social Assessment summary (B-3 in the appendix), must be provided. In addition, an evaluation of the
worker’s subsidized work placement shall be conducted on a monthly basis. (D-1 in the appendix) At the conclusion of the three (3) months of subsidized work placement and prior to placement in a subsidized employment placement, the provider must complete the OJT Contract, and training plan (D-3 in the appendix) with the identified employer.

The sub-recipient is expected to monitor the progress of PBSE participants, every 30 days throughout the activity, including subsidized employment placement and retention for the duration of the project. All worksites must be approved via a Worksite Agreement.

**Invoicing**

All invoices shall be submitted on the Workforce Development Spreadsheet for PBSE services. A copy of the spreadsheet is included D-2 in the appendix). Electronic copies will be available. Invoices should be received by the 5th of the following month. Accompanying documentation is required as follows:

- Individualized daily sign in/out timesheet covering the time period and payroll register.
- Copy of provider placement form with a minimum of participant name, employer name, job title, start date, hourly wage, weekly # of hours signed by subsidized employer.
- Copy of participant payroll from employer for the time period for subsidized retention.
- Copy of a job placement form with a minimum the participant name, employer name, job title, start date, hourly pay rate, weekly # of hours, supervisor signature and amount of first paycheck and/or Copy of participant’s first payroll check.
- Retention form indicating the participant name, employer name, job title, start date, hourly wage, weekly # of hours and retention period. Participant paystubs, electronic payroll records or signed affidavit issued by the employer acknowledging employment will be required to validate placement in and retention of unsubsidized employment.
- Copy of participant paystub covering the time period.
- **Original, signed invoices** are to be submitted to the Fiscal Unit on a Workforce Investment Grant (WIG) voucher. This voucher shall include the: provider name, program name, customer name, contract number and requested reimbursement amount.

**Job Skills Training**

Job Skills Training is provided as a non-core activity that supplements the Community Work Experience Program. This service offers the customer the opportunity to enhance certain employment-related skills that will reinforce marketability and employability. Those identified skills include basic computer training, workplace literacy, workplace competency, customer service skills and focused training related to current job orders and labor market information. Customers participating in this activity will attend skills training one day a week for 7.5 hours.
This service requires a close relationship with the CWEP provider. Case management conferences between representatives of the Job Skills Training program and the CWEP program must be held monthly to review customer progress.

Invoicing

All invoices shall be submitted on the Workforce Development Spreadsheet for JST services. A copy of the spreadsheet is included (E-1 in the appendix). Electronic copies will be available. Invoices should be received by the 5th of the following month. Accompanying documentation is required as follows:

- Individualized daily sign in/out timesheet covering the time period.
- Original, signed invoices are to be submitted to the Fiscal Unit on a Workforce Investment Grant (WIG) voucher. This voucher shall include the: provider name, program name, customer name, contract number and requested reimbursement amount.

SECTION 3: TARGET POPULATION

Participants will be referred to programs from the ACWT and CMCBoss based on the participant’s county of residence and the aforementioned criteria in Section 4 of this Vendor Guide. In 2005, New Jersey issued a Work Verification Plan in accordance with the Deficit Reduction Act of 2005 (DRA). Section 261.62(1) established procedures for countable work activities for TANF, GA and SNAP recipients as follows:

TANF regulations include the following:

- Counting actual hours of participation and limited scheduled hours for non-paid activities;
- All activities used to satisfy work requirements must be supervised at all times;
- Education and training must be directly related to a specific job;
- Job Search/Job Readiness may only operate for four (4) consecutive weeks;
- Countable hours of participation to include actual hours with limited excused absences; and
- Time and attendance submission on a timely basis are an integral part of this program;

TANF Core and Non-Core Activity Requirements:

- The requested WFNJ TANF activities include core and non-core combinations.
- Core stand-alone programs are 35 hours per week.
- A core program if combined with a non-core activity is 35 hours per week.
- Non-core stand-alone program is up to 15 hours per week.
- Non-core program, when combined with a core program, is 10 hours per week.
- A WFNJ TANF participant is expected to remain in any given program for 35 hours per week.
- Core and non-core combination programs for timekeeping purposes, need to be counted separately and entered into the e-timesheet system individually.
- A WFNJ – GA/SNAP participant is expected to remain in any given program for 30 hours per week. They may participate in core, non-core or a combination program.
SECTION 4: PERFORMANCE MEASURES

