Attachment E: Performance Assumptions and Documentation for Outcomes

1. Service Areas 2,4,6,7,8:

The performance assumptions in this section apply only to Service Areas 2,4,6,7,8

A. Job Placement and Retention Performance Assumptions

Regardless of the size of the development or cluster of developments served, the same performance is expected per Service Areas. Each Jobs-Plus contractor is expected to place 609 members in unsubsidized jobs over three years and achieve the employment outcomes listed below. Designated employment outcomes listed in Table 1 below will be paid through performance-based payments and up to 20% in contract value.

Table 1: Performance Assumptions and Per-Site Figures for Service Areas 2,4,6,7,8

Category	**Performance Expected**	**Target Numbers**	
		3- Year	Annually
Outreach and Enrollments			
Completed Intakes and Enrollments	100% of Working-Age Residents	3161	1054
Career Plan Completion	55% of Program Participants	1739	580
Performance Based Milestones			
Job Placement	(35% of those completing a Career Plan)	609	203
4-6 Month Retention	(70% of Job Placements)	426	142
10-12 Month Retention	(60% of Job Placements)	365	122
High-Wage Milestone	(35% of Job Placements)	213	71
Education/Training Milestone		186	62

In order to provide proof of job placement and retention outcomes, Jobs-Plus providers must provide, in a timely manner, individual documentation (through paystubs or other employer-verified sources).

B. Employment and Advancement Preparation Performance Assumptions

Jobs-Plus providers at each Jobs-Plus site are expected to assist 1739 (55% of Program Participants) members over three years with creating and completing a career plan aimed at achieving at least one of the employment and advancement preparation outcomes listed below. Employment and Advancement Preparation outcomes will be paid through cost-reimbursement via approved budgets which will constitute a portion of the 75% of the contract value.

HRA reserves the right to limit reimbursements if the outcome measures below are not completed. HRA reserves the right to add and change outcomes on the list of Employment and Advancement Preparation measures.

Table 2: Employment and Advancement Preparation Measures and Verification

Measure	**Verification Method**
Industry-Based Credential Attainment	Copy of Certificate or License

Includes Vocational Training Certifications/Licenses	
Academic Degree Attainment Includes HSE and College Enrollment	Copy of Transcript, Enrollment Letter, Diploma, or Degree
Academic-Based Skills Gain Includes increase in TABE	Copy of pre-test and post-test scores demonstrating increase
Employer Validated Training Completion *Includes apprenticeship, internship (YAIP, SYEP, WPP, etc.) and subsidized jobs*	Letter on agency letterhead signed by teacher, paraprofessional, or program manager indicating successful completion
Receipt of one or more work supports, including Supplemental Nutrition Assistance Program benefits, health insurance, etc.	1)HRA will verify through its management information system/s or 2) contractor can provide verification letter from HRA
Receipt of one or more non-HRA program benefits, health insurance, etc.	contractor can provide verification/award letter from agency providing the benefit
Obtain Earned Income Tax Credit (EITC)	Copy of tax return
Referral and enrollment in the Family Self-Sufficiency program for appropriate residents of (1) Bushwick in Service Area 6 and (2) St. Mary's Park in Service Area 4	1) NYCHA will verify through its management information system/s or 2) contractor can provide verification letter from NYCHA
Compliance with child support order for NCPs who got jobs through Jobs-Plus	HRA/OCSS will verify through its management information system/s
Establishment of child support order (for eligible residents without one)	HRA/OCSS will verify through its management information system/s
Modification of child support order	HRA/OCSS will verify through its management information system/s
Referral to and use of mediation services and other services at OCSS	Letter from mediation service provider on official letterhead and/or HRA/OCSS verification through its management information system/s
Opening a safe and affordable bank account (for clients with no bank account); transitioning to a safe and affordable bank account (for clients with a bank account); or actively using a safe and affordable bank account for at least six (6) consecutive months.	Documentation of account terms/features or statement demonstrating it is safe and affordable. Details of client reported account opening or $0 starting balance bank statement
Increase credit score by at least 35 points (for those looking to improve their credit) or establish credit score (for those with none)	Baseline and follow-up credit reports with scores
Decrease debt by at least 10%	1) Written confirmation from credit bureau or creditor reflecting corrections or negotiated settlements or 2) updated statement or credit report reflecting original and reduced balances
Increase savings by at least one week's net income or establish/maintain regular saving habits for at least three (3) months	Deposit slips (or statement or written confirmation from client, if not banked) and documentation of income or self-reported income

