

Project Management

Table of contents

Introduction	4
Enabling Tech Team	5
QuickBase Basics	6
Sign In	6
Forgot Your Password?	7
My QuickBase	7
Navigation Bar	8
Home Page	10
Search	11
Help	12
Save	12
Required Fields	13
Project Management	14
Project Management Homepage	14
Support & Access	16
Quick Links	16
Phone Requests	17
Management Reports	22
Tools Utilization	23
Training Resources	23
Project Profile	24
ResCare Talent Market	24
Contract Parents	25
Locations	25
WORCS SOW	25
Performance	26
Weekly Scorecard	26
HR	27
Customer Interactions	28
Quality	29
Financial	30
Key Operating Metrics & Deliverables	30
Policy	31
Exemptions	33
Inventory Deliverables	34
Step By Step Inventory	36
Step By Step Monthly Performance	38
Monthly Performance	41
Resources & Exception Reports	41
Management Reports	42
Step By Step Monthly Reporting	46
Customer Performance Report Work Instructions	46
Quality	48
Best In Class	48
External Monitoring	49
Tools Utilization	50
Career Pathways Explorer	50
RAYS	51
ResCare GED Academy	51
Resume Pro	52

Talent Market	52
Tools Review	53
Contract Review	53
Quick Links	54
Management Reports	55
Contract Parents	55
Contracts	55
Contract Details	56
Amendments	58
Deliverables	59
Impact	60
Review & Approval	60
Performance	61
Signature	61
My Document Reviews	62
Signature Authorities	62
Search By Control #	63
Take Action	63
Documents Pending Approval	64

Introduction

Introduction

Welcome to the QuickBase Project Management Application.

QuickBase Project Management Application is a data collection tool designed to help you track your project deliverables, contracts, and resources. This system is security based therefore it is the responsibility of each account holder to safeguard their access into the system in order to maintain the integrity.

By using a HIPAA compliant secure web system it can be accessed from anywhere a web connection is available. The QuickBase Project Management Application creates an easy user-friendly environment for Directors, and program management to conduct daily business and manage the overall project performance, while tracking daily, monthly, and yearly program goals to manage performance and outcomes. By using a creative flow pattern and unique identification system, the QuickBase Project Management Application database links Projects with activities, e.g. training, support , and performance measurement. While providing a distinctive document management system built in to allow for uploading and retaining case information, giving you an unsurpassed quality control system.

In short, this system is configured to meet the needs of this project. Of course, data is not useful without the ability to extract and use the information, which is why we develop unique reports within the system to meet the requirements of the project. This analytical ability can be used for past trends and advanced planning for future spending.

These training materials and screen shots from the system were created to make your experience as user friendly as possible during the navigation of QuickBase Project Management Application.

Getting started

 **Secure** | <https://rci.quickbase.com>

Open a web browser and go to <https://rci.quickbase.com>

Created with the Personal Edition of HelpNDoc: [Easily create CHM Help documents](#)

Enabling Tech

robertclark@rescare.com

samyuktha.mamallan@rescare.com

dtemple@rescare.com

ryan.kessler@rescare.com

dinah.denis@rescare.com

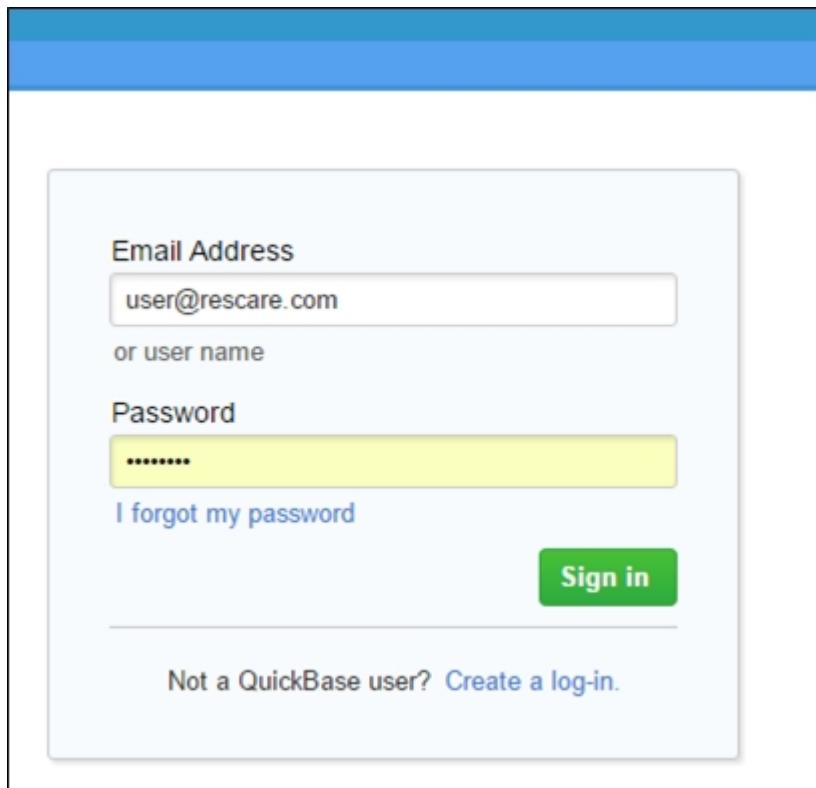
QuickBase Basics

Created with the Personal Edition of HelpNDoc: [Free help authoring tool](#)

Sign In

Sign In <https://rci.quickbase.com>

After having created your credential for your ResCareWORCS account, you will get this sign-in screen to access the system. Type your email address and password and click the "Sign in" button.

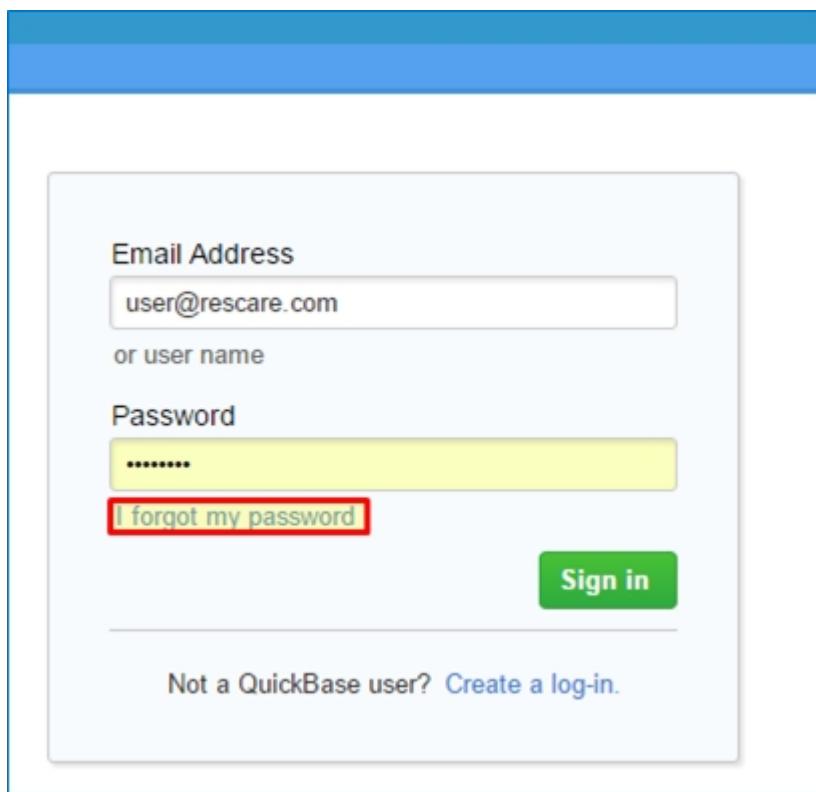


Provide credentials and sign in. QuickBase is an invitation only database. You will be asked to provide an email address initially and an invitation will be emailed to you where you will set up your account. If you forgot your password, click "[I forgot my password](#)" and you will be led through a QuickBase retrieval process. ResCare IT or Enabling Tech cannot retrieve your password. This is a process that QuickBase handles internally.

Forgot Your Password?

Forgot Your Password?

If you forgot your password when signing in, click the “Forgot your password for rci.quickbase.com?” hyperlink. A link will be sent to your email that will prompt you to create a new password. Then sign in with your email address and new password.



My QuickBase

My QuickBase

On your My QuickBase page, you will see one icon for access into the database. Click on the production icon ‘ResCareWORCS <<Name>>’ to access the live system.

The screenshot shows the ResCareWORCS application interface. At the top, there is a navigation bar with tabs: 'My Apps', 'ResCareWO...', 'Account Ma...', and 'ResCare...'. Below the navigation bar, the page title is 'QuickBase > My Apps in ResCare'. A search bar contains the placeholder 'Search my apps...' with a magnifying glass icon, and a link to 'Adv. Search'. Below the search bar, the heading 'My Apps' is displayed. Three app icons are listed: 'Project Management' (blue cube icon), 'ResCareWORCS - WIOA' (blue cube icon), and 'ResCareWORCS - Disbursements' (blue cube icon). The 'Project Management' icon has a red vertical bar to its left.

Created with the Personal Edition of HelpNDoc: [Full featured Help generator](#)

Navigation Bar

The screenshot shows the ResCareWORCS application interface. At the top, there is a navigation bar with tabs: 'My Apps', 'Project Management', and 'New App'. To the right of the tabs are several buttons: '+ New', '★ Favorites', 'Search', 'Help', 'Alerts', and 'ResCare User'. Below the navigation bar, a large blue button labeled '+ New' is visible. A dropdown menu titled 'New Record' is open, listing three options: 'Contact' (with a contact icon), 'Delivery' (with a delivery icon), and 'Requirement' (with a requirement icon).

New Contact - New staff or point of contact

New Delivery - Item required by customer in order for contract to be delivered

New Requirement - New requirement by customer in order for contract to be delivered

★ Favorites - Mark your favorite Reports just click the star on the report you wish to save

 Favorite 

[Favorite this report](#)

My favorites & recents

Find favorite reports 

My favorite reports in this app

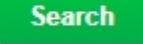
-   Reviews by Tool (Current Year) in Tool Reviews
-   RTM Report_test in Projects
-   Talent Market Deployment Summary for Admins/SD in Projects
-   My Weekly Scorecard Reminder in Projects
-   Scorecard Distribution - Production in Projects
-   Scoreboard Distribution - Test in Projects
-   Talent Market Deployment Status in Projects
-   Talent Market Deployments - Deployed in Projects

Recently visited in this app

 [Search](#)

 [Search Performance Management](#)

 [Search Employees](#)

Search Performance Management 

Match search term exactly [Learn about improving app search](#)

This will let you search two sections of Project Management (Performance & Employees)

 [Help](#)

 [+ New](#) [★ Favorites](#) [🔍 Search](#) [❓ Help](#)

Help with this app | [About App Home Pages](#) | [Manage Support Cases](#)

What do you need help with?

enter your search string here :-)

 Go

Everything (3814)

 [Online Help \(239\)](#)

 [Knowledge Base \(249\)](#)

 [Community \(3095\)](#)

 [Filter Records](#)

When you're creating a report or doing an advanced find operation, often you ...

 [Record ID#](#)

About Record ID# Field Properties The properties for this field type are: Label ...