Benchmarks and required documentation for each service is identified below:

A. Early Employment Initiative (EEI)

1. Enrollment, a minimum of five (5) consecutive business days with no absences:
   - Individualized timesheet covering the time period.
2. Completion of 10 additional consecutive business days with no absences following the enrollment:
   - Copy of participant timesheet and job search record for the time period.
3. Unsubsidized FT/PT Employment Placement:
   - Copy of a job placement form with at a minimum the participant name, case worker, employer name, job title, start date, hourly pay rate, weekly # of hours and supervisor signature
   - Copy of first participant payroll check
4. Unsubsidized Employment Retention (30, 60 and 90 days):
   - Retention form indicating the participant name, employer name, job title, start date, hourly wage, weekly # of hours and retention period.
   - Copy of participant paystub covering the time period.

B. Job Search/Job Readiness (JS/JR)

1. Enrollment, a minimum of five (5) consecutive business days with no absences:
   - Data entry in the e-timesheet system.
   - Individualized daily sign in/out timesheet covering the time period.
2. Completion with a minimum of 80% attendance, with FT/PT unsubsidized employment:
   - Copy of valid e-timesheet for the time period of participation.
   - Individualized daily sign in/out timesheet covering the time period.
   - Copy of vendor placement form with a minimum of participant name, employer name, job title, start date, hourly wage, weekly # of hours
   - Copy of participant first paystub covering the time period.
3. Completion with a minimum of 80% attendance with no employment.
   - Copy of valid e-timesheet for the time period of participation.
   - Individualized daily sign in/out timesheet covering the time period.
   - Copy of participant first paystub covering the time period.
4. Unsubsidized Employment Retention (Full Time and Part Time) (30, 60 and 90 days)
   - Retention form indicating the participant name, employer name, job title, start date, hourly wage, weekly # of hours and retention period.
• Copy of participant paystub covering the time period

C. Community Work Experience Program (CWEP)

1. Enrollment, a minimum of five (5) consecutive business days with no absences:
   • Data entry in the e-timesheet system.
   • Individualized daily sign in/out timesheet covering the time period.

2. Development of “new” CWEP worksites.
   • Copy of the DFD issued CWEP Worksite Agreement.

3. Renewal of existing worksite
   • Verification of customer placement in worksite during the past 12 months

4. Worksite retention following placement (30, 60, 90, 120, 150 days).
   • Copy of valid e-timesheet for the time period of participation.
   • Individualized daily sign in/out timesheet covering the time period.
   • Copy of the monthly to quarterly participant evaluation.

5. Placement in FT/PT unsubsidized employment:
   • Copy of provider placement form with a minimum of participant name, employer name, job title, start date, hourly wage, weekly # of hours signed by employer.
   • Copy of participant first paystub covering the time period.

6. Unsubsidized Employment Retention (Full Time and Part Time) (30, 60 and 90 days)
   • Retention form indicating the participant name, employer name, job title, start date, hourly wage, weekly # of hours and retention period.
   • Copy of participant paystub covering the time period

D. Public/Private Sector Subsidized Employment Program (PBSE)

1. Enrollment, a minimum of five (5) consecutive business days with no absences:
   • Individualized timesheet covering the time period.

2. Placement of participant into subsidized employment
   • Copy of provider placement form with a minimum of participant name, employer name, job title, start date, hourly wage, weekly # of hours signed by employer.

3. Subsidized employment retention following placement (30, 60, 90 days)
   • Copy of participant payroll from employer for the time period.
   • Copy of the monthly to quarterly participant evaluation.

4. Placement in FT unsubsidized employment:
• Copy of vendor placement form with a minimum of participant name, employer name, job title, start date, hourly wage, weekly # of hours signed by employer.
• Copy of participant first paystub covering the time period.

E. Job Skills Training

1. Enrollment of participant, a minimum of five (5) consecutive business days from first day of required attendance with no absences. Example: Consumer is scheduled to attend July 1st. Consumer attends July 8th, 15th 22nd and 29th. Provider earns performance benchmark as of the 29th. Consumer is scheduled to attend July 1st. Consumer attends July 8th and not again until July 22nd, the new date of enrollment is July 22nd.