C. Holistic and Support Services Performance Assumptions

Holistic and Support Services at Jobs-Plus builds upon existing mental health services to adopt a more holistic approach to better address the diverse barriers to employment faced by program participants. Jobs-Plus providers will receive technical assistance (TA) to support programmatic capacity building and staff skill-building. It is anticipated that during the first six months, providers will engage with TA, develop a holistic and support service plan, and staff will engage in initial TA training. After this period, providers will be expected to achieve and report participant-related outcomes. HRA and partners expect that providing Holistic and Support Services will increase member engagement in Jobs-Plus programming and improve employment placement, employment retention, and Employment and Advancement and Preparation outcomes. Providers will be asked to meet the below anticipated goals, measures, and targets over the life of the contract. HRA reserves the right to add items and otherwise modify this list. Please note that these outcomes include metrics that involve both Jobs-Plus staff and Jobs-Plus members and do not count toward the Employment and Advancement Preparation Measures outcomes.

Table 3: Jobs-Plus - HOLISTIC AND SUPPORT SERVICES Success Measures

Goal	Measure	Target
Build and maintain organizational and staff capacity to offer Holistic and Support services	Total number of staff trained (includes initial training and booster sessions)	All
	Number of staff trained by skill or intervention (e.g. Motivational Interviewing, screening, etc.)	All
	Targeted staff (minimum of 4) receive coaching and supervision at regular intervals	100%
	Number of Case Conferences held that incorporate Holistic and Support services	All Case Conferences
	Establish linkage agreements with the goal of referring members in need to medical, mental health, and/or substance use treatment providers and establish a protocol to confirm receipt of services	All
Increase share of members receiving Holistic and Support services	Proportion of members who participated in a mental health psychoeducation session at least once during the reporting quarter	50-100%
	Share of members screened and assessed for support services	100%
	Rate of completed referrals (attend first appointment, received support services, onsite or offsite)	Expected to reach 70%
	Rate of members receiving community health services that promote wellness.	Expected to reach 70%
	Rate of members receiving social service supports to address the immediate and essential needs of members present not exclusive to employment that will increase program engagement and program outcomes	Expected to reach 70%
Improve mental health of members program outcomes	Number of members who engage with clinical care after first appointment (e.g., engaged in care after 3 months)	Set as a subset of all referred, focused on members with moderate to severe mental health needs recommended for clinical care

Support members' wellbeing through increased access to Community Health Supports and Social Services that stabilize their lives and enable workforce participation.	Track % of members that utilize at least one health or social support service, including successful referrals and follow-ups. Optional disaggregation: [Health Supports | Social Services]	Support Member Stability and Engagement to Improve Workforce Participation
	Number of members who are re-screened (at regular intervals)	90-100% of members still engaged at interval
	Number of members who show improvement at re-screening (after 3 and 6 months)	TBD based on interventions, conditions
	Number of overall Jobs-Plus members with improved knowledge and attitudes toward mental health, including help-seeking behaviors and/or personal mental health needs after receiving psychoeducation or training in MHFA	TBD, based on standards to be set by HRA
	Indicators of participants reporting satisfaction with HOLISTIC AND SUPPORT SERVICES program components (gauged through periodic surveys)	TBD, based on standards to be set by HRA
	Increase Jobs-Plus program engagement of members (e.g., members able to start and complete occupational training courses)	Will vary by Jobs-Plus service
Improve program engagement and employment outcomes	Re-engagement of lapsed members	25% of members who have been disengaged with JP for over 1 year re-engage with the program
	Increase in employment outcomes (e.g., job placement and job retention) for those who engage in HOLISTIC AND SUPPORT SERVICES	Will vary by outcome

2. Service Area 1,3,5,9,10:

The performance assumptions in this section apply only to Service Area 1,3,5,9,10

A. Job Placement and Retention Performance Assumptions

Regardless of the size of the development or cluster of developments served, the same performance is expected per service area. Each Jobs-Plus contractor is expected to place 553 members in unsubsidized jobs over three years and achieve the employment outcomes listed below. Designated employment outcomes listed in Table 4 below will be paid through performance-based payments and up to 20% in contract value.

