

INTERGOVERNMENTAL AGREEMENT

THIS INTERGOVERNMENTAL AGREEMENT (“Agreement”) is made and entered into this ____ day of _____, 2026, by and between the **BOARD OF COUNTY COMMISSIONERS OF DOUGLAS COUNTY**, Colorado (“Douglas”), and the **BOARD OF COUNTY COMMISSIONERS OF ARAPAHOE COUNTY**, Colorado (“Arapahoe”). The counties hereinafter collectively referred to as the “Parties”.

RECITALS

WHEREAS, the Parties are authorized under Article XIV, Section 18 of the Colorado Constitution, and by C.R.S. 29-1-203 et seq. to contract with one another to provide any function or service lawfully authorized to each of them; and

WHEREAS, the Parties, in their capacity as a County Human Services Agency, are responsible for the administration of various human services programs including the Federal Temporary Assistance to Needy Families (TANF) program also known as “Colorado Works” and a component of the TANF/Colorado Works program is the provision of training and services to participants to assist these individuals in obtaining employment; and

WHEREAS, Arapahoe/Douglas Workforce Board has designated the Arapahoe/Douglas Workforce Center as the one-stop for the federally designated regions of Arapahoe County and Douglas County; and

WHEREAS, Arapahoe, through its Arapahoe/Douglas Works Division (“ADW”) of the Arapahoe County Community Resources Department, provides training, counseling, assessment, and job referral services for individuals seeking employment, including TANF recipients; and

WHEREAS, authority exists in the law and funds have been budgeted, appropriated, and otherwise made available and a sufficient uncommitted balance thereof remains available for encumbering and subsequent payment under this Agreement.

NOW, THEREFORE, for and in consideration of the premises and other good and valuable consideration, the Parties agree as follows:

1. ADW will provide TANF case management services for Douglas TANF program participants referred to ADW by Douglas County Human Services as more particularly described in Exhibit A Scope of Work, attached hereto and incorporated herein.

2. The term of this IGA shall be from **July 1, 2026**, through **June 30, 2027**, unless sooner terminated or otherwise extended.

3. Douglas agrees to pay Arapahoe an amount not to exceed **two hundred thirty thousand dollars and zero cents (\$230,000.00)** as reimbursement for services provided herein as follows: 1) TANF Basic Cash Assistance Case Management 2) TANF Youth Employment Case

Management. Arapahoe shall invoice Douglas on a monthly basis for services provided. Douglas shall pay said invoice within thirty (30) days of receipt. All expenditures are subject to appropriation of funds. Douglas County may terminate without penalty by providing thirty (30) days' written notice to Arapahoe.

4. Facility fees will be waived for Arapahoe under this Agreement.

5. The Director of Douglas County Human Services is designated as the authorized representative of Douglas for the purpose of administering, coordinating and approving work performed pursuant to this Agreement.

6. Arapahoe agrees that no official, officer, or employee of Arapahoe shall have any personal or beneficial interest in the services described herein.

7. Arapahoe and Douglas understand and agree that each party is relying on, and does not waive or intend to waive, any provision, right, immunity, or protection provided by the Colorado Governmental Immunity Act, §§ C.R.S. 24-10-101 et seq.

8. In connection with the services provided pursuant to this Agreement, Arapahoe shall not discriminate against any Douglas TANF participant because of race, creed, color, national origin, religion, sex, mental or physical disability, or age.

9. All records remain the property of the Douglas County Department of Human Services. Documents, data compilations, and other client-based information prepared and maintained by Arapahoe in connection with this Agreement shall be confidential. Documents shall not be made available by Arapahoe to any individual or entity without the consent of the Douglas County Representative. Confidential files must be maintained in a secure environment that ensures confidentiality. Arapahoe will notify Douglas immediately of any breaches of security or confidentiality as they pertain to client data. Arapahoe agrees that, upon request of Douglas, at any time during the term of this Agreement, or four (4) years thereafter, it will make full disclosure to Douglas and make available for inspection and audit upon request Douglas, all of its records associated with work performed under this Agreement for the purpose of making an audit, examination, or excerpts. Under this item, records refer to the support documentation for expenses invoiced to Douglas and paid to Arapahoe. Arapahoe will retain any and all records, beyond the terms outlined above in this recital, as identified in a "litigation hold" notice provided by Douglas until receipt of a release from said hold.

10. The Parties shall have the right to terminate this IGA, without cause, by giving not less than thirty (30) days' written notice to the other party of such termination and specifying the effective date of such termination. Arapahoe shall be entitled to receive compensation in accordance with this Agreement for services completed pursuant to this Agreement prior to the date of receipt of the notice of termination or such other stop-work date as may be specified in said notice.

Notices to be provided under this IGA shall be given in writing and either delivered personally during normal business hours to the appropriate office below, or by prepaid first-class U.S. mail, e-mail, or other method authorized in writing by the Authorized Representative.

To Douglas: Douglas County Human Services
Attn: Ruby Richards, Director
11045 E. Lansing Circle, First Floor
Englewood, CO 80112
Phone: (303) 814-5395
Email: rarichar@douglasco.gov

With a copy to: Douglas County Attorney's Office
100 Third Street
Castle Rock, CO 80104
Phone: (303) 660-7414
Email: attorney@douglasco.gov

With a copy to: Department of Human Services
Attn: Erin Johnson, Assistant Director
11045 E. Lansing Circle, First Floor
Englewood, CO 80112
Phone: (303) 814-5359
Email: Ejohnso1@douglasco.gov

To Arapahoe: Arapahoe County
Attn: Katherine Smith, Director of Community
Resources
Arapahoe County Plaza
1690 W. Littleton Blvd
Littleton, CO 80120
Phone: (303) 795-4639
Email: ksmith@arapahoegov.com

With a copy to: Arapahoe County Attorney
5334 S. Prince Street
Littleton, CO 80120
Phone: (303)795-4639
Email: attorney@arapahoegov.com

14. Pursuant to CRS 29-1-110, the financial obligations of Douglas as set forth herein after the current fiscal year are contingent upon funds for the purpose being budgeted, appropriated, and otherwise available.