ResCare User



My preferences

Project Management

My role in this app is Administrator

My personal settings in this app

[Testing this app as Project Director role](#) [End Test](#)

[Sign Out](#)

Created with the Personal Edition of HelpNDoc: [Free PDF documentation generator](#)

Home Page

Home Page - You can return to the Home Page at anytime by clicking on the "Home" icon. The look of the Home Page may vary slightly depending upon the role of the user.

Home

Project Management Home Page

Print this page

Support & Access

[Report a Problem](#) | [Request a Change](#) | [Request New User Access](#)

Quick Links

[Competitors](#) | [Contract Review](#) | [External BIC Reviews](#) | [External Monitoring](#) | [Monthly Performance](#)
[Performance Management App](#) | [Phone Requests](#) | [Real Time Performance](#) | [Resource Guides](#) |
[Start Ups](#)

Management Reports

[Projects](#) | [My Project\(s\)](#) | [Weekly Scorecard Compliance](#) | [Monthly Performance](#) |
[QuickBase Pipeline](#) | [Systems](#) | [Performance Snapshots](#) | [Contacts](#)

PTS Scores by Month



Created with the Personal Edition of HelpNDoc: [Create HTML Help, DOC, PDF and print manuals from 1 single source](#)

Search

To find a particular record, select *Search*, which is located in the top menu bar. Enter your search criteria and then select the "Search" button.

Test

+ New ★ Favorites Search

Search Project Management Module

Search Monitorings

Search Monitorings table

Search

Advanced search

Help

To access the built-in Help menu(s), select the Help button located toward the upper right of the page. Once selected, select the submenu 'Help with this app'.

The screenshot shows the ResCare Workforce Services application interface. At the top, there is a navigation bar with icons for New, Favorites, Search, and Help. Below the navigation bar, there are links for 'Help with this app', 'About App Home Pages', and 'Manage Support Cases'. A search bar is present with the placeholder 'enter your search string here :-)' and a green 'Go' button. On the left, there is a sidebar with categories: 'Everything (3814)', 'Online Help (239)', 'Knowledge Base (249)', and 'Community (3095)'. On the right, there are two help articles listed under 'Help with this app': 'Filter Records' and 'Record ID#'. The 'Filter Records' article describes its use in creating reports. The 'Record ID#' article describes the properties of the Record ID# field type.

Support & Access

[Report a Problem](#) | [Request a Change](#) | [Request New User Access](#)

Help with this app will get you this Help Guide

The screenshot shows the application interface with the 'Help with this app' menu open. The menu lists several help guides: 'User Guide', 'User Guide (PDF)', and 'WebEx: Key Operating Metrics In...'. The 'User Guide' item is highlighted with a blue box.

Save

After making any changes to any part of the Project Management Application, you must Save your work. If you choose not to save you can cancel.

A green rectangular button with the word "Save" in white, bold, sans-serif font. To its right is a thin vertical grey line, followed by a light blue rectangular button with a thin black border and the word "Cancel" in blue, standard font.

Save

Cancel

The system will remind you to save if you forgot.

Created with the Personal Edition of HelpNDoc: [Easily create Help documents](#)

Required Fields

Required Fields are identified by a Red Asterisk *

Applicable? *

Created with the Personal Edition of HelpNDoc: [Create iPhone web-based documentation](#)

Project Management

Home

Project Management | Home Page Print this page

Support & Access

[Report a Problem](#) | [Request a Change](#) | [Request New User Access](#)

Quick Links

[Competitors](#) | [Contract Review](#) | [External BIC Reviews](#) | [External Monitoring](#) | [Monthly Performance](#) | [Performance Management App](#) | [Phone Requests](#) | [Real Time Performance](#) | [Resource Guides](#) | [Start Ups](#)

Management Reports

[Projects](#) | [My Project\(s\)](#) | [Weekly Scorecard Compliance](#) | [Monthly Performance](#) | [QuickBase Pipeline](#) | [Systems](#) | [Performance Snapshots](#) | [Contacts](#)

PTS Scores by Month

Month	Score-Average	Met-Sum	Evaluated-Sum
JAN 2017	68.20%	601	880
FEB 2017	69.44%	620	898
MAR 2017	68.15%	649	953
APR 2017	70.53%	650	922
MAY 2017	73.45%	687	904
JUN 2017	75.02%	687	982
JUL 2017	73.33%	659	776
AUG 2017	77.26%	625	809
SEP 2017	77.07%	558	724

Participants Served and Placed

Month	Participants Served-Sum	Job Seekers Served-Sum	Participants in Training-Sum	Participants in Employment-Sum	Job Seekers Placed-Sum
JUL 2016	174,419	124,347	19,222	19,222	7,950
AUG 2016	181,052	124,515	19,252	19,252	11,361
SEP 2016	170,607	114,833	16,457	16,457	9,030
OCT 2016	174,116	112,848	18,644	18,644	8,757
NOV 2016	171,285	113,122	14,600	14,600	6,717
DEC 2016	181,820	104,801	14,466	14,466	8,874
JAN 2017	211,057	118,730	13,900	13,900	8,980
FEB 2017	223,723	114,054	15,488	15,488	10,312
MAR 2017	238,088	111,628	15,289	15,289	9,620
APR 2017	238,088	109,824	14,496	14,496	8,980
MAY 2017	238,088	120,928	16,845	16,845	10,207
JUN 2017	272,031	127,784	14,603	14,603	8,111
JUL 2017	271,463	112,155	14,643	14,643	7,013
AUG 2017	170,239	130,800	15,261	15,261	10,962
SEP 2017	170,239	111,716	19,269	19,269	8,177

Tools Utilization

[Academy](#) | [Career Pathways Explorer](#) | [RAYS](#) | [ResumePro](#) | [Talent Market](#)

Training & Support

[Career Pathways Explorer](#) | [External Monitoring](#) | [Key Operating Metrics](#) | [Performance Incentive Portal](#) | [Operational Performance Reporting PowerPoint](#) | [Webinar Schedule](#)

[Boards](#) | [Contacts](#) | [Images](#) | [Deliverables](#) | [Companies](#) | [Contracts](#)

Created with the Personal Edition of HelpNDoc: [Free CHM Help documentation generator](#)

Project Management Homepage

The Project Management Homepage is setup in 6 different sections. The sections are: Support & Access ,Quick Links, Management Reports, PTS Scores by Month, Participants Served & Placed by month, Tools Utilization.

Support & Access

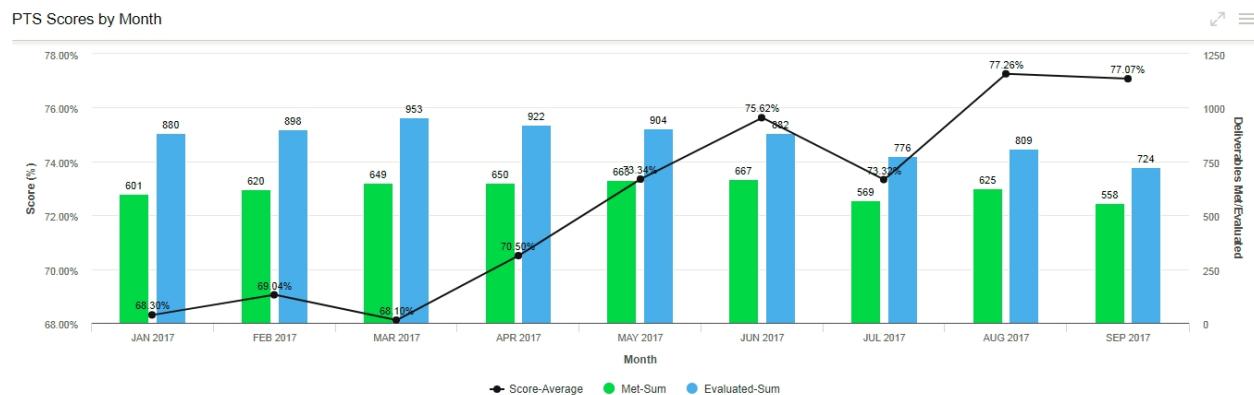
[Report a Problem](#) | [Request a Change](#) | [Request New User Access](#)

Quick Links

[Competitors](#) | [Contract Review](#) | [External BIC Reviews](#) | [External Monitoring](#) | [Monthly Performance](#)
| [Performance Management App](#) | [Phone Requests](#) | [Real Time Performance](#) | [Resource Guides](#) |
[Start Ups](#)

Management Reports

[Projects](#) | [My Project\(s\)](#) | [Weekly Scorecard Compliance](#) | [Monthly Performance](#) |
[QuickBase Pipeline](#) | [Systems](#) | [Performance Snapshots](#) | [Contacts](#)



Tools Utilization

[Academy](#) | [Career Pathways Explorer](#) | [RAYS](#) | [ResumePro](#) | [Talent Market](#)

Training & Support

[Career Pathways Explorer](#) | [External Monitoring](#) | [Key Operating Metrics](#) | [Performance Incentive Portal](#)
| [Operational Performance Reporting PowerPoint](#) | [Webinar Schedule](#)

Created with the Personal Edition of HelpNDoc: [Easily create iPhone documentation](#)

Support & Access

Support & Access

[Report a Problem](#) | [Request a Change](#) | [Request New User Access](#)

- [Report a Problem](#) – If you are having issues with QuickBase you can ask for help here
- [Request a Change](#) - If you have a suggestion or need a change to the application
- [Request New User Access](#) – If you need new users added click here

Created with the Personal Edition of HelpNDoc: [Single source CHM, PDF, DOC and HTML Help creation](#)

Quick Links

Quick Links

[Competitors](#) | [Contract Review](#) | [External BIC Reviews](#) | [External Monitoring](#) | [Monthly Performance](#)
| [Performance Management App](#) | [Phone Requests](#) | [Real Time Performance](#) | [Resource Guides](#) |

Start Ups

- [Competitors](#)- If we have information about companies that perform the same type of business that we do
- [Contract Review](#) – Avg. Days Pending Approval & Avg. Days Pending Performance Confirmation
- [External BIC Reviews](#) - Completed BICS by Quarter
- [External Monitoring](#) - Place to upload External Monitoring

- [Monthly Performance](#)
- [Performance Management. App](#) - RAYS Surveys Month, ResCare Academy Use, Completed Resumes
- [Phone Request](#)
- [Real Time Performance](#) - Enrollments & Exits, Placements & Retention
- [Resource Guides](#) - Delivery Models, Policies, Procedures, forms, QA Plans, etc.
- [Start Ups](#) – A link to Startups not yet considered a Project

Created with the Personal Edition of HelpNDoc: [Free help authoring tool](#)

Phone Requests

Eligibility

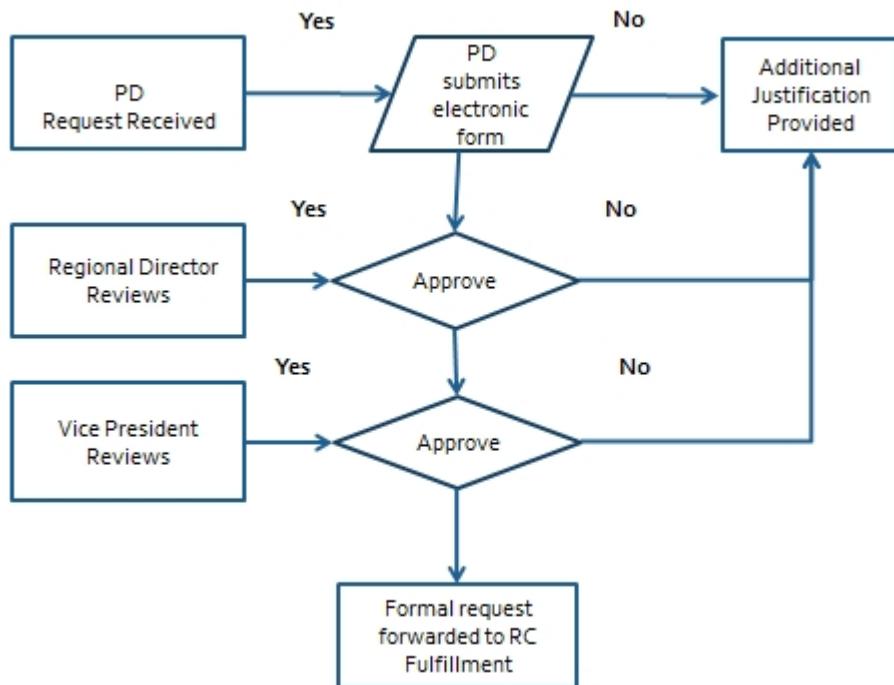
Once Eligibility for an individual has been determined certain criteria will assist in the assignment of stipend amounts:

If an individual requires the use of a cellular device to **make/receive calls only** and they are not able to get their own cellular plan then they would only be eligible for the feature phone.