• Copy of valid e-timesheet for the time period of participation. Individualized daily sign in/out timesheet covering the time period.

SECTION 5: SCOPE OF SERVICES

1. Participant Placement and Monitoring: Providers are expected to place, case manage and monitor individuals participating in EEI, and to-work activities for the duration of the contract and to provide documented verification of income and continuing status data to the WFNJ Supervisor as required.

In addition, PBSE providers are expected to monitor the progress of PBSE participants every 30 days for the duration of the activity to ensure that the employment-related skills are equivalent to the participant’s aptitudes and experience. Terminations require a written, documented explanation. These may be submitted, in writing to the assigned case manager at either ACWT or CMCBOSS.

2. Employer Development: Awarded providers are responsible for the development of employment in either the public or private sectors. Note: Employers are responsible for giving participating individuals their daily work assignments, overseeing their activities to assure that work is done in a proper and safe manner, evaluating their work performance and for verifying their time and attendance on the job.

3. Reporting Requirements:

A. Attendance and Supervision: Hours of participation shall be defined as those hours beginning with the actual start date of the activity to the end of the activity. ACWT and CMCBOSS case managers shall make individual determinations for specific hours of required participation per week.

B. Attendance reports shall include: daily sign in/out sheets and data entry in the e-timesheet system or WFNJ-87, where applicable.

C. All activities must be supervised at all times; daily hours of participation must be monitored; time must be submitted.

D. Also note that combined activities require WFNJ sub-recipients to enter data entry of each activity separately.

E. Verification of daily timesheets signed by participant attesting to all hours of on-site presence.

F. Daily timesheets must be maintained by the sub-recipient and the worksite, if applicable as an audit trail and must include the signature of the site supervisor and participant.

G. Awarded sub-recipients must have internet capability on-site to comply with timekeeping requirement.

H. Time and attendance must be maintained by the employer for EEI and PBSE.

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I. Timesheets for GA and SNAP recipients must be received by the 5th and 20th of each month and delivered to the To-Work Supervisor in Atlantic County and submitted via fax at (609) 889-9332 in Cape May County.

J. Timesheets for PBSE participants must be received by the 3rd business day of each month and delivered to the To-Work Supervisor in Atlantic County and submitted via fax at (609) 889-9332 in Cape May County.

K. Attend monthly Operations Meetings

L. Wage and employment verification.

M. In the event that a program participant resigns and/or is terminated the awarded sub-recipients shall notify the case manager at the ACWT or CMCBoss, in writing within three (3) days of resignation/termination. The vendor must provide verification as to why the customer resigned and/or was terminated.

N. Submit monthly performance reports are required and must be submitted by the 5th of each month. These shall be submitted to the Monitoring Supervisor, Dan Adams via e-mail at: adams_dan@aclink.org.

O. Maintain records for all onsite participants for up to three (3) years and offsite for seven (7) years.

P. In Atlantic County and Cape May County, data enter participant E-Timesheets for TANF participants on a weekly basis, where applicable.

Q. Participant job referral and job placement forms (created by program) should be submitted to the case manager, when applicable at ACWT or CMCBoss.

R. In the event that a program participant stops attending in JS/JR, CWEP, PBSE or JST, the awarded sub-recipient is required to assist with the sanctioning process. Awarded sub-recipients are expected to outreach by phone and use the appropriate pre-approved documents for outreach to a participant a minimum of two (2) times to reconnect them to the program. After the outreach has been conducted, the awarded vendors shall refer the participant back to the assigned case manager at the ACWT or CMCBoss to begin the sanctioning process with verification of outreach attempts.

SECTION 6: SERVICE STRATEGY

The Atlantic Cape May WIB has funded programs that communicate the importance of maintaining employment emphasizing work as the gateway through which individuals can enter the economic mainstream and ultimately become and desire to remain, self-sufficient.