15. This Agreement may require access to various Douglas County facilities, including human services, law enforcement and judicial buildings that may contain Criminal Justice Information (CJI). Accordingly, Douglas County will conduct prescreening background checks for Arapahoe and its personnel. These background checks will be managed by Douglas.

If access to secure areas of the Human Services building is required under this Agreement, it is Arapahoe's responsibility to ensure that all applicable personnel complete the required fingerprinting and background checks with passing results.

Prior to badge access being granted to any Douglas County facility, Arapahoe and its personnel must successfully complete both a state and federal fingerprint-based background check.

Depending on the nature of access, Arapahoe and its personnel may also be required to execute a Criminal Justice Information Services (CJIS) Security Addendum.

These background check and badging requirements will only apply if access to secure areas is necessary for the performance of services under this Agreement.

Costs associated with fingerprinting and background checks are reimbursable under this Agreement.

16. **COMPLIANCE WITH ALL LAWS AND REGULATIONS:** All of the activities conducted under this Agreement by Arapahoe shall comply with all applicable laws, rules, regulations, and codes of the United States and the State of Colorado.

17. [RESERVED]

18. **SEVERABILITY:** In the event any of the provisions of this Agreement are held to be unenforceable or invalid by any court of competent jurisdiction, the validity of the remaining provisions shall not be affected. Should either party fail to enforce a specific term of this Agreement, it shall not be a waiver of a subsequent right of enforcement, nor shall it be deemed a modification or alteration of the terms and conditions contained herein.

19. **NO THIRD-PARTY BENEFICIARIES:** The enforcement of the terms and conditions of this Agreement and all rights of action relating to such enforcement, shall be strictly reserved to the parties, and nothing contained in this Agreement shall give or allow any such claim or right of action by any other or third person under such Agreement.

20. **CONFLICT OF INTEREST:** Parties agree that no official, officer or employee of Douglas shall have any personal or beneficial interest whatsoever in the services or property described herein, and Arapahoe further agrees not to hire, pay, or contract for services of any official, officer or employee of Douglas. A conflict of interest shall include transactions, activities or conduct that would affect the judgment, actions or work of Arapahoe by placing Arapahoe's own interests, or the interest of any party with whom Arapahoe has a contractual arrangement, in conflict with those of County. Specifically, Arapahoe will notify Authorized Representative (or that person's designee) if anyone performing services outlined in Exhibit A: 1) is a past or current Human Services client, or 2) is related to or a close acquaintance of a past or current Human Services client. Providing services when a known or potential client conflict exists without previously informing the Authorized Representative and receiving approval, may be deemed **BREACH OF CONTRACT.**

21. **BREACH OF CONTRACT:** Failure to perform according to the specifications of this Agreement will be considered a breach of contract and may be subjected to any or all of the following: legal action, termination of Agreement, any additional applicable legal remedies

available to Douglas, and/or reimbursement to Douglas for costs associated with the breach of contract. Arapahoe's liability is limited to the amount of any sanction(s) or penalty(ies) incurred by Douglas as a result of an audit or review, no matter when the audit occurs, based upon Arapahoe's failure to take any timely and proper required action in compliance with program requirements and/or this Agreement. Reimbursement is due and owing even if for some reason no subsequent payment exists.

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Exhibit A
SCOPE OF SERVICES

Arapahoe agrees to provide service(s) outlined herein. Services provided outside of this Exhibit will be deemed gratuitous and are subject to non-payment at the Department of Human Services' (Department) discretion.

Arapahoe will work with families to establish initial and ongoing Colorado Works case management services for single-parent and two-parent families. The Department will determine eligibility for Basic Cash Assistance (BCA) clients. TANF eligibility is outlined below. The Department has determined that minimally TANF purposes i. and ii. are addressed by the services outlined in this Exhibit.

Temporary Assistance to Needy Families (TANF) permits the use of federal funds as long as they relate to one or more of the four federal purposes:

- i. To provide assistance to needy families so that children may be cared for in their own homes or the homes of relatives;
- ii. To end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage;
- iii. To prevent and reduce out-of-wedlock pregnancies and to establish annual goals for preventing and reducing the incidence of these pregnancies; and
- iv. To encourage the formation and maintenance of two-parent families.

I. Arapahoe shall:

A. Conducting Business

- a. Retain confidentiality of all client information. This includes all verbal, written, and electronic communication, and all service delivery information. Unless prior written approval is provided, Arapahoe may not release any information about the program and its applicants.
- b. Be able to proceed with the following staff identification and assignment process:
 - a. Complete whatever requirements are needed internal to Arapahoe's own organization.
 - b. Fulfill fingerprinting requirements in accordance with Term 15 of the Intergovernmental Agreement (IGA) and Attachment 4, both of which are incorporated into this Agreement.
 - b. Allow Douglas County staff to meet with the candidate(s). If potential staff assignment is acceptable to both Arapahoe and Douglas, make an offer or assignment change contingent upon successful completion of a: a) drug test, b) fingerprint background check, and c) Department review of Trails (Colorado's child welfare computer system) and CAPS (Colorado's adult protection computer system). (See Attachment A1.)
 - d. Results of each item listed in A. b above will be reviewed by Douglas who will solely decide if the staff assignment is ultimately appropriate.