*If an individual requires the use of a cellular device to make/receive calls they would only be eligible for the \$35.00 stipend. (**Talk plan**)*

If an individual requires the use of a cellular device to **make/receive calls, send/receive texts, and/or uses the device to access ResCare email and other Data Services for work purposes** then they would be eligible for \$75.00 stipend.

*This would be an individual that would spend most of time away from a "home" office and need Data to have business continuity. (**Data Plan**)*



- 1) <https://rci.quickbase.com>
- 2) Go to the Project Management App

Quick Links

- [Contract Review](#) | [External BIC Reviews](#) | [External Monitoring](#) |
- [Managing Real Time Performance](#) | [Performance Management App](#) | [Phone Requests](#)
- [Resource Guides](#) | [Start Ups](#)

- 3) Under the Quick Links – Select Phone Requests

Phone Request Screen

Management Reports

My Active Employees | My Project(s) | My Requests Pending Approval |

Requests In Process

Phone Requests Pending

PD | RD | VP | QA (Under Development)

- 1) My Active Employees – Lists all of your active employees
- 2) My Project(s) – Lists your project(s)
- 3) My requests Pending Approval – Any Requests pending
- 4) Requests In Process – Any Requests in process

Phone Requests Pending will list results pending for each level of approval

My Active Employees

21 Employees									
Employee Name	Employee ID	Active	Request Phone	Project Director	Project Name	Location Name	Position ID	Position	
ALFONSO SWAIN	0501745	✓	Request Phone	Tomeka Hayward	GA SW GEORGIA WIOA SERVICES	RWS GA SW THOMASVILLE	816110	Operations Spvr	
BARBARA TATE	0514850	✓	Request Phone	Tomeka Hayward	GA SW GEORGIA WIOA SERVICES	RWS GA SW THOMASVILLE	816140	Case Mgr	
DANISHA CARTER	0501449	✓	Request Phone	Tomeka Hayward	GA SW GEORGIA WIOA SERVICES	RWS GA SW THOMASVILLE	816320	Business Svcs Consultant	
EBONIE DAVIS	0501450	✓	Request Phone	Tomeka Hayward	GA SW GEORGIA WIOA SERVICES	RWS GA SW THOMASVILLE	816320	Business Svcs Consultant	
FELICIA CARR	0524050	✓	Request Phone	Tomeka Hayward	GA SW GEORGIA WIOA SERVICES	RWS GA SW THOMASVILLE	819010	Work Experience Clients	

Your List of employees will appear. Select or search for the employee the request is for and click the icon **Request Phone**

My Active Employees

The screenshot shows the 'Employees' section for Employee ID 614. It displays basic information like Employee Name (A VASQUEZ), First Name (A), Last Name (VASQUEZ), Active status (Active), and Employee ID (0329304). It also shows Project Name (CA SAN DIEGO CALWORKS), Project Director Text (Stacia Peters), and Location Name (RIWS: CA SD CALWORKS METRO-UNIV.AVE). Position ID (816050) and Position (Operations Mgr) are listed. Below this, a section titled 'Phone Requests' is shown, featuring a yellow 'Request Phone' button. A table lists five phone requests, each with columns for Record ID, Employee Name, Contract Parent, Request Date, Request Type, Reimbursement Type, and Justification.

Record ID#	Employee Name	Contract Parent	Request Date	Request Type	Reimbursement Type	Justification
28	A VASQUEZ	30132 - CA	06-15-2017	Feature Phone	Contact	[JUN-15-17 Robert Clark] neee
						[JUN-23-17 9:38 AM Robert Clark] test
						[JUN-23-17 9:38 AM (EDT) Robert Clark] testdlet
			06-14-2017	Feature Phone	Contract	ddd

Click the "Request Phone Button"

Making the Request

The screenshot shows the 'Edit Request' page for Request # 24. It includes fields for Project Name (CA SAN DIEGO CALWORKS), Employee Name (A VASQUEZ), Employee ID (0329304), Position (Operations Mgr), RD Approver (816050), Contract Parent (30132 - CA), Request Date (06-14-2017), Request Type (Feature Phone), Reimbursement Type (Contract), and Mailing Address. The 'Justification' field contains 'ddd'. The 'Request Type' dropdown shows options: Feature Phone, \$35 Stipend (Voice), and \$75 Stipend (Data).

* Required Fields

- 1) Contract Parent – Your Contract(s)
- 2) Request Date – The date your request is
- 3) Request Type – Feature Phone or \$35 or \$75 stipend
- 4) Reimbursement type – Contract or Indirect
- 5) Mailing Address – Your Mailing Address

Phone Requests In Process

7 Phone Requests											Date
	Record ID#	Status	Employee Name	Project Name	Contract Parent	Request Type	Request Date	Date Advanced (PD)	Date Approved (RD)	Date Approved (VP)	Advance for Approval
	24	Pending RD Approval	A VASQUEZ	CA SAN DIEGO CALWORKS	30132	Feature Phone	06-14-2017	07-10-2017 11:35 AM			
	23	Pending PD Advancement	A VASQUEZ	CA SAN DIEGO CALWORKS	30132	Feature Phone	06-14-2017				<input type="button" value="Advance for Approval"/>
	7	Pending PD Advancement	ADAM LINDSLEY	SC SC JUMMP TANF	30064	\$35 Stipend	06-14-2017				<input type="button" value="Advance for Approval"/>

This lists all requests in process. If approval is granted then the user must press to proceed

Other Screens to Advance Approval

Phone Requests Pending PD Advancement

Favorite Email More ▾

8 Phone Requests												
	Request Type	Request Date	Date Advanced (PD)	Date Denied (RD)	Date Approved (RD)	Date Denied (VP)	Date Approved (VP)	Reimbursement Type	Justification	Contract Parent	Employee Name	Advance for Approval
		06-26-2017									A VASQUEZ	
		Feature Phone	06-14-2017					Contract	ddd	30132	A VASQUEZ	<input type="button" value="Advance for Approval"/>
		Feature Phone	06-14-2017					Contract	fff	30132	A VASQUEZ	<input type="button" value="Advance for Approval"/>

This lists all requests in process. If approval is granted then the user must press to proceed

Email Examples

Phone Request Advanced for Approval

From: <notify@quickbase.com>

To: Robert Clark

Subject: Phone Request Advanced for Approval - CORTEZ BELL

Dear Test User,

This is to confirm that a request for a **\$35 Stipend (Voice)** has been advanced for approval in the Project Manager. You can view this request [here](https://rci.quickbase.com/db/bmukf8hfw?a=dr&r=bj).

Employee Name: CORTEZ BELL
Employee ID: 0507334
Contract Parent: 30041
Request Date: 09-20-2017
Request Type: \$35 Stipend (Voice)
Reimbursement Type: Contract
User: Test User

Justification
[SEP-20-17 2:08 PM (EDT) Test User] test

<p>From: <notify@quickbase.com> To: Robert Clark Subject: Phone Request Pending RD Approval - CORTEZ BELL</p> <p>Dear Rochelle Brown</p> <p>This is to confirm that a request for a \$75 Stipend (Data) has been advanced and is awaiting your review and approval in the Project Management application. The record may be viewed here: https://rci.quickbase.com/db/bmukf8hfw?a=dr&r=bj.</p> <p>Employee Name: CORTEZ BELL Employee ID: 0507334 Contract Parent: 30041 Request Date: 09-20-2017 Request Type: \$75 Stipend (Data) Reimbursement Type: Indirect User: Test User</p> <p>Justification [SEP-20-17 2:08 PM (EDT) Test User] test [SEP-20-17 2:38 PM (EDT) Test User] The user spends 80% of time away from his desk.</p>	9/20/2017 1:38:36 PM ✓ Phone Request Pending RD Approval - CORTEZ BELL
<p>From: <notify@quickbase.com> To: Robert Clark Subject: Phone Request Approved by RD - CORTEZ BELL</p> <p>Dear Test User,</p> <p>This is to confirm that a request for a \$75 Stipend (Data) has been approved in the Project Management application. The record may be viewed here: https://rci.quickbase.com/db/bmukf8hfw?a=dr&r=bj.</p> <p>Employee Name: CORTEZ BELL Employee ID: 0507334 Contract Parent: 30041 Request Date: 09-20-2017 Request Type: \$75 Stipend (Data) Reimbursement Type: Indirect User: Robert Clark</p> <p>Justification [SEP-20-17 2:08 PM (EDT) Test User] test [SEP-20-17 2:38 PM (EDT) Test User] The user spends 80% of time away from his desk.</p>	9/20/2017 1:41:44 ✓ Phone Request Approved by RD - CORTEZ BELL
<p>From: <notify@quickbase.com> To: Robert Clark Subject: Phone Request Approved by VP - CORTEZ BELL</p> <p>Dear Test User,</p> <p>This is to confirm that a request for a \$75 Stipend (Data) has been approved in the Project Management application. The record may be viewed here: https://rci.quickbase.com/db/bmukf8hfw?a=dr&r=bj.</p> <p>Employee Name: CORTEZ BELL Employee ID: 0507334 Contract Parent: 30041 Request Date: 09-20-2017 Request Type: \$75 Stipend (Data) Reimbursement Type: Indirect User: Robert Clark</p> <p>Justification [SEP-20-17 2:08 PM (EDT) Test User] test [SEP-20-17 2:38 PM (EDT) Test User] The user spends 80% of time away from his desk. -- [SEP-20-17 2:45 PM (EDT) Test User] 3rd time's the charm... -- [SEP-20-17 2:47 PM (EDT) Robert Clark] This is what a VP might record...thanks for the information.</p>	9/20/2017 1:47 ✓ Phone Request Approved by VP - CORTEZ BELL

Created with the Personal Edition of HelpNDoc: [Free CHM Help documentation generator](#)