For many customers there are multiple challenges involved in sustaining unsubsidized employment and avoid long-term welfare dependency. Studies have shown that about one-quarter of the recipients who become employed stop working within three (3) months and at least half are no longer working within one (1) year. A sizeable portion of this population poses a complex challenge in that they have two (2) or more barriers to employment. These customers cycle in and out of the welfare system and may need long-term support and wrap-around services in one or more of the following areas: case management, domestic violence, housing instability, mental health, substance abuse, transportation, disability, basic skills or other educational barriers, child care issues, lack of English skills, parenting problems, low self-esteem and behavioral problems. Vendors in Atlantic County are expected to make referrals to social services and other agencies to ensure that
the participants’ needs are met to the fullest extent to maintain participation in the to-work activity. In Cape May County, these services are provided internally by the CMCBoss. Employment related social service needs are to be addressed by the provider responsible for the program.

In Atlantic County, AC1 referrals, which confirm the placement of the customer, will be made directly to the provider delivering the service to include information related to the customer’s social/emotional, work history and education levels. These may include: the individual responsibility plan (IRP), copy of the Tabulation of Adult Basic Education (TABE) assessment results, Comprehensive Social Assessment (CSA) summary, outreach form and the). This referral packet should transition with the customer from activity to activity, including the EEI program, when appropriate.

The Job Search/Job Readiness provider will allow the CWEP provider to make a presentation during the third week of the program for the duration of the program year. This allows for continuity and a seamless transition for both the customer and the provider. At the discretion of the provider and assigned case manager, customers with a work history, a minimum of a high school diploma and a strong work ethic may be referred directly to the PBSE program or to occupational skills training.

It’s important that providers coordinate services with other service partners and communicate with the To-Work Activity Unit at the ACWT or CMCBoss. Every attempt should be made to secure employment for customers throughout participation in an activity. Optimal time in a CWEP activity should be no longer than three (3) months. Newly developed non-core activities such as the Job Skills Training program require close communication with the core activity, CWEP, to assure the best opportunity for employment for the customer. Individualized assessment of those customers involved with the PBSE program and the ability to share experiences with other provider agencies as the customer transitions from one service to another affords the best opportunity for a successful placement in an unsubsidized employment.

**SECTION 7: PROGRAM ELEMENTS**

**A. Work Experiences** are planned, structured learning experiences that take place in a workplace for a limited period of time designed to model a real world employment setting. Under WFNJ, work experience workplaces may be in the non-profit sector or the public sector. Work experiences should be a practical application of existing or emerging skills that allow individuals to gain real world employment perspective and provides potential employers with a snap shot of the individual’s ability to perform on the job.

**B. Case Management** is support and assistance in an individualized or group setting to provide instruction and guidance in pursuit of unsubsidized employment. This may include: life planning activities, peer to peer support groups, mentoring, leadership development, job coaching, career planning, and resolution of benefits/legal issues.

**C. Monitoring of Customer** ensures compliance and promotes a successful outcome in the activity. The work site supervisor has an obligation to inform you, the provider of non-compliance in the time period between your site visits. When this occurs, the provider must begin the outreach process.

**D. Follow-up Services** maintains continuity between service providers. During transfer of customers from one activity to another contact should be made to ensure a seamless transition of services. It is recommended that this communication occur face to face, but electronic communication is acceptable. This verifies closure of the activity from one vendor to the another.
SECTION 8: MONITORING OF YOUR SITE

A requirement of the Atlantic Cape May Office of Workforce Development, Job Training and New Jersey Youth Corps is monitoring all aspects of contracts/programs. This may include periodic site visits, interviewing and feedback from current and prior instructors and students as well as administrative reviews of all office documents related to participant enrollments.

At anytime during normal business hours and as often as the Atlantic Cape May Office of Workforce Development, Job Training and New Jersey Youth Corps, Internal Monitor, the United States Comptroller General, Auditor General of the State of New Jersey or the New Jersey State Department of Labor and Workforce Development may deem necessary to request that the vendor make available for examination, all of its records pertinent to programs funded by the Atlantic Cape May Office of Workforce Development, Job Training and New Jersey Youth Corps. As such, the Monitoring and MIS Unit shall have access to all staff, and the right to copy any books, accounts, records (including computer records), correspondence, or other documents that pertain to current or prior participants. The One Stop also has the authority to dispatch auditors of its choosing to any site where any phase of the program is being conducted, controlled or advanced in any way tangible or intangible.