- e. Note that staff may not begin any casework or receive any user IDs/temporary passwords for any system access until Douglas approval per A. d. above is done.
- c. Arapahoe will notify the Department if/when any traffic or criminal charges occur that could impact assigned staff's fitness or ability to execute the work assigned in this Agreement, or that violate a law, e.g., Adam Walsh Act, or program requirement.
- d. All client (or provider/third party, if applicable) paperwork, records and data must be stored on Douglas's network or ingested in Douglas's electronic content management (ECM) system(s) no later than within five (5) business days of receipt. County will provide training as needed for the ECM system(s).
- e. Utilize the Human Services Client and Reporting Enterprise System (HSCARES) for referencing programs with which a client is already associated.
- f. All client data must be sent via secure County email or secure file transfer (even to clients themselves). If client data must be transferred via a portable drive, facsimile, CD or some other means, that must be approved by the Department in advance. Documents may be mailed to clients or their Authorized Representative via US mail or a third-party mail delivery company without prior approval. Client communication may be sent via text message following County approval or using County issued devices or tools. Arapahoe staff will timely follow-up with all system or computer access issues or needs by contacting DHSsecurity@douglas.co.us or Douglas County Support Desk. Arapahoe shall notify the Department immediately: 1) if an employee accesses any County, State or third-party system or record for personal use or gain, or without any business need, and 2) when the individual no longer has authorization to access any State, County or third party systems. County reserves the right to end access to any or all State, County or third-party system for inappropriate or unauthorized use which would result in the individual no longer being able to work under this Agreement.
- g. Douglas will provide Arapahoe staff who perform any client related work with a Douglas County email address that shall be used with clients, providers, State program staff and any third party when client data is being discussed, reviewed, shared or transmitted. This Douglas County email will also allow for Arapahoe to use Douglas's secure email feature and secure file transfer tool.
- h. Arapahoe will use Douglas's email and network for all client related work. If Arapahoe is not in a County building, Arapahoe will be set-up with the needed access to the Douglas virtual private network (VPN) and/or virtual desktop infrastructure (VDI) connection.
- i. Maintain hours of operation that correspond to the Department's, i.e., Monday through Friday 8 a.m. to 5 p.m. Contract management will respond to emails or phone calls from the Department on Fridays, in the event of an emergency. Reasonable holiday, emergency, and weather closures are permitted. Arapahoe will be available during hours of operation to answer client questions, and address concerns. Return customer calls and emails within 48 clock hours excluding weekends, holidays, or closures.
- j. Cooperate with community partners, providers and County staff as reasonable and appropriate to achieve program requirements and quality customer service.

- k. Be able to timely recruit and place staff assigned to the contracted work so as to avoid delays in work and not impact customer service. Provide appropriately skilled supervision of staff and appropriate overall management.
- l. Notify Douglas in writing of any change in the persons authorized to bind the Agreement.
- m. Not subcontract this work to any other entity.
- n. Attend program oversight meetings throughout the course of any resulting contract. Meeting frequency will be determined by Douglas Program Manager, or at Arapahoe request.
- o. Not speak with any member of the media without express consent by a County Commissioner, County Manager, Deputy County Manager, or Human Services Director. Not present to any entity that Arapahoe makes policy or funding decisions on behalf of Douglas or Department. Arapahoe shall not engage in any form of lobbying on behalf of Douglas. Arapahoe may be asked to join a Department staff member at a meeting/conference, or to attend on the Department's behalf. However, Arapahoe may not vote on behalf of Douglas, commit Douglas's resources, or otherwise obligate Douglas. Arapahoe may not use Douglas's logo on any materials unless approved in writing by Douglas.
- p. Consistently collect client feedback and provide the results to the Department on at least an annual basis. The Department may provide a survey and/or data collection tool.
- q. Arapahoe will only use forms, templates, releases and other case related materials approved in advance by the Department. All vendor forms will be included in the written operating procedures mentioned in B. e. below. Any requests for new forms, or modifications to existing forms must be approved in advance in writing by the Program Manager.
- r. Arapahoe will stay apprised of all pertinent changes in the program including, but not limited to, changes in applicable law or regulations; changes in the eligibility requirements; changes in computer system requirements; and changes in data collection requirements.

B. Compliance with Laws, Rules and Policies

- a. Immediately report suspected child and adult abuse, neglect and exploitation.
- b. Abide by all applicable Federal, e.g., HIPAA and Adam Walsh Act; State laws, rules, and regulations; and Douglas County program policies and procedures. Comply with Douglas County and/or Department required training, including but that may not be limited to: 1) civil rights, 2) ethics, 3) mandatory reporter, 4) fraud identification and prevention, 5) building safety and security (for staff working in any Douglas County building), 6) cyber and data security, and 7) Arapahoe and personnel are asked to complete any Douglas, State or Federal training to obtain system and/or building access, e.g., CJIS. Arapahoe is responsible for ensuring their staff timely and adequately complete all training outlined in the Agreement. Incomplete or untimely training will result in that individual's access being suspended, and no work outlined in the Agreement can be performed by this person or submitted for reimbursement unless or until the required training is done.

- c. Ensure staff are appropriately trained on: 1) laws, rules, regulations and policies, 2) authorized access and use of the required State, County, and third party computer system.
 - d. Contact the Department's Program Integrity Unit with any questions regarding possible or known client or provider fraud or abuse, and complete fraud referrals as appropriate.
 - e. Provide Douglas a copy of Arapahoe's Single Audit annually.
- C. Applications, Re-certifications and Case Management
- a. Complete all data entry, including case comments, into the Colorado Benefits Management System (CBMS) within 5 business days.
 - b. Emails and text messages do not have to be transferred into a CBMS case comment or ingested into Douglas's ECM system(s) if they are part of a general case interaction and are captured generally in a status CBMS case comment. However, 1) for all emails or texts in which a civil rights allegation is made, Arapahoe will contact the Department immediately to determine how these communications will be addressed. If emails and text messages are expected to be saved into the Department's ECM system(s), it will be done in 3 business days.
 - c. Arapahoe's supervisory and line staff must be able to timely complete all State required CBMS training, remain current with all CBMS changes, and correctly use the system.
 - d. Conduct client orientations to familiarize recipients with the rules, regulations, expectations, services and supports in the Colorado Works program. Be available to clients to answer questions, address case concerns, provide information and referrals, accept written documentation and provide excellent customer service.
 - e. Provide case management, crisis intervention, information and referral services for all clients as appropriate.
 - f. Once a referral is made, Arapahoe will conduct an initial assessment, as well as ongoing assessments as necessary, to determine client strengths and barriers to self-sufficiency. Assessment tools and formats may vary based on State source system design or applicable program requirements. Based on these assessments, Arapahoe shall develop appropriate, individualized service plans that include referrals to community partners, the provision of supportive services, and the creation of a current, measurable Individual Plan. The Individual Plan shall be completed during the initial meeting between Arapahoe and the client. It is recommended that this meeting occur within fifteen (15) days of the assessment date and shall occur no later than thirty (30) days following completion of the assessment. Arapahoe shall deliver all services in accordance with Colorado Works program rules and county policies approved under 9 CCR 2503-6, including all Workforce Requirements, timelines, and employment and training obligations.
 - g. Develop Individual Plans, as required, that are client-centered, realistic, specific, measurable and address specific barriers disclosed at assessment. Individual Plans are entered into the Colorado Benefits Management System (CBMS).
 - h. Encourage and promote clients' ability to successfully meet Individual Plan terms and conditions to ensure continuation of benefits and successful completion of the

Colorado Works program. Assist all clients in addressing and overcoming barriers to self-sufficiency.