Management Reports

Management Reports

[Projects](#) | [My Project\(s\)](#) | [Weekly Scorecard Compliance](#) | [Monthly Performance](#) |
[QuickBase Pipeline](#) | [Systems](#) | [Performance Snapshots](#) | [Contacts](#)

- [Projects](#) - Active Performance Projects
- [My Project\(s\)](#) – Your Project(s)

- [Weekly Scorecard Compliance](#) – Scorecard Status of HR openings, HR issues, Customer contacts and Quality Metrics
- [Monthly Performance](#)
- [QuickBase Pipeline](#) – Status of changes, issues, and development
- [Systems](#) - Lists point of Contact for ResCare Tools
- [Performance Snapshots](#)
- [Contracts](#)

Created with the Personal Edition of HelpNDoc: [Easily create CHM Help documents](#)

Tools Utilization

Tools Utilization

[Academy](#) | [Career Pathways Explorer](#) | [RAYS](#) | [ResumePro](#) | [Talent Market](#)

Tools

- [Academy](#)
- [Career Pathways Explorer](#) – WebEx Sessions
- [RAYS](#)
- [Resume Pro](#)
- [Talent Market](#)

Created with the Personal Edition of HelpNDoc: [Free help authoring environment](#)

Training Resources

Training & Support

[Career Pathways Explorer](#) | [External Monitoring](#) | [Key Operating Metrics](#) | [Performance Incentive Portal](#)
| [Operational Performance Reporting PowerPoint](#) | [Webinar Schedule](#)

Documents will be placed here as they become available

Project Profile

Project Profile

Project profile gives a quick overview of Project contacts and links to other key areas of the Project

The screenshot shows the 'AR LITTLE ROCK ONE STOP' project profile. At the top, there are tabs for 'Profile' (selected), 'Performance', 'Quality', and 'Tools Utilization'. A user ID '08827' is displayed in the top right. Below the tabs, a section titled 'Project Profile' contains contact information for various roles:

Role	User	Contact	Email	Phone	Cell Phone
Project Director (User)	Farrah Hammond	Farrah Hammond	farrah.hammond@rescare.com	(501) 907-1930	
Project Accountant (User)	Julian Hendricks	Julian Hendricks	jvhendricks@rescare.com	(316) 214-1504	
Parent - RD	Rochelle Brown		Rochelle Brown		
Business Manager	brian mccaffrey		Brad Williams		Brad Williams

- Project Name – Your Project Name
- Project Director (User/Contact) – The Project Director of the Project
- Project Director Phone – Project Director Phone Number
- Project Accountant (User/Contact) - Project Accountant
- Project Accountant Phone - Project Accountant contact number
- Parent RD – The assigned Regional Director
- Business Manager – The Business Manager

* *Formula Fields are there for reporting purposes*

ResCare Talent Market

This section will track the usage of ResCare tools

The screenshot shows the ResCare Talent Market & Woofound interface. It includes sections for 'TM Contact(s)', 'Explorer Contact(s)', and 'Explorer Notes'.

TM Contact(s):

Full Report	Email	More	1 Project		
TM Assessment Completion Date	TM Leadership Training Completion Date	TM Line Staff Training Completion Date	TM Go Live Date	TM Earliest Signup Date	TM URL

Explorer Contact(s):

Full Report	Email	More	1 Project			
Explorer Training Date	Explorer Go Live Date	Explorer Subdomain	Explorer URL	Explorer Admins Registered	Explorer Candidates Registered	Explorer Users Registered

Explorer Notes:

Full Report	Email	More	1 Project			
04-08-2016	04-08-2016	Ironestop	https://ironestop.traify.me/	14	69	83
TOT				14	69	83

ResCare Talent Market is an interactive employment tool that makes finding a job easier than ever before for your customers. By simply registering and uploading

their work experience and skill sets, they can immediately begin receiving the most current local employment opportunities that are refreshed every night.

Woofound is a scientifically backed visual personality assessment designed to be completed in less than two minutes. This will help assess customer traits, personality, and ethics to explore career opportunities that match their lifestyle.

Created with the Personal Edition of HelpNDoc: [Easily create CHM Help documents](#)

Contract Parents

This section will identify funding streams within the project, when the contract starts/end, projected revenue, and the budget for the funding stream.

Contract Parents

4 Contract Parents									
Contract Parent ID	Contract Parent Description (Short)	Parent	PD Description	Parent (lookup)	Earliest Contract Start Date	Maximum Resulting End Date Contract	Forecast - Revenue	Budget - Revenue	
30333 AR LITTLE ROCK PROMISE GRANT	08827 PD: RWS AR LITTLE ROCK -LITTLE ROCK ONE STOP	15	10-01-2014	08-30-2018	\$8,915.32	\$11,152.58			
30324 AR LITTLE ROCK YOUTHBUILD	08827 PD: RWS AR LITTLE ROCK -LITTLE ROCK ONE STOP	15	08-11-2014	08-11-2017	\$1,614.84	\$8,891.97			
30238 AR LITTLE ROCK ACEF	08827 PD: RWS AR LITTLE ROCK -LITTLE ROCK ONE STOP	15				\$0.00			
30041 AR LITTLE ROCK WORKFRCE	08827 PD: RWS AR LITTLE ROCK -LITTLE ROCK ONE STOP	15	07-01-2014	08-30-2017	\$80,382.28	\$49,027.27			
TOT							\$71,912.44	\$69,071.83	

Created with the Personal Edition of HelpNDoc: [Free Web Help generator](#)

Locations

Locations

This section will identify physical locations of where staff will be present on the Project

Locations

5 Locations														
# Location ID	Location Name	Active	Line1	Line2	City	State	Postal Code	Voice	Time Zone	# of Employees	# of Active Employees	# of Exempt Employees	Date Sent for Publishing	include_traitify_flag
35503	RWS AR LITTLE ROCK PROMISE GRANT	✓	5401 S UNIVERSITY AVE		LITTLE ROCK	AR	72209-1701	CST		8	2	0	04-08-2016	0
35480	RWS AR LITTLE ROCK YOUTHBUILD	✓	5401 S UNIVERSITY AVE		LITTLE ROCK	AR	72209-1701	CST		3	2	1	04-08-2016	0
35278	RWS AR LITTLE ROCK ACEF	✓	5401 South University		Little Rock	AR	72209-1701	EST		0	0	0	04-08-2016	0
11699	RWS-US VIRTUAL TULSA-OK ADMIN	✓	14002 East 21st Street Suite 1030		Tulsa	OK	74134-1412	(918) 798-1200	EST	1	1	1		0
11686	RWS AR LITTLE ROCK WORKFRCE	✓	5401 South University Avenue		Little Rock	AR	72209-1701	(501) 907-1930	CST	13	9	4	04-08-2016	0
TOT										23	14	6		

Created with the Personal Edition of HelpNDoc: [Free Web Help generator](#)

WORCS SOW

WORCS SOW

This section will show Identify needs of the contract to implement ResCare WORCS on the Project.

WORCS SOW

Scorecard - QA testing false

Date Created	Completion %	Date Modified	Record Owner	Add Record
No records found				

Created with the Personal Edition of HelpNDoc: [Easily create HTML Help documents](#)

Performance

Performance

This section will show two additional buttons **Weekly Scorecard** and **Key Operating Metrics** and give one the ability to Print Scorecard

Profile	Performance	Quality	Tools Utilization
Weekly Scorecard	Key Operating Metrics	Print Scorecard (Previous Week) Previous Week Current Week 01-16-2017 01-23-2017	

Created with the Personal Edition of HelpNDoc: [Easily create iPhone documentation](#)

Weekly Scorecard

Weekly Scorecard

Weekly Scorecard provides vital information to ResCare Leadership regarding HR openings, Issues, Customer contacts, Quality, and Financial data. This information is required to be entered weekly by the project and should be completed Mondays by noon.

Scorecard for AR LITTLE ROCK ONE STOP

Regional Director: Rochelle Brown

for the week of 02/27/2017

HR - Open Positions

#	Open	Type	Description
1	Cost Reimbursement	Case Manager position open - 1 (New Promise Position Must be filled by April 2017)	

Customer Contact

PD/DR/VP	Customer	Narrative
PD Executive Director		Meeting with customer to discuss each program updates. Provided him with an update on the Promise, YouthBuild and WOA grants. Attended the Department of Workforce Center Partners Meeting. Next board meeting is 03/23/2017.

HR - Significant Issues

Type	Description
No Issues	No issues

Quality

Key Metric	CYTD Target	CYTD Actual
Promise Worksite Assignment	100	83
In progress - All Assigned Youth will have a Worksite Assignment by April 2017 (no pay for performance) - 83% complete. Improvement Plan: We are on track to meet this measure. This is due at the end of April 2017.		
Youth Enrollments	30	14
In progress - Youth Enrollments (pay for performance paid quarterly) - 2 of 74 needed for the quarter 53% achieved for the quarter. Note: Completed 19 (CYTD Actual) of 30 (CYTD Target) for the 1 st 40% achieved for the program year. Improvement Plan: Partners with YouthBuild, Adult Education and Alternative Schools to increase enrollment. Advertising in the newspaper, radio station and TV.		
Adult Enrollment	40	44
In progress - Adult Enrollments (pay for performance paid quarterly) - Attained goal. Not required by contract to work with other clients. Note: Completed 44 of 40 for the 1 st quarter 110% achieved for the quarter.		
Q1B Enrollment	20	12
In progress - Q1B Enrollment (pay for performance paid quarterly) - 2 of 5 needed for the quarter 40% achieved for the quarter. Note: Completed 12 (CYTD Actual) of 20 (CYTD Target) for the 1 st 40% achieved for the program year. Improvement Plan: Working with UI and Delinquent Worker Taskforce to increase enrollment. Our Q1B target will be added to the Q1 package.		
Youth 14 Key Elements	12	9
In progress - Youth 14 Key Elements (pay for performance paid quarterly) - 3 of 3 completed for the quarter 100% achieved for the quarter. Note: Completed 9 (CYTD Actual) of 12 (CYTD Target) for the 1 st 75% achieved for the program year.		

Financial

	Forecast	Budget	Variance
REVENUE			
Performance	\$4,625.83	\$3,202.50	\$1,423.33
Fixed Price	\$0.00	\$1,900.00	-\$1,900.00
Cost Reimb.	\$60,096.10	\$58,911.24	\$1,184.86
Total Rev.	\$64,721.93	\$54,013.74	\$708.19
EXPENSES			
Labor	\$50,587.35	\$50,769.58	-\$182.23
Controllable	\$2,233.99	\$2,473.31	-\$249.32
Non Control.	\$678.86	\$594.65	+\$84.21
Total Exp.	\$53,490.20	\$54,137.54	-\$547.34
Contribution	\$11,231.73	\$9,876.20	\$1,355.53
	17.4%	15.4%	1.9%
EBITDA	\$11,234.57	\$9,907.64	\$1,326.93
	17.4%	15.5%	1.9%

Created with the Personal Edition of HelpNDoc: [Free PDF documentation generator](#)

HR

Human Resource openings include all current openings for FTE & PTE positions. **HR issues** include any current issues with FMLA, Accidents, Staff discipline, or anything else that would be an issue concerning staff.