Providers are expected to create and maintain an onsite file for a minimum of three (3) years and offsite for seven (7) years for each participant that is enrolled in a funded program. This file shall be monitored at minimum of once during a program year and shall consist of at a minimum:

a) Copy of initial and updated IRP;
b) Copy of CSA;
c) Copy of the TABE assessment results;
d) Copy of the outreach form;
e) Copy of the EPDT, Parts A and B;
f) Copies of E-Timesheets and daily sign in/out timesheets;
g) Referrals to other service agencies;
h) Employment placement forms, where applicable;
i) Copy of participant first paystub, where applicable;
j) Monthly to quarterly participant evaluations;
k) Copy of any disciplinary actions;
l) Copies of any communication between the vendor and participant and/or the vendor and the ACWT or CMCBOSS regarding the customer.

At a minimum, the Monitor shall visit a provider once per program year (July 1st – June 30th). In order to complete this review in a timely manner, we ask that the following be available on the day of the review:

- Appropriate staff attendance at the entrance and exit interview;
- Accessibility to customer records and copier, if needed, as well as
Workspace for your assigned Monitor

During this review, at a minimum, your assigned Program Monitor shall:

- Examine records and interview participants enrolled during the current Program Year 2013. These files will be randomly selected and 10% of the caseload reviewed; Contracted vendors wherein there are less than twenty (20) participants, may have up to 20% of the files reviewed.
- Interview current instructor(s);
- Conduct a facility review;
- Attend onsite classes/workshops/seminars;
- Visit work and activity sites associated with the grant; and
- Evaluate your attainment of benchmarks

Providers are required to complete questionnaires in advance of the site visit. Vendors are also responsible to make arrangements for the students to meet with the Program Monitor to complete questionnaires in person on the day of the scheduled visit. The monitor may request copies of resumes to verify qualification of instructor(s).

Whenever as a result of financial and compliance audits, monitoring or procurement reviews, the One Stop determines there is a violation of a specific provision of the provider agreement or the Act, the provider will be notified by the Monitor through mail/email and asked to rectify identified citations immediately. This may consist of a monitoring report with a Corrective Action outline, a letter or other form of communication. Should the provider fail to respond or implement corrective action, the One Stop may choose to terminate any or all applicable existing or future agreements.

If a site visit results in a violation of a specific provision, the Monitor shall schedule a follow-up site visit to determine compliance. If at that time the provider has not corrected the violation(s), the sanctioning process will begin, in which outstanding and future payment(s) to the provider will cease until such a time as the provider remediates the violation and provides any requested materials/documents to the Program Monitor. In some cases, the Monitor may request a meeting and/or ask for a Corrective Action Plan. The provider shall be asked to submit a written plan to correct the violation(s). Failure to respond or if the corrective action has not been submitted and/or implemented, the Atlantic Cape May Office of Workforce Development, Training and New Jersey Youth Corps, may choose to terminate any or all applicable existing or future agreements. In any case, each visit and the subsequent findings will be documented in the provider file and submitted to the designated authority.

Failure to submit or respond to any of the aforementioned processes will subject you to suspension and/or a de-obligation of funds from the Atlantic Cape May Office of Workforce Development, Training and New Jersey Youth Corps.

SECTION 9: HOW TO DATA ENTER E-TIME

You will need a username and password to utilize the My New Jersey website to data enter required information into the e-timesheet system. If you do not have access or have forgotten your username/password, please contact the To-Work Activities Supervisor in Atlantic County at (609) 485-0052, extension 4844 and in Cape May County at (609) 886-6200. Please allow for 48 to 72 hours for access.

1. Login to My New Jersey website.
2. Click on DHS E-timesheets.
3. Click on “ENTER.”
4. In the “YEAR/MONTH” box enter the desired month and year for the time being reported.
5. In the “Case” box enter the customer’s case number. You can also search by the customers first and last name.
6. Click “SEARCH.”
7. Click on the “AGREEMENT#.” Make sure that the activity type and the agreement number match the case you’re working with.
8. Enter in all hours into the “A” columns. Make sure all of the hours are accounted for.
9. Click “UPDATE.”
10. Print e-timesheet for your records.

Any questions should be directed to the in To Work Activities Supervisor in Atlantic County at (609) 485-0052, extension 4844 and in Cape May County at (609) 886-6200.