- i. Promptly communicate any compliance concerns with eligibility workers and/or referral source so as to assist client in resolving such issues and encouraging appropriate conflict resolution strategies.
- j. Arapahoe shall establish meeting times with clients on a weekly, semi-monthly, monthly or otherwise appropriate schedule based on the severity of each client's self-sufficiency barriers, the client's individual needs, and the level of support required from the Department to help the client overcome those barriers. The frequency of such meetings shall be no less frequent than the minimum requirements outlined in State regulation at 9 CCR 2503-6.
- k. Ensure all documents necessary to maintain program compliance, and other necessary case documentation, are obtained, recorded and maintained in databases, including but not limited to CBMS, the Department's internal client tracking system and the case file when required. In addition, all Workforce Development documentation will be maintained in client case files.
- l. Collaborate to provide integrated services between other units such as Eligibility (Food Assistance, Medicaid, Low-Income Energy Assistance, and Child Care), Child Welfare, Child Support Enforcement, and other community partners providing client services. Communicate with Department staff to avoid any disruption in benefits that may occur. Coordinate with the Department and clients to ensure all necessary paperwork is turned in timely so as to ensure benefits can be issued timely.
- m. Recommend supportive service and Individual Plan bonus payments, obtain necessary documentation, and enter into CBMS.
- n. Maintain open lines of communication and coordinate treatment planning with other agencies. Advocate on client's behalf to ensure appropriate services with community partners are put in place when authorization to release information has been signed by client.
- o. Complete referrals on behalf of clients needing additional assistance from the Department, as well as referrals to community partners in order to connect families in need with appropriate services and supports. Manage resources including supportive service payments and arranging for services that lead to client self-sufficiency within specified time frames.
- p. Attend program oversight and contract monitoring meetings. Program oversight meetings may include discussion of: 1) progress toward achieving outcomes, 2) caseload volume and statistical data, 3) customer service concerns, 4) case audits, and overall status of the program. Contract monitoring meetings may include a discussion of any element the executed contract, e.g., timeliness or accuracy of invoices, ongoing performance compared to performance measures outlined, turnover, and are not intended to address case specific issues.
- q. Ensure that all client cases follow Fair Labor Standards Act (FLSA) regulations, and that Arapahoe accurately determines and enters calculations and payments.
- r. 30 days post-employment services may be provided following case closure.
- s. Notify Department immediately of any potential client appeals, consumer complaints, Arapahoe employee issues related to the Agreement, and/or claims of discrimination. Prepare written documentation, statistical reports and/or other

materials needed for a Department review and/or Administrative Court review. Support Douglas and Department in any dispute resolution process that may occur.

D. Case Reviews

- a. Participate in any Federal, State or County audits or performance reviews, and allow access to all related records and systems, including an on-site visit if requested. If an audit or review results in a corrective action plan, Arapahoe shall develop such plan, obtain County approval, and implement it by the defined deadline. If such an audit or review results in a financial penalty for Douglas, Arapahoe shall be expected to reimburse the Department. Arapahoe's liability is at least the amount of any sanction(s) incurred by Douglas County as a result of an audit or review, no matter when the audit occurs, based upon Arapahoe's failure to take any timely required action in compliance with program requirements and/or this Agreement.

E. Work Locations, Facilities and Space

- a. Arapahoe location(s) must have reasonable accommodations in place and maintain adequate space, staff and operations throughout the Agreement that maintain client confidentiality. This includes but is not limited to adequate technological infrastructure and the ability to obtain computer system access to the Colorado Department of Human Services (CDHS) portal, Douglas County network and electronic content management (ECM) system(s), and any other needed third-party systems, and be able to support its own infrastructure.

F. Staffing Requirements

- a. Arapahoe's case management staff will have at least one (1) year of case management experience, and supervisory staff will have at least two (2) years of case management.
- b. Staff will be dedicated to this project at the time the Agreement is initiated, and coverage must be provided for these services without regard to staff turnover. Arapahoe will recruit and train staff as needed within a reasonable timeframe.

G. Outcomes and Reporting

- a. Goal: Increase household economic stability through employment, education, and supportive services.
 - a. Measures:
 - i. $\geq 30\%$ of newly enrolled work-ready TANF participants secure employment within 180 calendar days of the JS start date.
 - ii. $\geq 50\%$ of participants without a high school diploma or equivalent are actively engaged in GED preparation or adult basic education within 90 calendar days of the JS start date.
 - iii. $\geq 15\%$ of enrolled participants without post-secondary education complete an industry recognized training or credential annually.

- b. WPR of 50% for all one-parent cases randomly selected in the 314 Sample Report.
- c. As part of a complete invoice, Arapahoe will provide a monthly report. Complete a monthly report which shall include:
 - i. Number of referrals received for the month, broken down by one parent and two parent
 - ii. Current caseload count and list
 - iii. Number of individuals who have gained employment for the month
 - iv. Number of individuals who have completed/obtained a new credential and what credential for the month
 - v. Number of cases closed in an invoice month
 - 1. Case closure reason and/or outcome
 - vi. Number of cases currently sanctioned
 - vii. Number of cases at 55 or more months of TANF
- d. Arapahoe will provide a report (in Microsoft Word), cumulative of the Monthly Report and suitable for distribution to the Board of County Commissioners and potentially shared at a public Board Business Meeting. No client identifying information may be used. The report is due no later than July 17, 2027, and must include:
 - i. Summary of services provided,
 - ii. Number of clients served,
 - iii. How service delivery was approached, and
 - iv. How funds were used
 - v. Identification of all TANF purposes met
 - vi. Outcomes related to the established goals
 - vii. Any additional qualitative goals, measures or information relevant to the services provided.