HR

[HR](#)

[Add HR Opening](#)

[Add HR Issue](#)

[Full Report](#) | [Email](#) | [More](#) ▾ 1-4 of 148 Openings

Week	Openings	Type	Description	Copy
01-18-2017	2	Cost Reimbursement	Case Manager position open - 2	Copy
01-09-2017	2	Cost Reimbursement	Case Manager position open - 2	Copy
01-02-2017	3	Cost Reimbursement	Case Manager position open - 3	Copy
12-26-2016	3	Cost Reimbursement	Case Manager position open - 3	Copy

Results Page: [1](#) ▾ [1](#) [2](#) ... [36](#) [37](#) [>](#)

[Full Report](#) | [Email](#) | [More](#) ▾ 1-4 of 143 Hr issues

Week	Type	Description	Copy
01-16-2017	No Issues	No issues	Copy
01-09-2017	No Issues	No issues	Copy
01-02-2017	No Issues	No issues	Copy
12-26-2016	No Issues	No issues	Copy

Results Page: [1](#) ▾ [1](#) [2](#) ... [35](#) [36](#) [>](#)

HR Openings section provides a glimpse into how many openings are currently on the project on a week by week basis.

Home Users New Table

HR Openings Add Opening

Project Name
AR LITTLE ROCK ONE STOP

Week * # of Openings * Type *

Description *

HR Issues identify any current issues on your project regarding complaints, accidents, FMLA, and staff corrective actions.

HR Issues Add HR Issue

Project Name
AR LITTLE ROCK ONE STOP

Week *

Description *

Type *

DOL
EEOC
Investigations
No Issues
Other
Workers Comp

Created with the Personal Edition of HelpNDoc: [Free PDF documentation generator](#)

Customer Interactions

Customer Interactions

Customer Interaction

1-4 of 165 Interactions				
	Week	ResCare Contact	Customer	Description
	01-09-2017 PD	ED		Meeting with customer to discuss each program updates. The customer that administrative cost will exceed 3%.
Next board meeting is 01/26/2017.				

Any significant interactions with the Customer should be documented in the

Customer Interaction section. Changes to the contract, program updates, meetings, etc. should all be documented here.

The screenshot shows a software interface for managing customer interactions. At the top, there are navigation icons for Home, Users, and New Table. Below the header, the title "Customer Interactions" is displayed next to a person icon, with "Add Interaction" and a gear icon labeled "SETTINGS". The main form contains fields for "Project Name" (set to "AR LITTLE ROCK ONE STOP"), "Week" (with a date input field "mm-dd-yyyy" and a calendar icon), "ResCare Contact (PD, RD, VP, etc.)", "Customer", and "Description".

Created with the Personal Edition of HelpNDoc: [Free help authoring tool](#)

Quality

Quality

This section should identify all contract measures and the current performance for each metric. Comments are generally needed for failing measures with plans of action to achieve the measure moving forward. The last 5 entries will be displayed; other weeks can be viewed by the menu at the bottom.

The screenshot shows a report titled "1-10 of 203 Quality Metrics". It includes a "Full Report" link, an "Email" button, and a "More" dropdown. The table has columns for Week, Metric, and Description. One row is visible for the week of 01-18-2017, listing four metrics related to youth and adult enrollments.

1-10 of 203 Quality Metrics			
	Week	Metric	Description
01-18-2017	Performance	Meeting- Youth 14 Key Elements – 6 of 12 completed (need one per month) Meeting - DLW Enrollments - 9 of 20 enrolled (need to enroll 5 per quarter) Meeting - Adult Enrollments - 35 of 40 enrolled (need to enroll 10 per quarter) Meeting - Youth Enrollments - 11 of 30 enrolled (need to enroll 7.5 per quarter)	

The screenshot shows a top navigation bar with three items: "Home" (represented by a house icon), "Users" (represented by a person icon), and "New Table" (represented by a plus sign icon). The "New Table" button has a dropdown arrow.

Quality Metrics

Add Quality Metric

Project Name
AR LITTLE ROCK ONE STOP

Week * mm-dd-yyyy

Metric *

CYTD Target *

CYTD Actual *

Brief Description

Brief Description - 600 character limit*

Created with the Personal Edition of HelpNDoc: [Easily create PDF Help documents](#)

Financial

Financials

This section shows current and forecasted financials for the previous week. These figures are uploaded and cannot be modified here.

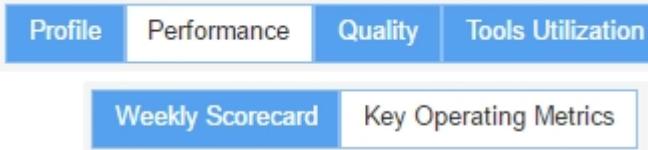
Financials

TOTALS				
	Scenario Code	Number of Financials	ACCT_40380_REV_Services Performance Based	ACCT_40385_REV_Fixed Price
DETAILS	B	4	\$3,202.50	\$1,900.00
DETAILS	F	3	\$2,158.72	\$0.00
Totals (2 groups)		7	\$5,361.22	\$1,900.00

Created with the Personal Edition of HelpNDoc: [Create HTML Help, DOC, PDF and print manuals from 1 single source](#)

Key Operating Metrics & Deliverables

Key Operating Metrics



Key Operating Metrics gives a snapshot of Project performance deliverables. This section also provides a portal to upload supporting documents for the performance deliverables. Ongoing reporting for these metrics will be on the weekly scorecard.

Key Operating Metrics

Full Report | Email | More ▾ 1 Project

MRTP Status	Project Name	# of Enrollments (PM)	# of Exits (PM)	# of Placements (PM)	# of Retentions (PM)	# of Enrollments	# of Exits	# of Placements	# of Retentions
Rochelle Brown (1 Project)	AR LITTLE ROCK ONE STOP	0	0	0	0	0	0	0	0
	TOT	0	0	0	0	0	0	0	0

Once inventoried, metrics will change from 'Undefined' to 'Applicable' or 'Not Applicable'.

Enrollment	Continued Engagement	Placement	Exit	Retention
Applicable	Applicable	Applicable	Applicable	Applicable
Literacy	Credential	WPR		
Applicable	Applicable	Not Applicable		
WEX	WEX Slot Mgmt	Employer Services		
Not Applicable	Not Applicable	Not Applicable		

Add Metric

Full Report | Email | More ▾ 10 Metrics

Add Extract	Metric Type	Input Method	Input Frequency	Data Source	WORCS App Exist?	Applicable?	Status	Last E
Add Extract	Enrollment	Extract	Weekly	Attachment	Yes	Configured		
Add Extract	Continued Engagement	Direct	Daily	Custom Web Interface	Yes	Inventoried		

Created with the Personal Edition of HelpNDoc: [Create iPhone web-based documentation](#)

Policy

Policy – Operational Performance Reporting

Operations will determine the contract deliverables for their own projects. They will inventory all deliverables using the Project Management Application. Operations will manage all Custom Schedules and Exemptions for their projects.

Background

Our company is contractually obligated to meet our Customers' performance expectations. Each contract document shall be reviewed for the identification and

inventory of these expectations. Both the performance expectations, in the form of the measure and its applicable target(s), as well as the actual performance outcomes shall be tracked using our company's internal performance system of record. Additionally, our company is often asked to provide company-wide data such as participants served or performance in a particular common measure. These elements shall be tracked using our company's internal performance system of record.

Definitions and Acronyms

QuickBase: web-based software as a service (SAAS) database platform

Application: Project Management, hosted on the QuickBase platform

Web Address: <https://rci.quickbase.com/db/bgppy2kyc>

PD: Project Director

RD: Regional Director

VP: Vice President

The PD shall record the performance and financial deliverables in two contexts: Red/Green & Information Only

Examples of Red/Green Include:

- Contract Specific – deliverables included in the contract or amendment(s)
- Project General – deliverables, communicated in writing, but not explicitly included in the contract or amendment(s)

Examples of Information Only include:

- Elements Deemed Critical – internal benchmarks tracked whether or not they appear in a contract or agreement with the customer

The PD shall report the following information, resulting in the determination of a performance score:

- Contract Specific - Performance expectations included in the contract or amendment(s)
- Project General - Performance expectations communicated in writing by the Customer

Exemptions

Exemptions

The PD must communicate their exemption request(s) to their RD and follow this process:

Exceptions may be granted by the respective VP. In order to be granted an exception, the RD must communicate the reasoning behind the exception in writing to the VP for consideration. If approved, documentation of the exception should be maintained locally and be made accessible to external reviewers during quality reviews.

If granted an exemption, follow the following steps:

Select "Request a Change"

Support & Access

[Report a Problem](#) | [Request a Change](#) | [Request New User Access](#)

Document Change

The screenshot shows a web-based application for managing change requests. At the top, there's a navigation bar with links for 'Changes', 'Add Change', 'SETTINGS', and 'REPORTS & CHARTS'. On the right side of the header is a 'Save & close' button. Below the header, a section titled 'Details of Change Request' contains several input fields: 'Subject of Change Request*' (set to 'Performance Change'), 'Application Name*' (set to 'Project Management - Robert Clark'), 'Application Contact' (set to 'Robert Clark'), 'Submitted By Formula', 'Submitter Phone' (with a placeholder 'ext.'), 'Submitter Email Address', 'Type*' (set to 'Reporting'), 'Assessed Impact*' (set to 'None'), 'Category*' (set to 'Data Field Value Change'), and a large 'Description of Change' text area. At the bottom, there are two attachment sections: 'Primary Attachment' and 'Secondary Attachment', both currently showing 'No file chosen'.

Created with the Personal Edition of HelpNDoc: [Easily create CHM Help documents](#)

Inventory Deliverables

Inventory

Contract Deliverables are the standards and goals in which the project must meet by the end of the program year, monthly, or quarterly. The control #, Funding type, the type of deliverable, and the effective dates of the deliverable will now need to be cataloged in QuickBase and in addition a description, penalty assessment, and risk level will need to be addressed.

The screenshot shows a web-based application interface with two main sections: 'Quick Links' and 'Management Reports'. A large blue arrow points downwards from the 'Management Reports' section towards the 'Management Report' heading in the 'Contracts' sub-section below.

