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(4) DSHS Data will be stored within a database and will be distinguishable from non-DSHS data by the value of a specific field or fields within database records.

(5) When stored as physical paper documents, DSHS Data will be physically segregated from non-DSHS data in a drawer, folder, or other container.

b. When it is not feasible or practical to segregate DSHS Data from non-DSHS data, then both the DSHS Data and the non-DSHS data with which it is commingled must be protected as described in this exhibit.

**8. Data Disposition.** When the contracted work has been completed or when the Data is no longer needed, except as noted above in Section 5.b, Data shall be returned to DSHS or destroyed. Media on which Data may be stored and associated acceptable methods of destruction are as follows:

<b>Data stored on:</b>	<b>Will be destroyed by:</b>
Server or workstation hard disks, or  Removable media (e.g. floppies, USB flash drives, portable hard disks) excluding optical discs	Using a “wipe” utility which will overwrite the Data at least three (3) times using either random or single character data, or  Degaussing sufficiently to ensure that the Data cannot be reconstructed, or  Physically destroying the disk
Paper documents with sensitive or Confidential Information	Recycling through a contracted firm, provided the contract with the recycler assures that the confidentiality of Data will be protected.
Paper documents containing Confidential Information requiring special handling (e.g. protected health information)	On-site shredding, pulping, or incineration
Optical discs (e.g. CDs or DVDs)	Incineration, shredding, or completely defacing the readable surface with a coarse abrasive
Magnetic tape	Degaussing, incinerating or crosscut shredding

**9. Notification of Compromise or Potential Compromise.** The compromise or potential compromise of DSHS shared Data must be reported to the DSHS Contact designated in the Contract within one (1) business day of discovery. If no DSHS Contact is designated in the Contract, then the notification must be reported to the DSHS Privacy Officer at [dshsprivacyofficer@dshs.wa.gov](mailto:dshsprivacyofficer@dshs.wa.gov). Contractor must also take actions to mitigate the risk of loss and comply with any notification or other requirements imposed by law or DSHS.

**10. Data shared with Subcontractors.** If DSHS Data provided under this Contract is to be shared with a subcontractor, the Contract with the subcontractor must include all of the data security provisions within this Contract and within any amendments, attachments, or exhibits within this Contract. If the Contractor cannot protect the Data as articulated within this Contract, then the contract with the subcontractor must be submitted to the DSHS Contact specified for this contract for review and approval.

## **Exhibit B**

### **Career Laddering for Educated and/or Vocationally Experienced Refugees (CLEVER) Employment Services Statement of Work**

#### **1. Purpose**

The purpose of this contract is to assist highly educated and/or vocationally skilled refugees to re-enter their profession in the U.S. The Contractor will provide job preparation, job placement and retention services that lead towards careers in participant's respective fields.

This contract was agreed upon with a goal number of 70 clients served.

#### **2. Participant Eligibility for Direct Client Services**

The Contractor shall provide services to Washington State residents to include:

- a. Adults in the US for less than sixty (60) months, who have not naturalized as a US citizen and have current or entry status of a refugee, asylee, victim of human trafficking, Amerasian, Cuban-Haitian entrant, special immigrants and family members from Iraq or Afghanistan, certain Afghan and Ukrainian Humanitarian Parolees.
- b. For victims of human trafficking, time in the US is based on the date status is certified/approved by the Office of Refugee Resettlement.
- c. For asylees, time in the U.S. is based on the approval date of the asylum petition.

#### **3. Staffing**

- a. The Contractor will dedicate the services of up to 1.0 FTE to this program.
- b. Ensure all employees accessing the EJAS system sign a DSHS Agreement on Nondisclosure of Confidential Information form. This form must be emailed to the ORIA Program Manager within thirty (30) days of the contract start date.
- c. Meet with Core Partners at least once per month to discuss agency activities and service delivery, strategies for addressing the needs of program participants, share best practices and information about employer networks and the labor market, changes to educational and professional requirements, and plans for ongoing services.

#### **4. Contractor Responsibilities**

##### **a. Career Counseling Case Management**

The Contractor will provide the following direct services to address the employment needs of program participants:

- (1) Outreach to potential participants about the program;