II. The Department of Human Services shall:

- a. Provide Arapahoe with access to the State, County and third-party computer systems as necessary.
- b. Be able to request that a specific individual be removed from working on Douglas County cases should their performance or customer service warrant it; in the event of a conflict of interest; for misuse of any client data or misuse of system access; or breach of client confidentiality or data.
- c. Manage all civil rights complaints.
- d. Monitor Arapahoe's performance which includes, but may not be limited to:
 - i. customer service with both clients and other stakeholders,
 - ii. evaluation of complaints and resolution,
 - iii. review of billing processes and determination of allowable of expenses,
 - iv. review overall contract compliance, and
 - v. review of case work as deemed necessary.

A. Basic Cash Assistance (BCA) Services

- a. Please see Attachment 3 for descriptions and service deliverables.

Exhibit B
REQUIREMENTS FOR YOUTH and YOUNG ADULT EMPLOYMENT SERVICES

Arapahoe will provide dedicated job coach case management services to work with TANF eligible at-risk individuals and young parents (15-25 years old). This “2Gen” approach will address positive employment and wage outcomes. In this Exhibit “Department” refers to the Douglas County Department of Human Services.

Prior to beginning any work for a referred individual 18 or older, Arapahoe must verify the individual’s TANF eligibility utilizing the required information outlined in the TANF Affidavit form on a Program Application and Initial Assessment that is completed by the individual. (See Attachment 2)

A. Temporary Assistance for Needy Families (TANF) Eligibility

- a. Arapahoe will verify TANF eligibility every 6 months after initial enrollment by having the required household members (anyone 18 and over) complete a TANF Eligibility Affidavit. (See Attachment 2.)
- b. TANF eligibility is outlined in item c. below. The Department has determined that minimally TANF purposes i. and ii. in c. below are addressed by the services outlined in this Exhibit.
- c. Temporary Assistance to Needy Families (TANF) or Colorado Works program permits the use of federal funds as long as they relate to one or more of the four federal purposes:
 - i. To provide assistance to needy families so that children may be cared for in their own homes or the homes of relatives;
 - ii. To end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage;
 - iii. To prevent and reduce out-of-wedlock pregnancies and to establish annual goals for preventing and reducing the incidence of these pregnancies; and
 - iv. To encourage the formation and maintenance of two-parent families.
- d. TANF eligible clients must meet the criteria listed below:
 - i. individuals must be lawfully present (anyone receiving services 18 or older must attest to lawful presence on the program application and subsequently completed TANF Eligibility Affidavit), AND
 - ii. family gross annual income is at or below \$75,000 with a dependent child in the home, OR
 - iii. any individual or family, regardless of income, if the service/support being provided is intended to address TANF/Colorado Works purposes iii. and iv. in item c. above.
- e. Target populations are listed below with clarifications about their TANF eligibility:
 - i. Youth who are “aging out” of the foster care system
 - 1) Once youth turn 18, he/she must be otherwise TANF eligible in their own right
 - ii. Youth currently on public assistance cases with their families

- 1) Once youth turn 18, he/she must be otherwise TANF eligible in their own right
- iii. Young parents who may become involved in the public assistance system due to multiple barriers, and/or child welfare involvement.

B. Outcomes and Reporting

- a. Maintain a case quality standard of 95% or better. Manual HSCARES entries, if required, must be 100% accurate, and all ECM system(s) ingestion must be 100% accurate.
- b. Goal:
 - i. Caseload of 20 (new and carry in)
 - ii. 1 Occupational Skills Training completion
 - iii. Average Wage of Placement- \$17.75/hour
- c. As part of a complete invoice, Arapahoe will provide a current caseload list and a monthly report. Complete a monthly report which shall include:
 - i. Number of referrals received for the month.
 - ii. Number of individuals who have gained employment for the month
 - iii. Number of individuals who have completed/obtained a new credential and what credential for the month
 - iv. Number of cases closed in an invoice month
 - 1) Case closure reason and/or outcome
 - 2) Report may also include summary of services provided and referral sources.
- d. Arapahoe will provide a report (in Microsoft Word), cumulative of the Monthly Report and suitable for distribution to the Board of County Commissioners and potentially shared at a public Board Business Meeting. No client identifying information may be used. The report is due no later than July 17, 2027, and must include:
 - i. Summary of services provided,
 - ii. Number of clients served,
 - iii. How service delivery was approached, and
 - iv. How funds were used
 - v. Identification of all TANF purposes met
 - vi. At least one quantifiable measure related to the goal identified and an overview of Arapahoe's performance related to the attainment of the goal.
- e. Any additional qualitative goals, measures or information relevant to the services provided. Please see Attachment 3 for reporting, goals and measures descriptions and service deliverables.

C. Case Management

- a. Arapahoe will work with Douglas to create and reinforce an employment-focused perspective among all employees and community referring partners. Douglas employees will be trained on current models of employment-focused practice, communicating the message of work as the critical component to breaking the cycle of poverty, and best practices in working with youth and young adults.

Arapahoe Case Manager will receive training specific to workforce development trends and best practices. Additionally, Arapahoe Case Manager will be trained on how to use a youth employment assessment tool and interviewing and assessment skills/techniques specific to youth.

- b. Please see Attachment 3 for descriptions and service deliverables.

D. Direct Payments

- a. If a payment or reimbursement is made directly to a client, there is no change in the expectations about allowability or documentation as would be applied to Arapahoe themselves.
- b. All payments, whether direct payments to clients or not, are considered “non-emergency” for the purposes of this Agreement.
- c. Examples of possible direct payments include, but are not limited to, transportation, work tools, and clothing.
- d. Any direct payments to clients or request for reimbursement to Arapahoe for medical services (including behavioral health care and prescriptions), aides or devices must be discussed and pre-approved in writing by Douglas in advance.

E. Business Development Services

- a. Business Developer may be dedicated part-time to recruit and develop relationships with businesses specifically in Douglas County. Eleven core services to businesses will be offered, such as hiring events, job fairs, screening and training services.
- b. Business recruitment will be targeted: 1) in certain industries that have high growth projections and high demand, and for which ADW will begin to develop clients’ skills and training for these industries, and 2) in industries that would most likely have a need to access and employ our inventory of job seekers and program participants.
- c. These services are expected to increase job placements, wages at placement and job retention.
- d. Complete a monthly report if time is charged directly for business services. If staff time is not leveraged, no monthly report is required.