Quick Links

- Career Pathways Explorer
- | Contract Review
- | Deliverables
- | External Monitoring
- |
- External BIC Reviews
- | Performance Management App
- | RAYS
- | Resource Guides
- |
- Managing Real Time Performance
- | Start Ups
- | Systems
- | Talent Market

Management Reports

- QuickBase Pipeline
- | Projects
- | My Project(s)
- | Weekly Scorecard Compliance
- |
- Deliverables

Management Report

- Contract Parents
- | Contracts
- | My Document Reviews
- | Document Reviews
- |
- Signature Authorities
- | Search by Control #
- | Pending Performance Confirmation
- |
- In Process
- | Pending PD Advancement
- | Document Reviews By Date Completed
- |
- Contracts - 2017
- | Contracts - 2016
- | Contracts - PY16
- | Contracts - PY15

Document Reviews | Control # 1828 (Contract) | + New Document Review | Edit | Email | More

Contract Review

Document Amendments Deliverables Impact Review & Approval Performance Signatures

Print Form A

Control #	Document	Supplemental Budget	Supporting Document	Contract Parent	Related Contract	RD	Document #	RD Name
1828	20140349.pdf	(Revisions)		30041	1828		20140349	

- ▶ Contract Details
- ▶ Type
- ▶ Funding
- ▶ Contract Figures
- ▶ Miscellaneous

Document Reviews | Control # 1828 (Contract) | + New Document Review | Edit | Email | More | Customize this Form

Contract Review

Document Amendments Deliverables Impact Review & Approval Performance Signatures

Add Deliverable

Full Report Grid Edit Email More 1 Deliverable													
Description	Type	Effective Date	Penalty	Risk Level	Risk Help	Status	Benchmark Name	Target	Target Frequency	Funding	Tied to Profit?	benchmark_id	Date PTS Updated
WIA Performance Measures - Goal ~ WIA Adult - Provide Intensive Services - 82 ~ WIA DLW - Provide Intensive Services - 77 ~ WIA Youth - Maintain Active Caseload - 115 ~ WIA Youth - 10 Key Elements - 12	Deliverable	No	Low	No									

Add Deliverable

Deliverables | Add Deliverable | SETTINGS | REPORTS & CHARTS

Project Name <u>AR LITTLE ROCK ONE STOP</u>	Contract Parent <u>30041</u>	Report
Control # <u>1828 - 30041 - Contract</u>	Funding *	Status *
Type *	Effective Date *	Expiration Date *
<input type="text"/>	<input type="text"/> mm-dd-yyyy	<input type="text"/> mm-dd-yyyy

Funding *

- Adult
- Child Care
- Dislocated Worker
- ES
- NEG
- Reentry
- Refugee
- SNAP
- TANF
- Universal
- WIOA
- Youth

Status *

- Active
- Active
- Inactive

Type *

- Fiscal
- Performance
- Other

Contract Parent - Comes from related Document Review.

* Required Fields – Funding, Status, Type, Effective and Expiration dates

Performance

Benchmark Name *	Target *	Target Unit *	Target Frequency *	Tied to Profit? *	Target Cumulative? *	Achievement Context *
New Enrollment	166	#	Annually	Yes	Yes	At or above target

Target Pending Final Negotiation

Target - If the target is currently unknown, select the 'Target Pending Final Negotiation' checkbox

Frequency - The number of months by which the overall target needs to be met (monthly, quarterly, annually, etc.) Monthly expectations can have a YTD expectation when cumulative targets are set.

Target Cumulative - Enter "No" if each month's entry only includes that particular month's performance.

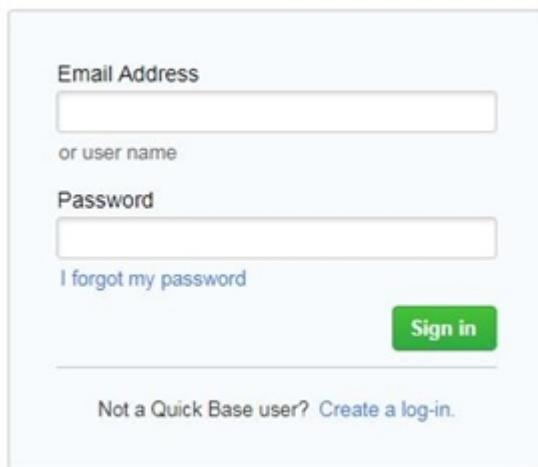
Achievement Context - Performance achievement usually has to be at or above target, but sometimes the reverse is true. An example might be "Ranking", where finishing at or below 5th place is considered a success

Created with the Personal Edition of HelpNDoc: [Easily create CHM Help documents](#)

[Step By Step Inventory](#)

Project-General Deliverables

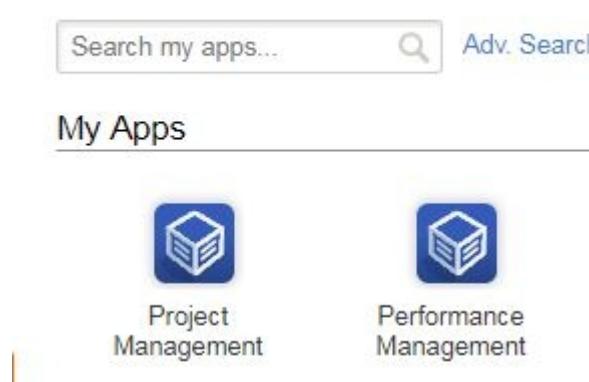
1. Login to <http://rci.quickbase.com>



The image shows the QuickBase login interface. It features two input fields: 'Email Address' and 'or user name' stacked vertically, followed by a 'Password' field. Below the password field is a link 'I forgot my password'. A prominent green 'Sign in' button is centered below the password field. At the bottom of the form, there is a link 'Not a Quick Base user? Create a log-in.'

2. Select the Project Management Application

Quick Base  My Apps in ResCare



The image shows the 'My Apps' section of the QuickBase application. At the top, there is a search bar with the placeholder 'Search my apps...' and a magnifying glass icon. To the right of the search bar is a link 'Adv. Search'. Below the search bar, the heading 'My Apps' is displayed. Two application icons are visible: 'Project Management' and 'Performance Management'. The 'Project Management' icon is a blue cube with three smaller cubes inside, and the 'Performance Management' icon is a blue cube with horizontal lines representing steps or levels.

3. Select My Projects from the Management Reports Section

Management Reports

QuickBase Pipeline | Projects | My Project(s) | Weekly Scorecard Compliance | Deliverables |
Systems | Boards

4. Open your project Record and Select the Project-General Tab

The screenshot shows the 'AR LITTLE ROCK ONE STOP' project record. At the top, there are four tabs: Profile (selected), Performance, Quality, and Tools Utilization. Below these are three sub-tabs: Deliverables (selected), Scorecard, and Key Operating Metrics. Further down are three more tabs: All (selected), Critical Elements, and Contract-Specific. At the bottom left is a button labeled 'Inventory Deliverable' with a hand cursor icon pointing at it. To its right is a 'Print Monthly' button.

5. Click the button label 'Inventory Deliverable'

This screenshot is identical to the one above, showing the 'AR LITTLE ROCK ONE STOP' project record. The 'Inventory Deliverable' button at the bottom left is now highlighted with a hand cursor icon pointing at it.

6. Inventory your Deliverable

Deliverables | Add Deliverable

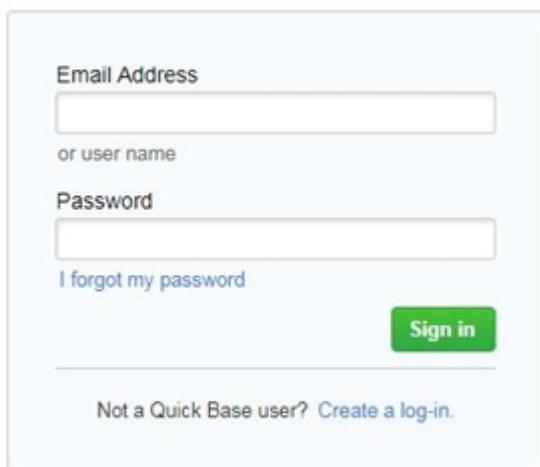
[Save](#) [Cancel](#)

Project Name	Contract Parent		
AR LITTLE ROCK ONE STOP			
Control #	Funding *	Status *	
Make a Selection...	Adult	Active	
Type *	Effective Date *	Expiration Date *	Order
Performance	mm-dd-yyyy	mm-dd-yyyy	
Performance			
Benchmark Name*	Target*	Target Unit*	Target Frequency*
Special Sector - Served	100		
Tied to Profit?*			
Target Cumulative?*			
Achievement Context*			
<input type="checkbox"/> Target Pending Final Negotiation			
General			
Description *			
Comments			
Penalty			
Risk Level *			

Created with the Personal Edition of HelpNDoc: [Easily create HTML Help documents](#)

Step By Step Monthly Performance

1. Login to <http://rci.quickbase.com>



2. Select the Project Management Application and then select 'My'

Project(s)'.

The screenshot shows the 'My Apps' section of the Quick Base interface. At the top, there is a search bar with the placeholder 'Search my apps...' and a magnifying glass icon. To the right of the search bar is a link 'Adv. Search'. Below the search bar, there are two app icons: 'Project Management' and 'Performance Management'. The 'Project Management' icon is a blue cube with three horizontal lines inside, and the 'Performance Management' icon is a blue cube with four horizontal lines inside. Both icons have their respective names written below them. The 'Project Management' icon has a small orange vertical bar to its left.

Quick Base > My Apps in ResCare

Search my apps...

Adv. Search

My Apps

Project Management Performance Management

Management Reports

QuickBase Pipeline | Projects | My Project(s) | Weekly Scorecard Compliance | Deliverables |
Systems | Boards

3. Select the button “View Deliverables”. (There will be a list of inventoried deliverables).



4. Expand a section

The screenshot shows the 'Contract-Specific' tab selected under 'Deliverables'. Below it, the 'Project-General' tab is also visible. At the bottom of the page, there is a sidebar with a tree view and a note about existing deliverables.

Profile Performance Quality Tools Utilization

Deliverables Scorecard Key Operating Metrics

All Critical Elements Contract-Specific

Project-General

Inventory Deliverable Print Monthly

My Project(s) If the Deliverable has already been in

Contract-Specific Performance
Project-General Performance
Elements Deemed Critical
Other

5. Locate the Deliverables

Contract-Specific Performance

Full Report		Email	More ▾	1 Deliverable					
	Contract Parent	Control #	Benchmark Name	Order	Month Before Last	Last Month	Record Performance		
30333	20160742	Performance			Record Performance				
TOT									

Project-General Performance

Elements Deemed Critical

Other

6. Select the “Record Performance” button

319	Adult Participants Served - Intensive Services	20	83.00	106.00	Record Performance
-----	--	----	-------	--------	--------------------

7. Record the Month, Target, Actual, Numerator and Denominator as applicable, selecting Save. Repeat as necessary for each month.

< 2017 >

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Target (#)											
60.08	68.67	77.25	77.25	77.25	103
Actual (#)											
75.00	82.00	83.00	83.00	83.00	106.00

Jul 2017

Target (#)

Actual (#)

This date is outside of the acceptable range for entering or editing Actuals

SAVE



Created with the Personal Edition of HelpNDoc: [Free CHM Help documentation generator](#)

Monthly Performance

Project Management | Monthly Performance Print this page

Quick Links

Contract Review | External BIC Reviews | External Monitoring | Phone Requests | Real Time Performance | Start Ups

Resources & Exception Reports

Operational Performance Reporting PowerPoint | ORG - How to Inventory Deliverables |
QRG - How to Report Performance | Projects Missing Participants Served | Projects Missing Participants Placed | Failed Benchmarks by Project | Pending Customer Report Configuration | High Risk | Customer Performance Report Work Instructions

Management Reports

Monthly Performance | PTS Scores by Month | PTS Scores by Year | Performance Snapshots | Participants Served Graph | Participants Placed Graph | Participants Served and Placed | Participants Served (Last 12 Months) | Participants Placed (Last 12 Months) | Critical Elements

Common Measures

Entered Employment | Employment Retention | Average Earnings | Placement in Employment or Education | Attainment of Degree or Certificate | Literacy and Numeracy Gains | Work Participation Rate | Skills Gain | Common Measures Summary (WIA/TANF) | Common Measures Summary (WIA/WIOA/TANF)

PTS Scores by Month

Month	Score (%)	Deliverables Met/Evaluated
JAN 2017	68.38%	601
FEB 2017	69.04%	620
MAR 2017	69.10%	649
APR 2017	70.55%	650
MAY 2017	73.34%	667
JUN 2017	75.82%	682
JUL 2017	73.32%	569
AUG 2017	77.28%	625
SEP 2017	77.21%	559

Created with the Personal Edition of HelpNDoc: [Easily create PDF Help documents](#)

Resources & Exception Reports

Resources & Exception Reports

[Operational Performance Reporting PowerPoint](#) | [QRG - How to Inventory Deliverables](#) |
[QRG - How to Report Performance](#) | [Projects Missing Participants Served](#) | [Projects Missing Participants Placed](#) |
[Failed Benchmarks by Project](#) | [Pending Customer Report Configuration](#) | [High Risk](#) |
[Customer Performance Report Work Instructions](#)

[Operational Performance Reporting PowerPoint](#) - Power Point on how to report performance

[QRG - How to Inventory Deliverables](#)-PDF on how to inventory deliverables

[QRG - How to Report Performance](#)-Power Point on how to report performance

[Projects Missing Participants Served](#)-Lists Projects Missing Participants Served measure

[Projects Missing Participants Placed](#)-Lists Projects Missing Participants Placed measure

[Failed Benchmarks by Project](#)-Lists Each Projects Missed Benchmarks

[Pending Customer Report Configuration](#)-Lists Projects pending corrections to their reporting

[High Risk](#)-Contains projects with three consecutive months of less than 83% of metrics met on "Customer" report.