Table 4: Performance Assumptions and Per-Site Figures for Service Area 1,3,5,9,10

Category	Performance Expected	Target Numbers	
		3- Year	Annually
Outreach and Membership			
Completed Intakes and Enrollments	100% of Working-Age Residents	2587	862

Career Plan Completion	55% of Program Participants	1423	474
Performance Based Milestones			
Job Placement	(35% of those completing a Career Plan)	498	166
4-6 Month Retention	(70% of Job Placements)	349	116
10-12 Month Retention	(60% of Job Placements)	299	100
High-Wage Milestone	(35% of Job Placements)	174	58
Education/Training Milestone		153	51

In order to provide proof of job placement and retention outcomes, Jobs-Plus providers must provide, in a timely manner, individual documentation (through paystubs or other employer-verified sources).

B. Employment and Advancement Preparation Performance Assumptions

Jobs-Plus providers at each Jobs-Plus site are expected to assist 1,423 (55% of Program Participants) members over three years with creating and completing a career plan aimed at achieving at least one of the employment and advancement preparation outcomes listed below. Employment and Advancement Preparation outcomes will be paid through cost-reimbursement via approved budgets which will constitute a portion of the 75% of the contract value.

HRA reserves the right to limit reimbursements if the outcome measures below are not completed. HRA reserves the right to add and change outcomes on the list of Employment and Advancement Preparation measures.

Table 5: Employment and Advancement Preparation Measures and Verification

Measure	Verification Method
Industry-Based Credential Attainment *Includes Vocational Training Certifications/Licenses*	Copy of Certificate or License
Academic Degree Attainment Includes HSE and College Enrollment	Copy of Transcript, Enrollment Letter, Diploma, or Degree
Academic-Based Skills Gain Includes increase in TABE	Copy of pre-test and post-test scores demonstrating increase
Employer Validated Training Completion *Includes apprenticeship, internship (YAIP, SYEP, WPP, etc.) and subsidized jobs*	Letter on agency letterhead signed by teacher, paraprofessional, or program manager indicating successful completion
Receipt of one or more work supports, including Supplemental Nutrition Assistance Program benefits, health insurance, etc.	1)HRA will verify through its management information system/s or 2) contractor can provide verification letter from HRA
Receipt of one or more non-HRA program benefits, health insurance, etc.	contractor can provide verification/award letter from agency providing the benefit
Obtain Earned Income Tax Credit (EITC)	Copy of tax return
Referral and enrollment in the Family Self-Sufficiency program for appropriate residents of	1) NYCHA will verify through its management information system/s or 2) contractor can provide verification letter from NYCHA

(1) Bushwick in Service Area 6 and (2) St. Mary's Park in Service Area 4	
Compliance with child support order for NCPs who got jobs through Jobs-Plus	HRA/OCSS will verify through its management information system/s
Establishment of child support order (for eligible residents without one)	HRA/OCSS will verify through its management information system/s
Modification of child support order	HRA/OCSS will verify through its management information system/s
Referral to and use of mediation services and other services at OCSS	Letter from mediation service provider on official letterhead and/or HRA/OCSS verification through its management information system/s
Opening a safe and affordable bank account (for clients with no bank account); transitioning to a safe and affordable bank account (for clients with a bank account); or actively using a safe and affordable bank account for at least six (6) consecutive months.	Documentation of account terms/features or statement demonstrating it is safe and affordable. Details of client reported account opening or $0 starting balance bank statement
Increase credit score by at least 35 points (for those looking to improve their credit) or establish credit score (for those with none)	Baseline and follow-up credit reports with scores
Decrease debt by at least 10%	1) Written confirmation from credit bureau or creditor reflecting corrections or negotiated settlements or 2) updated statement or credit report reflecting original and reduced balances
Increase savings by at least one week's net income or establish/maintain regular saving habits for at least three (3) months	Deposit slips (or statement or written confirmation from client, if not banked) and documentation of income or self-reported income