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**Exhibit C
METHOD OF PAYMENT**

- A. Arapahoe shall invoice monthly for services rendered pursuant to Exhibits A and B. No pre-payments or advances will be made.
- B. Payments under this Agreement shall not exceed the maximum identified in Recital 3.
- C. Arapahoe shall generate a complete monthly invoice that is sufficiently detailed as outlined by Douglas to substantiate expenses and support service provision and maintain all documentation in an organized and auditable manner for four (4) years.
- D. The invoice will be posted to Douglas' OneDrive folder. A complete invoice is defined as:
 - a. Invoice completed, printed off and signed;
 - b. Submission of corresponding time study,
 - c. Complete invoices will include the required deliverable(s) listed in Attachment A3,
 - d. All items listed in the Checklist below due that month:

#	Invoicing Requirements	Deliverable
1	TANF Affidavits (Youth/Young Adult Employment)	
2	Monthly Case Review Forms (Youth/Young Adult Employment)	Completed case review form
3	Time Study (both programs)	Excel Time Study
4	Monthly Report (both programs)	Arapahoe will provide a monthly report. See Exhibit A. G- Outcomes and Reporting for report details.

- E. Supporting expense documentation for all services is as follows:
 - a. Once a quarter, the Department may select an expense within 2 business days of invoice receipt and require all back-up documentation within 4 business days of the selection.
 - b. Should the random expense back-up reviews not produce reasonable documentation the Department will notify ADW and may result in non-payment. The Department may revert to requiring back-up documentation for every expense every month depending on random review results.
- F. For BCA, Arapahoe may invoice Douglas for any of the following expenses:
 - a. Salary and benefits
 - b. Supplies
 - c. Staff development
 - d. Mileage/travel
 - e. Program/administrative overhead
 - f. Client supportive services with backup documentation

- g. Client training/education, certification programs, credentials, work-based learning activities, and career/skills assessments
- G. For Youth/Young Adult Employment, Arapahoe may invoice Douglas as follows:
 - a. Salary and benefits
 - b. Supplies, Outreach Materials, Training Materials
 - c. Staff development
 - d. Mileage/travel
 - e. Cell phone
 - f. Program/administrative overhead
 - g. Client training/education, testing and certification programs, credentials, e.g., uniforms, tools, books/supplies for school or work, work-based learning activities and incentives
 - h. GED tutoring time
 - i. Client transportation, housing assistance, and other supportive services
- H. No computer hardware or software may be purchased under this Agreement.
- I. If any costs are shared by multiple clients or a cost is shared across two or more Agreements with Douglas County, Arapahoe must prorate the expense(s). The Department will only reimburse for the portion of the expense incurred for the execution of this Agreement. Arapahoe may not bill Douglas for any cost, fee or expense not outlined above.
- J. If Arapahoe elects to simultaneously use any of the same staff people for this Agreement as another Agreement with the Department, Arapahoe must provide documentation that clearly identifies that Arapahoe is not receiving more reimbursement for that expense than the appropriate share for each Agreement.
- K. Invoices must be submitted by the 15th of each month subsequent to the month services were provided except June 2027 must be received by 12:00 noon July 7, 2027. Invoices and all back-up documentation will be uploaded to the Department's OneDrive folder. Arapahoe will email HSAccounting@douglasco.gov when new invoices have been added to OneDrive or existing documents edited in OneDrive.
- L. Complete invoices not received within the specified timeframe may be denied for payment. Continual failure to comply with invoicing and reporting requirements may constitute breach of contract.

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Attachment 1
DEPARTMENT'S BACKGROUND CHECK POLICY

(See following three pages.)

Attachment 2
COLORADO WORKS ELIGIBILITY AFFIDAVIT
FOR YOUTH AND YOUNG ADULT EMPLOYMENT

The form found on the next page must be completed by anyone who is 18 or over in a household for which reimbursement will be requested.

Colorado Works Eligibility Affidavit

The Douglas County Youth Employment program is provided using Colorado Works/TANF funds which requires certain broad eligibility are met. Eligibility information collected is used specifically and only for determining eligibility. It is kept strictly confidential and will not affect the level of services provided to you. Thank you for your cooperation.

Participant's Name: _____

Receipt of Colorado Works (TANF):

- I am currently receiving Colorado Works (TANF) Basic Cash Assistance
- I am not currently receiving Colorado Works (TANF) Basic Cash Assistance from any Colorado County

Residency in the United State (Please check one box below):

- I am citizen of the United States, or
- I am a Permanent Resident of the United States, or
- I can verify lawful presence in the United States, pursuant to state law, or
- None of the above

Family Income:

- Less than \$75,000/year
- Greater than \$75,000/year

Family:

of adult (18 and over) members in household _____

of children (under age 18) _____

Race/Ethnicity (Optional):

White _____ Black/African American _____

American Indian/Alaskan Native _____ Asian _____

Native Hawaiian/Other Pacific Islander _____

Other: (Please specify) _____

Ethnicity (Optional): Hispanic _____ Non-Hispanic _____

Other current assistance: Food Assistance/SNAP _____ TANF/Colorado Works _____

County of Residence: _____

AFFIDAVIT

I, _____, do hereby declare and represent the information provided above to be TRUE and CORRECT to the best of my knowledge on this date signed below. The information you provided above could be subject to verification.

Signature: _____ Date: _____

Attachment 3
SERVICES, DESCRIPTIONS AND DELIVERABLES

#	Service	Description	Deliverable(s)
1	Referrals (Basic Case Assistance “BCA”)	<p>For all referrals, make contact within five (5) workdays of receipt of the referral at least 95% of the time.</p> <p>Complete referrals on behalf of clients needing additional assistance from Douglas, as well as referrals to community partners in order to connect families in need with appropriate services and supports. Manage resources including supportive service payments and arranging for services that lead to client self-sufficiency within specified time frames.</p>	N/A
2	Assessments (BCA)	<p>Once a referral is made, Arapahoe will conduct initial assessments, as well as ongoing assessments as needed but minimally annually, to determine client strengths and barriers to self-sufficiency.</p> <p>Assessments will lead Arapahoe to developing appropriate, individualized plans to include referrals to community partners, supportive services and a current, measurable Individual Plan (IP).</p> <p>Data entry will be complete in CBMS and documentation will be retained in Compass Pilot</p>	N/A
3	Individual Plan (IP) Development- (BCA)	<p>Develop IPs, as required, that are client-centered, realistic, specific, measurable and address specific barriers disclosed at assessment. IPs are entered into the Colorado Benefits Management System (CBMS).</p> <p>Encourage and promote clients’ ability to successfully meet IP terms and conditions to ensure continuation of benefits and successful completion of the Colorado Works program. Assist all clients in addressing and overcoming barriers to self-sufficiency.</p> <p>Recommend supportive service and IP bonus recommendations and payments, obtain necessary documentation, and enter into CBMS.</p> <p>IPs are to be completed within five business (5) days of meeting with the client.</p>	N/A