[Customer Performance Report Work Instructions](#)-Word Document on how to report performance

Created with the Personal Edition of HelpNDoc: [Free HTML Help documentation generator](#)

Management Reports

Management Reports

[Monthly Performance](#) | [PTS Scores by Month](#) | [PTS Scores by Year](#) | [Performance Snapshots](#) |
[Participants Served Graph](#) | [Participants Placed Graph](#) | [Participants Served and Placed](#) |
[Participants Served \(Last 12 Months\)](#) | [Participants Placed \(Last 12 Months\)](#) | [Critical Elements](#) |
[Customer Report Deliveries](#)

[Monthly Performance](#)

Blue background indicates previous month's data has been reported.

100 Projects											Status is 'Active' AND ...		
	Score	Project Name	Month	Applicable	Not Available	Reported	Met	To Meet	View Deliverables	Incomplete Deliverables (Last 12)	Unreported Outcomes (Last 12)	15-Month Snapshot	
②	AR LITTLE ROCK ONE STOP		September 2017	9	0	9	9	0	View Deliverables	11	107	Scores by Month	
②	AZ ARIZONA TANF		September 2017	10	1	10	3	4	View Deliverables	8	30	Scores by Month	
②	AZ ARIZONA YOUTH		September 2017	7	0	7	0	0	View Deliverables	0	0	Scores by Month	
②	AZ PHOENIX (AMPS)		September 2017	2	0	0	0	0	View Deliverables	1	1	Scores by Month	
②	AZ PINAL COUNTY		September 2017	7	0	0	0	0	View Deliverables	7	8	Scores by Month	
②	AZ YUMA ONE STOP		September 2017	23	0	14	4	13	View Deliverables	9	27	Scores by Month	
36.36%	CA CANOGA PARK ONE STOP		September 2017	29	11	18	4	11	View Deliverables	3	12	Scores by Month	
80%	CA EAST LA COUNTY ONE STOP		September 2017	25	0	25	16	20	View Deliverables	35	266	Scores by Month	
100%	CA FRESNO YOUTH		September 2017	26	0	26	19	19	View Deliverables	2	10	Scores by Month	

PTS Scores by Month

PTS Scores by Month

Search these performance outcomes

PTS Scores by Month

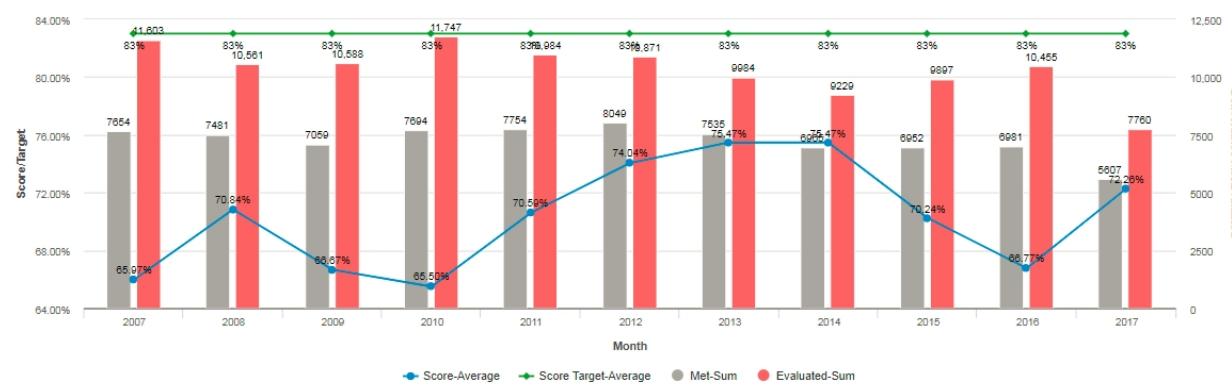


PTS Scores by Year

PTS Scores by Year

Search these performance outcomes

PTS Scores by Year

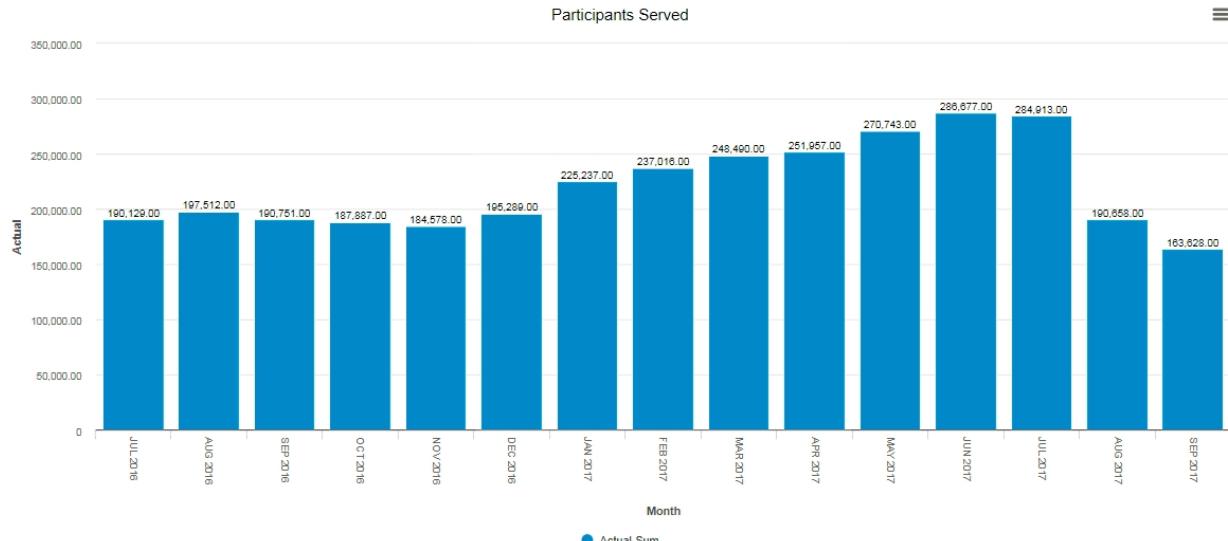


Performance Snapshots

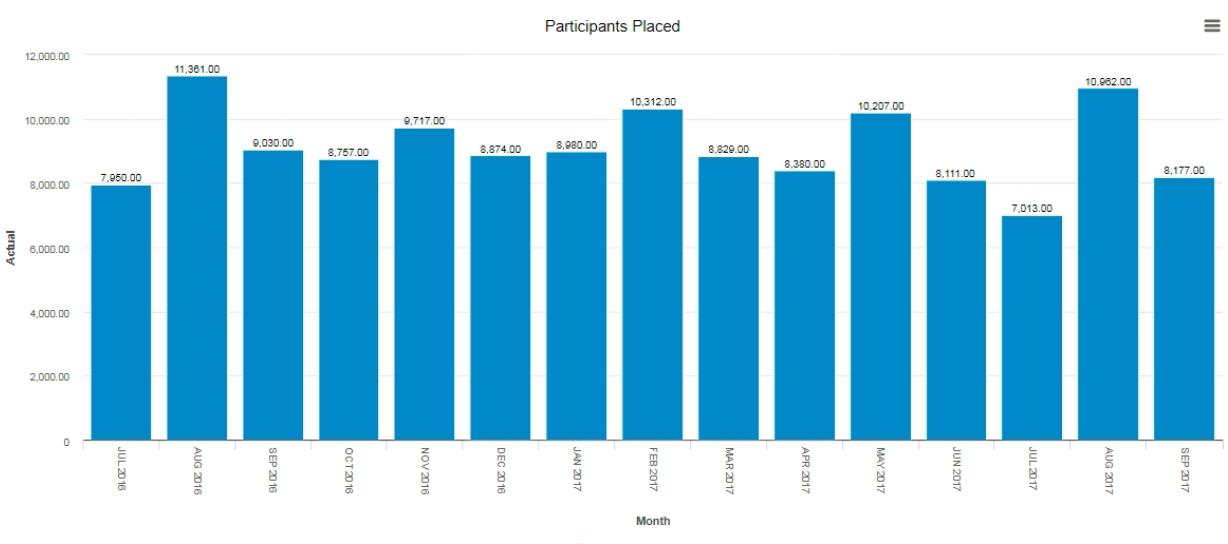
99 Projects

Project Name	Scores by Month	Participants Served	Participants Placed	Participants Served and Placed	Common Measures Summary	Entered Employment
② AR LITTLE ROCK ONE STOP	Scores by Month	Participants Served	Participants Placed	Participants Served and Placed	Common Measures Summary	Entered Employment
② AZ ARIZONA TANF	Scores by Month	Participants Served	Participants Placed	Participants Served and Placed	Common Measures Summary	Entered Employment
② AZ ARIZONA YOUTH	Scores by Month	Participants Served	Participants Placed	Participants Served and Placed	Common Measures Summary	Entered Employment
② AZ PINAL COUNTY	Scores by Month	Participants Served	Participants Placed	Participants Served and Placed	Common Measures Summary	Entered Employment
② AZ YUMA ONE STOP	Scores by Month	Participants Served	Participants Placed	Participants Served and Placed	Common Measures Summary	Entered Employment
② CA CANOGA PARK ONE STOP	Scores by Month	Participants Served	Participants Placed	Participants Served and Placed	Common Measures Summary	Entered Employment
② CA EAST LA COUNTY ONE STOP	Scores by Month	Participants Served	Participants Placed	Participants Served and Placed	Common Measures Summary	Entered Employment
② CA FRESNO YOUTH	Scores by Month	Participants Served	Participants Placed	Participants Served and Placed	Common Measures Summary	Entered Employment