- (2) Engage with community and business sectors to market the program and develop professional contacts for participants;
- (3) Provide education and training to a large body of program participants through workshops on topics covering the following areas: resume and cover letter writing, job search strategies and marketing, culturally appropriate interviewing/presentation skills to secure employment offers.
- (4) Assess participant's skills, experience, employment barriers, labor market value, overall employability and direct marketing of program participants. Assessments will focus on ascertaining transferrable skills to local labor market conditions, preparing clients for employment, refining resumes, and practicing professional communication and interviewing skills.
- (5) Address participants' barriers to employment prior to initiating job search activities.
- (6) Maintain contact with participants on a weekly basis to address employment needs, career plans, job leads and placement strategies.
- (7) Work closely with potential employers, marketing and making hiring recommendations on behalf of participants.
- (8) When appropriate, refer participants to area employment and training programs that can assist them in meeting their vocational goal.
- (9) When appropriate, refer participants to Core Partners for evaluation of credentials and education, orientation on career pathways and/or mentorship opportunities.
  - (a) When referring client to Core Partners, the contractor shall use secure communication and include USCIS documents verifying program eligibility; any other relevant documents including but not limited to:
    - i. Assessment performed by the contractor
    - ii. Career Plan developed by the contractor
    - iii. Current employment status

**b. Labor Market**

The Contractor shall research labor market information related to the participants' professions and skills. Activities include:

- (1) Networking to build employer relations and securing knowledge of opportunities for employment;
- (2) Advising participants of hiring practices by employers in their field;
- (3) When possible, develop work experience opportunities to increase the

participant's experience, qualifications, skills, confidence and employability; and

- (4) Establish and maintain relationships with employers in a broad range of industries to develop job leads for program participants.

**c. Placement into Unsubsidized Employment**

- (1) Using its professional network, the Contractor shall match participants to jobs and/or employers and provide strategic job placement services.
- (2) For newly arrived refugees, placements may be temporary survival jobs. To the extent possible, the Contractor shall assist participants in finding jobs in the industry that matches the participant's profession.
- (3) For participants who are ready to begin careers in their profession, the Contractor shall match them with employers in their respective industry or help build a direct employment pathway to re-entering their profession.
- (4) Once employed, the Contractor shall obtain verification from the employer through the use of an Employment Verification form signed by employer or copy of wage stub(s). The following information is required:
  - (a) Employer Name and Address
  - (b) Contact person and phone number
  - (c) Job Title
  - (d) Start Date
  - (e) Hourly Wage
  - (f) Average hours worked per week
  - (g) Availability of health benefits for participants in full time employment. Benefits should be considered available if provided at placement or within six months regardless of participant's enrollment in health benefits.
- (5) Once placed into employment, the Contractor shall offer ongoing job retention services to include worksite advocacy, job coaching, necessary workplace accommodations including interpretation, worksite conflict resolution, facilitating communication with the CSO, assisting the participant to maintain and retain employment, and advance in position and wage progression, addressing other issues as appropriate.
- (6) The Contractor shall obtain verification of ninety (90) day job retention. Ninety (90) day job retention is verified by the employer signed Employment Verification form or copy of pay stub(s). If neither is available, the Contractor may certify by a staff signature that (90) day job retention information was obtained by contacting the employer or the participant.

**d. Support Services**

- (1) Support Services in this program are available to participants who are not eligible to access Support Services from another funding source. TANF participants are required to contact their local Community Services Office (CSO) for WorkFirst Support Services. If WorkFirst Support Services funding is not available, the Contractor must request Support Service pre-approval from the ORIA Program Manager for TANF participants.
- (2) Contractor shall provide support services in accordance with the Support Services Handbook that is being distributed along with this contract.
- (3) The Contractor shall manage Support Services Funding for all participants being served by Core Partners. Management of this funding includes:
  - (a) Providing instructions to the Core Partners on how to access this funding;
  - (b) Develop a request/approval form for use;
  - (c) Track all support service requests;
  - (d) Require Core Partners to provide receipts and purchase documentation;
  - (e) Maintaining copies of approved requests and receipts documenting the purchase of services and goods
- (4) Copies of approved requests and receipts for the Core Partners may be kept in a separate file.

**e. Completion of required forms**

- (1) Ensure each participant signs the required DSHS 14-012(X) Consent Form, prior to the provision of services under this Contract.
  - (a) If an interpreter or translator is used to explain the form to the participant, the interpreter/translator must sign and date in the "Agency Contact/Witness" box and provide telephone contact information.

**f. Participant's Individual Case Files**

The Contractor shall maintain individual participant's case files that are easily accessible for the purpose of onsite desk audits and monitoring under this contract. Program eligibility, services and activities that require backup and/or support documentation include, but is not limited to the following documents:

- (1) A legible copy of the participant's Permanent Resident Card (I-551, I-94 (arrival document) or other USCIS documentation verifying current immigration status and date of arrival to the U.S.
- (2) DSHS 14-012(X) Consent form in participant's native language signed by the

participant and Contractor;

- (3) A copy of the comprehensive assessment and Career Plan for participants who do not have a JAS ID;
- (4) Case notes documenting attendance and progress for participants who do not have a JAS ID.
- (5) For TANF recipients, current and historical job search logs;
- (6) Support services documentation to include receipts, paid invoices and other relevant verification.
- (7) Documentation and verification of initial job placement and ninety (90) day job retention.

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