

Exhibit C - PERFORMANCE BASED AGREEMENT

Minnesota State Services for the Blind (State) purchases job search, job placement and job stabilization services from qualified contractors through a Performance Based Agreement (PBA) that emphasizes outcomes and results.

PBA job search, job placement and job stabilization services are intended for consumers who are considered ready for employment through mutual agreement between the SSB counselor and the consumer. Payment for services is provided at milestones in the progress toward a successful employment outcome; payments are linked to the consumers' employment goals and the consumer and employer's satisfaction.

*PBA's will apply to all new referrals upon execution of this contract.

*Contractors cannot hire consumers as an employee to receive PBA payments.

SCOPE OF SERVICES: JOB SEARCH, JOB PLACEMENT, AND JOB STABILIZATION

The PBA intake includes gathering external information, service coordination with other agencies, and other related activities before the consumer served is fully accepted into job search, job placement and job stabilization services with a contractor.

Job search activities support and assist a consumer in searching for an appropriate job. Activities performed by the contractor in job search assistance may include resume preparation, identifying job opportunities as outlined in the PBA Placement Plan, developing interview skills, and making contacts with employers on behalf of the consumer. Job search services include one or more of the following:

- Contacting employers to develop or identify job opportunities and assisting consumers to secure employment;
- Assessing the characteristics and tasks of the consumer job choice to determine the skills, knowledge, and abilities required in the job;
- Assisting the consumer to learn about job duties, personnel benefits, rates of pay, employment policies and practices, and job location;
- Helping to update a resume, reviewing completed applications to ensure they're correct, assisting with interview preparation or reviewing questions asked in previous interviews when the consumer was not sure how to answer, assisting with cover letters and thank you letters;
- Educating consumers and employers about disabilities and their vocational implications, American's with Disability Act (ADA), rehabilitation technology, job accommodations, services provided by State and WorkForce Center partners, incentives to employers, and current disability-related legislation;
- Providing routine on-site job analysis, consultation, and recommendations for work site and job modification;
- Assisting employers to identify, modify, or eliminate architectural, procedural, instructional, attitudinal, or communication barriers to the employment and advancement of persons with disabilities; and

- Maintaining communication and coordination concerning job openings, services to help consumers obtain and retain employment, and joint efforts to increase employment opportunities for people with disabilities.

Job placement assistance is a referral to a specific job resulting in an interview, whether or not the consumer obtained the job.

Job stabilization services include job site training, which varies according to the needs of the consumer and the complexity of the job. Training can include assisting the consumer perform new job tasks and to understand the job culture, industry practices and work behaviors expected by the employer. It might also include training the employer and coworkers to understand the training methods and accommodations needed by the consumer. Retention services include one or more of the following:

- Maintaining contact with the consumer and employer to promote job adjustment and ensure satisfaction of the consumer and the employer.
- Job supports including job site skills training, job coaching, assistance with work behaviors, development of natural supports, and assistance to the employer and coworkers to help the consumer to retain or advance in employment. Job supports may be time-limited to promote job stabilization for consumers who do not need ongoing supports; they may also include extended services for consumers with significant disabilities who require ongoing supported employment. With the consumer's consent, job support personnel will maintain communication with the employer and others who are likely to influence the probability of the successful outcome.

REFERRALS FOR JOB SEARCH, JOB PLACEMENT AND JOB STABILIZATION SERVICES

The state refers job search, job placement and job stabilization services to contractors with the PBA exhibit C on their master contract amendment. Referrals may be for supported or non-supported integrated employment outcomes. Specific documented milestone events trigger the applicable payments to the contractor consistent with established reporting and invoice procedures.

COMMUNICATION

Frequent verbal communication is necessary among all parties. The contractor is required to meet with the consumer and SSB counselor for the completion of the Placement Plan and at 90-day intervals to review the consumer's progress in obtaining and maintaining employment until the PBA is complete. Standard reporting requirements apply as outlined in the master contract amendment.

From the official start date agreed upon by the consumer and employer, the State considers the consumer to have moved into employed status and the 90-day follow-up period begins. After a minimum of 90-days the employment situation must be considered stable by the consumer and employer before the case can be determined that milestone #3 has been achieved. Contractors must provide monthly written reports on all services. When a milestone has been reached, contractors must indicate the achievement of that milestone on the corresponding monthly report and invoice to receive payment.

Any party can discontinue the relationship if job search, job placement and job stabilization plan objectives are not being met or progress is not being achieved. The party who wishes to discontinue the relationship must contact the other parties involved in writing with a five business day notice.

MILESTONE RATES FOR INTEGRATED EMPLOYMENT PBA

Milestone 1A /1B and milestone 2 will be authorized in advance of the intake meeting by SSB counselor. Contractors are paid milestone 1A upon completion of the intake meeting. If after 90-days the consumer has not been successfully placed in a job, a meeting with the consumer, contractor and the SSB counselor will occur. If there is agreement to continue services, then milestone 1B will be paid.