#	Service	Description	Deliverable(s)
4	Case Management- (BCA)	Provide case management, crisis intervention, information, and referral services for all clients as appropriate. Additional services such as supportive services and training (certificate and classroom training, and work-based learning such as paid on-the-job training, internships and apprenticeships) will also be offered as appropriate.	N/A
5	Client Compliance (BCA)	Communicate any compliance concerns with eligibility workers and/or referral source so as to assist client is resolving such issues and encouraging appropriate conflict resolution strategies within two (2) business days of identification of the issue.	N/A
6	Client Meetings (BCA)	Establish meeting times with clients on a weekly, semi-monthly or monthly basis, depending on the severity of self-sufficiency barriers, client needs and level of support needed from the Department to help clients overcome barriers.	N/A
7	Collaboration (BCA)	<p>Collaborate to provide integrated services between other units such as Eligibility (Food Assistance, Medicaid, Low-Income Energy Assistance, and Child Care), Child Welfare, Child Support Enforcement, and other community partners providing client services. Communicate with Department staff to avoid any disruption in benefits that may occur. Coordinate with Douglas and clients to ensure all necessary paperwork is turned in timely so as to ensure benefits can be issued timely.</p> <p>Maintain open lines of communication and coordinate treatment planning with other agencies. Advocate on client's behalf to ensure appropriate services with community partners are put in place when authorization to release information has been signed by client.</p>	N/A
8	Appeals/ Complaints (BCA)	Notify Douglas immediately of any potential client appeals, consumer complaints, Arapahoe employee issues related to the Agreement, and/or claims of discrimination. Prepare written documentation, statistical reports and/or other materials needed for a Department review and/or Administrative Court review. Support Douglas in any dispute resolution process that may occur.	N/A
9	Written operating	Develop detailed written operating procedures and present these to the Department for review and approval. These should include items such as processing expectations, recoveries, case	Due 15 calendar days from the

#	Service	Description	Deliverable(s)
	Procedures (BCA)	reviews, and confidentiality. The operating procedures and related administrative functions must be approved by Douglas.	start date of this contract.
10	Goal Tracking (BCA)	Arapahoe must identify at least one goal to be quantifiably measured throughout the contract term. Written correspondence to the Department identifying at least one goal to be quantifiably measured throughout the contract term and reported on in monthly and BOCC reports. .	This written correspondence is due at the time of first invoice submission of this contract term and no later than contract execution.
11	Board of County Commissioners Report (BCA)	Arapahoe will provide a report (in Microsoft Word), suitable for distribution to the Board of County Commissioners and potentially shared at a public Board Business Meeting. No client identifying information may be used. The report must include: 1) Summary of services provided, 2) Number of clients served, 3) How service delivery was approached, and 4) How funds were used 5) Identification of all TANF purposes met 6) At least one quantifiable measure related to the goal identified in #9 and Arapahoe’s performance in achieving the goal(s). 7) Participant outcomes 8) Any additional qualitative goals, measures or information relevant to the services provided	The report is due no later than July 17, 2027
12	Referrals (Youth Employment Services “YES”)	Arapahoe will receive referrals for this program through various community partners, website inquiries, and through its own client service activities. Arapahoe will respond to referrals and inquiries within 48 business hours.	N/A
13	Case Review (YES)	Arapahoe supervisor will review at least one (1) case per month. Should any findings occur, case corrections are to be made within five (5) business days.	As part of a complete

#	Service	Description	Deliverable(s)
			invoice, Arapahoe will perform written Youth Employment case review
14	Monthly Report (YES)	<p>Arapahoe will provide a monthly report (in Microsoft Word), suitable for distribution. No client identifying information may be used.</p> <p>Report must include:</p> <ol style="list-style-type: none"> 1. Number of referrals received for the month. 2. Number of individuals who have gained employment for the month 3. Number of individuals who have completed/obtained a new credential and what credential for the month 4. Number of cases closed in an invoice month 5. Case closure reason and/or outcome 6. Report may also include summary of services provided and referral sources. 	The report is due no later than the 15 th of each month upon submission of the monthly invoice
15	Case Management Referrals- (YES)	<p>Arapahoe will accept referrals from Douglas and other community stakeholders such as, Douglas County Youth Initiative, Douglas County Schools Teen Parent Program, and any agency involved in the Douglas County Community of Care Network.</p> <p>Referral will be accepted by phone, through Douglas email, and through community outreach events. No referral form will be required but can be used as an option for stakeholder referrals. Following any referral, Arapahoe Case Manager will contact the youth and screen for eligibility and other ADW! programs. Referral source information will be recorded and provided in the monthly report. Prior to completing any work for a referred person, Arapahoe must obtain a completed Program Application and Initial Assessment at time of enrollment and subsequently a TANF affidavit every 6 months that demonstrates TANF eligibility and a valid ID for anyone 18 or older who is receiving services. If Arapahoe has any concerns about a person's or family's TANF eligibility, they should contact Douglas in advance of beginning any services or work.</p>	N/A