C. HOLISTIC AND SUPPORT SERVICES Performance Assumptions

Holistic and Support Services at Jobs-Plus builds upon existing mental health services to adopt a more holistic approach to better address the diverse barriers to employment faced by program participants. Jobs-Plus providers will receive technical assistance (TA) to support programmatic capacity building and staff skill-building. It is anticipated that during the first six months, providers will engage with TA, develop a holistic and support service plan, and staff will engage in initial TA training. After this period, providers will be expected to achieve and report participant-related outcomes. HRA and partners expect that providing Holistic and Support Services will increase member engagement in Jobs-Plus programming and improve employment placement, employment retention, and Employment and Advancement and Preparation outcomes. Providers will be asked to meet the below anticipated goals, measures, and targets over the life of the contract. HRA reserves the right to add items and otherwise modify this list. Please note that these outcomes include metrics that involve both Jobs-Plus staff and Jobs-Plus members and do not count toward the Employment and Advancement Preparation Measures outcomes.

Table 6: Jobs-Plus - HOLISTIC AND SUPPORT SERVICES Success Measures

Goal	Measure	Target
Build and maintain organizational and staff capacity to offer Holistic and Support services	Total number of staff trained (includes initial training and booster sessions)	All
	Number of staff trained by skill or intervention (e.g. Motivational Interviewing, screening, etc.)	All
	Targeted staff (minimum of 4) receive coaching and supervision at regular intervals	100%
	Number of Case Conferences held that incorporate Holistic and Support services	All Case Conferences
	Establish linkage agreements with the goal of referring members in need to medical, mental health, and/or substance use treatment providers and establish a protocol to confirm receipt of services	All
Increase share of members receiving Holistic and Support services	Proportion of members who participated in a mental health psychoeducation session at least once during the reporting quarter	50-100%
	Share of members screened and assessed for support services	100%
	Rate of completed referrals (attend first appointment, received support services, onsite or offsite)	Expected to reach 70%
	Rate of members receiving community health services that promote wellness.	Expected to reach 70%
	Rate of members receiving social service supports to address the immediate and essential needs of members present not exclusive to employment that will increase program engagement and program outcomes	Expected to reach 70%
Improve mental health of members program outcomes	Number of members who engage with clinical care after first appointment (e.g., engaged in care after 3 months)	Set as a subset of all referred, focused on members with moderate to severe mental health needs recommended for clinical care
Support members' wellbeing through increased access to Community Health Supports and Social Services that stabilize their lives and enable	Track % of members that utilize at least one health or social support service, including successful referrals and follow-ups. Optional disaggregation: [Health Supports | Social Services]	Support Member Stability and Engagement to Improve Workforce Participation
	Number of members who are re-screened (at regular intervals)	90-100% of members still engaged at interval
	Number of members who show improvement at re-screening (after 3 and 6 months)	TBD based on interventions, conditions
	Number of overall Jobs-Plus members with improved knowledge and attitudes toward mental health, including help-seeking behaviors and/or personal mental health needs after receiving psychoeducation or training in MHFA	TBD, based on standards to be set by HRA

workforce participation.	Indicators of participants reporting satisfaction with HOLISTIC AND SUPPORT SERVICES program components (gauged through periodic surveys)	TBD, based on standards to be set by HRA
	Increase Jobs-Plus program engagement of members (e.g., members able to start and complete occupational training courses)	Will vary by Jobs-Plus service
Improve program engagement and employment outcomes	Re-engagement of lapsed members	25% of members who have been disengaged with JP for over 1 year re-engage with the program
	Increase in employment outcomes (e.g., job placement and job retention) for those who engage in HOLISTIC AND SUPPORT SERVICES	Will vary by outcome