Authorizations for each milestone will be made prior to contractor performing work and will be paid upon receipt of invoices and reports for each milestone completed. Payments made will constitute payment in full for all services delivered during that phase of the PBA. A maximum of \$8,000/\$14,000 will be paid per consumer in the following increments:

BLIND & LOW VISION consumers

MILESTONES	FEEs
1. Intake/Signed placement plan	
a. Job search/job placement	\$1,500
b. 90-day check in	\$1,500
Total for A & B	\$3,000
2. Job hire	\$2,500
3. Successful placement	\$2,500
Total	\$8,000

DEAFBLIND consumers

MILESTONES	FEEs
1. Intake/Signed placement plan	
a. Job search/job placement	\$2,500
b. 90-day check in	\$2,500
Total for A & B	\$5,000
2. Job hire	\$4,500
3. Successful placement	\$4,500
Total	\$14,000

MILESTONE DESCRIPTIONS

Milestone #1: Intake/Signed placement plan

The plan is developed in a face-to-face meeting involving the consumer, the contractor and the SSB counselor. The plan identifies the job goal, defines the roles and responsibilities of each of the three parties, and creates a consensus about the desired outcome. The plan must be signed by all three parties and is in effect through job search, job placement and job stabilization as outlined within the PBA.

- **A: Job search/Job placement \$1,500/\$2,500**

Services are provided by the contractor to the consumer once the Placement Plan has been signed. This may include resume preparation, developing interview skills and making contacts with potential employers. Job placement activities occur when the contractor refers the consumer to a specific job resulting in an interview.

- **B: 90 Day check-In \$1,500/\$2,500**

A meeting 90 days after the Placement Plan has been signed if the consumer has not been successfully placed in a job and the agreement is to continue services.

Note: If the consumer is successfully placed in a job prior to the 90 Day Check-In meeting, the contractor will be paid the full \$3,000/5,000 for milestone #1

Milestone #2: Job hire \$2,500/\$4,500

This milestone is reached when the first complete, paid shift is worked by the consumer. If the consumer loses their job prior to the completion of the PBA, the contractor continues to provide services for the consumer's job search and job placement activities with no additional payment.

Milestone #3: Successful placement \$2,500/\$4,500

The PBA includes job stabilization services including up to 10 hours of job coaching/occupational communication specialist (OS) as needed and is achieved when the following conditions are met:

- The consumer and the SSB counselor agree that the employment is satisfactory and that the consumer is performing well on the job.
- The consumer's workplace offers opportunities for integration with non-disabled persons.
- The consumer is compensated at or above minimum wage and the wage is not less than customarily paid by the employer for the same or similar work performed by persons without disabilities.
- Follow-up services have been provided by the contractor for a minimum of 90 days after the consumer has stabilized on the job and has made the transition to extended ongoing services when necessary. These services may include meetings with the employer.
- Any ongoing supports are adequate to meet the consumer's needs for maintaining employment.
- The consumer's case record does not have to be closed before the contractor can receive this milestone payment.

ADDITIONAL FEE-FOR-SERVICE

In some circumstances, a PBA may be augmented with additional items, as required and agreed upon, for the following services:

Occupational communication specialist: Communication and Job support services specifically for consumers who use American Sign Language (ASL) or another foreign language and who may experience communication and related comprehension barriers on the job. An OCS must have skills in ASL or be proficient in an identified foreign language that. An OCS differs from an interpreter; their role is to assist consumers to understand and comprehend information and involves the OCS in the planning, development, oversight, and delivery of the consumer's support services.

On-the-job supports/job coaching; short term: Services provided to a consumer who has been placed in employment in order to stabilize the placement and enhance job stabilization. Such services include job support services (beyond the 10 hours as expected in the PBA) for consumers who do not have a supported employment goal.

On-the-job supports/job coaching-supported employment: On-going support services and other appropriate services needed to support and maintain a consumer with a most significant disability in supported employment for a period of time generally not to exceed 24 months. On-the-job support services with a supported employment goal are funded using Title VI, Part B and Title I funds.

ADDITIONAL SERVICES	FEES
On-the-job supports/job coaching with OCS (non-English languages)	\$86 as defined on Exhibit B (above 10 hours)
On-the-job supports/job coaching; short term	\$60 as defined on Exhibit B (above 10 hours)
On-the-job supports/job coaching; supported employment	\$60 as defined on Exhibit B (above 10 hours)
Mileage greater than 70 miles round trip	Mileage - IRS Rate

All additional services must be pre-approved by SSB counselor.

REQUIRED DOCUMENTATION

Placement plan:

- Date
- Consumer name
- Phone number(s)
- Employment goal(s)
- Expected employment outcome
 - Number of hours per week
 - Benefits
 - Wages
- Special considerations
 - Days of the week
 - Time of day
 - Transportation needs
 - Geographic area acceptable
 - Time frame issues (child care, therapy, others)

- Physical limitations
- Needed job accommodations
- Responsibilities/roles/activities of:
 - Consumer
 - Contractor
 - SSB counselor
- Consumer signature
- Contractor signature
- SSB counselor

Job Hire:

- Date
- Consumer name
- Date of first day of work
- Employer
- Employer address
- Job title
- Job responsibilities
- Wage
- Benefits
- Number of hours per week
- Days or time
- Accommodations
- Contractor signature

Successful Retention:

- Date
- Employer
- Employer address
- Hire date
- Job title
- Job responsibilities
- Wage
- Benefits
- Number of hours per week
- Days or time
- Accommodations

Narrative report that includes:

- On-going follow up or job stabilization support needs and rationale
- Employer comments on job performance
- Consumer comments on job satisfaction
- Contractor signature (no signature is required for electronic report submission)