#	Service	Description	Deliverable(s)
16	Case Management Intake- (YES)	Within seven (7) business days of completing the intake, create a case in HSCARES that includes all applicable members and data.	N/A
17	Case Management Orientation- (YES)	<p>All youth will receive an orientation. Orientations will clearly emphasize that this is a voluntary employment program, the benefits of employment and the assistance that will be provided in order to assist youth with job search, securing employment, as well as training in developing a long-term career path.</p> <p>Arapahoe will use the Goal4 It! methodology which provides services that are individualized and goal based. Services include, but are not limited to, career pathway development and exploration; in person and online workshops; soft skills training; mock interviews; labor market information guidance; resume assistance; goal development; and financial literacy. (If the methodology needs to be updated after the execution of this Agreement, it may be done by mutual agreement between the Department and Arapahoe without an Amendment to this Agreement.)</p>	N/A
18	Case Management Assessment- (YES)	A comprehensive assessment will be completed for all youth. Arapahoe will provide intensive case management through their ADW! Job Coach/Case Manager, as well as leverage services already in place in ADW!'s "Future U" program, or other ADW! programs as needed and appropriate.	N/A
19	Case Management Service Delivery- (YES)	<p>Service delivery will be integrated between all agencies/departments assisting participants.</p> <p>Services may need to be provided at a community location, e.g., the client's school, worksite, or some other location.</p> <p>Services may include, but may not be limited to:</p> <ol style="list-style-type: none"> 1) Job readiness and job search, including effective resume development, 2) Skill building, including learning appropriate workplace behaviors, conflict resolution, and presentation skills, 	N/A

#	Service	Description	Deliverable(s)
		3) Assistance with obtaining supportive services, e.g., housing, transportation, work uniforms, training and certificate programs, and obtaining credentials, 4) Job development and placement, 5) Job retention and advancement, 6) Subsidized employment, including on-the-job training, internships, pre-apprenticeships and apprenticeships, 7) Provide incentive payments for recognition and achievement directly tied to training activities, work experiences, employment obtainment and employment retention, where appropriate, 8) Independent living skills and goal development, 9) Financial literacy and planning, 10) Family planning, 11) Career exploration, 12) Provision of career assessments, 13) Career services workshop facilitation, and 14) Post-employment follow-up and services.	
20	TANF eligibility determination (YES)	Arapahoe will verify TANF eligibility every 6 months by having the required household members (anyone 18 and over) complete a TANF Eligibility Affidavit. (See Attachment 2.) TANF eligibility is outlined in Exhibit B, Section A. Affidavit form is Attachment 2.	See Exhibit B.
21	Written operating Procedures (YES)	Develop detailed written operating procedures and present these to the Department for review and approval. These should include items such as processing expectations, recoveries, case reviews, and confidentiality. The operating procedures and related administrative functions must be approved by Douglas.	Due 15 calendar days from the start date of this contract.
22	Goal Tracking (YES)	Arapahoe must identify at least one goal to be quantifiably measured throughout the contract term. Written correspondence to the Department identifying at least one goal to be quantifiably measured throughout the contract term. 1.	This written correspondence is due at the time of first invoice submission of this contract

#	Service	Description	Deliverable(s)
			term and no later than contract execution date.
23	End-of-Year Cumulative Board of County Commissioners Report (YES)	<p>Arapahoe will provide a report (in Microsoft Word), suitable for distribution to the Board of County Commissioners and potentially shared at a public Board Business Meeting. No client identifying information may be used. The report must include:</p> <ol style="list-style-type: none"> 1) Summary of services provided, 2) Number of clients served, 3) Identification of all TANF purposes met 4) At least one quantifiable measure related to the goal identified in #22 and Contractor performance in achieving established goal(s). 5) Participant outcomes 6) Any additional qualitative goals, measures or information relevant to the services provided. 	The report is due no later than July 7, 2027

Attachment 4 FINGERPRINTING INSTRUCTIONS FOR VENDOR MANAGEMENT PROGRAM PARTICIPANTS

The following fingerprinting instructions must be followed by the vendor in order to obtain access to Douglas County buildings and/or systems.



COLORADO
Bureau of Investigation
Department of Public Safety

690 Kipling Street
Denver, CO 80215
(303) 239-4201 | www.colorado.gov/cbi

Fingerprinting Instructions for Vendor Management Program Participants

The CBI implemented on September 24, 2018 the Colorado Applicant Background Services (CABS) program in response to Senate Bill 17-189. This bill authorizes, under the management of the CBI, third party vendors to print and submit non-criminal applicant fingerprints to the state.

Applicants are required to pre-enroll and schedule an appointment to have their fingerprints taken and submitted electronically to CBI for processing. To better serve all Colorado citizens, enrollment sites have been strategically placed throughout Colorado.

In the event an applicant resides outside of Colorado or is physically unable to visit an enrollment location, they will submit their fingerprints to our vendor for cardscan conversion processing (see link below for instructions). This process will convert physical fingerprint cards to allow these submissions to be processed electronically utilizing the CABS program.

	Website	Fees	Service Code	Mail-In Option
IdentoGo	https://enroll.identogo.com/workflows/25YR99	\$39.50 CBI fee + \$10.00 IdentoGo fee	25YR99	Visit https://enroll.identogo.com/workflows/25YR99/instructions for instructions.
Colorado Fingerprinting	http://www.coloradofingerprinting.com/cabs/	\$39.50 CBI fee + \$10.00 Colorado Fingerprinting fee	None	Applicants register online, select "out-of-state applicant" and pay for their order online. Mail fingerprint card with order receipt to Colorado Fingerprinting for processing at 110 16 th St, 8 th Floor, Denver, CO 80202.

Fingerprint processing times are typically less than 24 hours for the fingerprint processing; up to an additional week for further screening and authorization into the Vendor Management Program. Please bear in mind that, even if the fingerprint processing is complete, there is still an additional review process conducted by the CBI for enrollment into the program. An applicant to the Vendor Management Program is not considered authorized until the Vendor Administrator receives an email declaring them as such.

In the rare instance that fingerprints are rejected for poor print quality, the applicant will be notified and instructed to reschedule an appointment at no charge.

If your company has elected to set up an invoiced account with the CBI in the past, the CBI will no longer be invoicing you directly. Payment to cover CBI/FBI processing as well as the fingerprint capture fee will be collected by the fingerprint vendor.

For more information, visit the Colorado Bureau of Investigation website:

- Fingerprints and CABS: <https://www.colorado.gov/pacific/cbi/employment-background-checks>
- Vendor Management Program: <https://www.colorado.gov/pacific/cbi/cjis-vendor-management-program>

700 Kipling Street Suite 1000, Lakewood, CO 80215 cdpsweb.state.co.us
Jared Polis, Governor | Stan Hilkey, Executive Director