Participants Served Graph



Participants Placed Graph

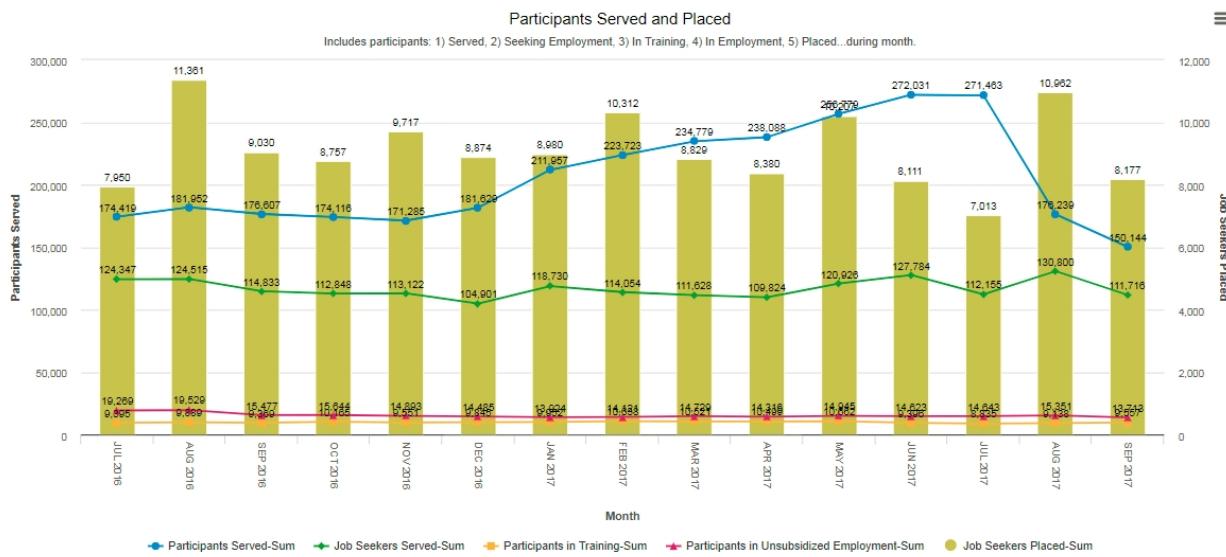


Participants Served and Placed

Participants Served and Placed

[Favorite](#) [Print](#) [Customize this Report](#)

Search these performance outcomes



Participants Served (Last 12 Months)

Orange background indicates missing information.

90 Projects													project_monthly_flag is '1' AND ...			
	Project Name		Project Begin Date	Actual Served (CM-12)	Actual Served (CM-11)	Actual Served (CM-10)	Actual Served (CM-9)	Actual Served (CM-8)	Actual Served (CM-7)	Actual Served (CM-6)	Actual Served (CM-5)	Actual Served (CM-4)	Actual Served (CM-3)	Actual Served (CM-2)	Actual Served (PM)	
Adrian Tait (10 Projects)																
● NC CENTRALINA ONE STOP			07-01-2013	5,613	5,690	5,605	6,346	5,380	4,074	4,016	4,032	4,123	116	123	131	
● NC CUMBERLAND CO			07-01-2014	3,327	3,157	3,482	3,391	4,141	3,610	2,816	3,128	3,232				

Participants Placed (Last 12 Months)

Orange background indicates missing information.

89 Projects															project_monthly_flag is '1' AND ...			
	Project Name		Project Begin Date	Actual Placed (CM-12)	Actual Placed (CM-11)	Actual Placed (CM-10)	Actual Placed (CM-9)	Actual Placed (CM-8)	Actual Placed (CM-7)	Actual Placed (CM-6)	Actual Placed (CM-5)	Actual Placed (CM-4)	Actual Placed (CM-3)	Actual Placed (CM-2)	Actual Placed (PM)			
Adrian Tait (10 Projects)																		
● NC CENTRALINA ONE STOP			07-01-2013	213	274	323	354	377	406	424	451	469	17	25	25			
● NC CUMBERLAND CO			07-01-2014	8	2	8	4	5	4	5	4	4	4					

Critical Elements

30 Critical Elements

Record ID#	Critical Element Name	Order	Category	Status	Authority	# of Deliverables	Notes
Demographic - ResCare (17 Critical Elements)							
●	1 Participants Served During Month - Unduplicated Count		101 Demographic	Active	ResCare	152	
●	2 Participants Served During Month (Non-Youth) - Unduplicated Count		101.1 Demographic	Active	ResCare	64	
●	3 Participants Served During Month (Youth) - Unduplicated Count		101.2 Demographic	Active	ResCare	53	
●	4 Participants Served During Month (TANF) - Unduplicated Count		101.3 Demographic	Active	ResCare	41	
●	5 Participants Served During Month (SNAP) - Unduplicated Count		101.4 Demographic	Active	ResCare	17	
●	16 Participants Served During Month (Refugee) - Unduplicated Count		101.5 Demographic	Active	ResCare	2	
●	6 Participants Served During Month (Job Seekers) - Unduplicated Count		101.6 Demographic	Active	ResCare	107	
●	7 Participants Served During Month (Employed-Unsubsidized) - Unduplicated Count		101.7 Demographic	Active	ResCare	110	
●	8 Participants Served During Month (Training) - Unduplicated Count		101.8 Demographic	Active	ResCare	107	

Customer Report Deliveries

Customer Report Deliveries by Project

Step By Step Monthly Reporting

Step By Step Monthly Performance

1. Login to <http://rci.quickbase.com>
2. Select the Project Management Application and then select 'My Project(s)'.
3. Select the button "View Deliverables". (There will be a list of inventoried deliverables).
4. Expand a section
5. Locate the Deliverables
6. Select the "Record Performance" button
7. Record the Month, Target, Actual, Numerator and Denominator as applicable, selecting Save. Repeat as necessary for each month.

Customer Performance Report Work Instructions

Customer Performance Report Work Instructions

- 1) While viewing a project's inventoried deliverables, select the Edit (pencil) icon to edit a deliverable for inclusion in the Customer Report.

The screenshot shows the QuickBase interface for the Project Management application. At the top, there are several tabs: My Apps, Account Mana..., QB Developer..., ResCareWOR..., Project Manag..., Performance..., ResCareWOR..., ResCareWOR..., ResCareWOR..., and New App. Below the tabs, the title bar shows 'Home' and 'TX RURAL CAPITAL ONE STOP'. On the right side of the title bar are 'Edit', 'Email', and 'More' buttons. The main content area has a navigation bar with 'Projects' and 'TX RURAL CAPITAL ONE STOP'. Below this, there are tabs for 'Profile', 'Performance', 'Quality', and 'Tools Utilization'. Under 'Performance', there are sub-tabs for 'Deliverables', 'Scorecard', and 'Key Operating Metrics'. Further down, there are sub-tabs for 'All', 'Critical Elements', 'Contract-Specific', and 'Project-General'. At the bottom of this navigation area are buttons for 'Inventory Deliverable', 'Print Monthly', 'Print Customer Monthly', and 'Scores by Month'. A message box at the bottom left says 'My Project(s)' and 'If the Deliverable has already been inventoried, modify it rather than adding a new one.' It also displays '0 of an expected 30 deliverables were reported last month. 0 of 0 deliverables were met last month. Score: %'. A note below it says 'Light Blue: Reported; Purple-Data Not Available; Orange: Data Pending; Italics: Inactive/Expired; Underline: Common Measure'. There are two sections: 'Contract-Specific Performance' and 'Project-General Performance'. The 'Project-General Performance' section contains a table with 18 deliverables. One row is highlighted in yellow, showing 'Claimants Reemployed within 10 Weeks' with a value of '59.50 %' and 'Employers Receiving Workforce Assistance' with a value of '2,759.00'. The table includes columns for Benchmark Name, Funding, Target, Unit, Order, Before Last Month, Last Month, Met/Not Met, Record Performance, Effective Date, Expiration Date, Status, No Data, Months Reported, and 15-Month Trend.

- 2) Locate the red font in the center of the performance section and change the value of the [Include in Customer Report?] field to "Yes". A confirmation dialog box will appear. Select "OK". Select "Save & close" in the top right hand corner of the page.

My Apps Account Mana... QB Developer ResCareWOR... Project Manag... Performance ResCareWOR... ResCareWOR... ResCareWOR... New App

Home

Deliverables Edit Deliverable #6819

Save & close Cancel Return | Next

Project Name	Project Director	Contract Parent	15-Month Trend
TX RURAL CAPITAL ONE STOP	Larry Crane		
Control #	Funding	Status	
Make a Selection...	All	Active	
Type	Effective Date		
Performance	10-01-2005		
Deliverables	Months Reported		
139	139		
Performance Benchmark Name: Claims Reemployed within 10 Weeks Target Unit: % Record Performance			
Include in Customer Report? <-- Select "Yes" to include in Customer report. Yes Previous month's performance has not been completely reported.			
General Description: Comments			

By selecting "Yes", you will be able to include the performance results in the monthly report you share with your Customer.

OK

3) Access the Customer Monthly report by blue button labeled “Print Customer Monthly”.

My Apps Account Mana... QB Developer ResCareWOR... Project Manag... Performance ResCareWOR... ResCareWOR... ResCareWOR... New App

Home

Projects TX RURAL CAPITAL ONE STOP

Edit Email More

Profile Performance Quality Tools Utilization

Deliverables Scorecard Key Operating Metrics

All Critical Elements Contract-Specific Project-General

Inventory Deliverable Print Monthly Print Customer Monthly Scores by Month

If the Deliverable has already been inventoried, modify it rather than adding a new one. 0 of an expected 30 deliverables were reported last month. 0 of 0 deliverables were met last month. Score: %

Light Blue: Reported; Purple-Data Not Available; Orange: Data Pending; Italics: Inactive/Expired; Underline: Common Measure

Contract-Specific Performance

Project-General Performance

Full Report | Email | More 18 Deliverables

Benchmark Name	Funding	Target	Unit	Order	Month Before Last	Last Month	Met/Not Met	Record Performance	Effective Date	Expiration Date	Status	No Data	Months Reported	15-Month Trend
Claimants Reemployed within 10 Weeks	All	59.50	%	1	57.71	N/A	Record Performance	10-01-2005	09-30-2017	Active		139	15-Month Trend	
Employers Receiving Workforce Assistance	All	2973.67	#	2	2759.00	N/A	Record Performance	10-01-2014	09-30-2017	Active		34	15-Month Trend	

Step 4) The report will open up in a new tab. You may use your snippet tool of choice to capture the portions of the report you want to insert in the overall Monthly Customer Report. Below is an example report.

(6) Performance Outcomes across (3) Deliverables across (1) Project

Project: OR: SALEM ONE STOP - Project Director: Jeff Stepprow																
Benchmarks	Target/ Object	Category/ Freq	Contr ID	Sep16 ----	Oct16 ----	Nov16 ----	Dec16 ----	Jan17 ----	Feb17 ----	Mar17 ----	Apr17 ----	May17 ----	Jun17 ----	Jul17 ----	Aug17 ----	
Core Workshops Provided (LOCAL)	42.00 42.00	C Annually	30285												25.00 4.00	50.00 8.00
Individual Training Accounts Initiated (LOCAL)	14.00 14.00	C Annually	30285												16.00 9.00	26.00 12.00
On-The-Job Training Placements (LOCAL)	19.00 19.00	C Annually	30285												8.00 0.00	27.00 8.00

Created with the Personal Edition of HelpNDoc: [Free CHM Help documentation generator](#)

Quality

Quality

This section lists all BIC (Best In Class) reviews and a portal to upload any External Monitoring reviews from the customer, state, county, etc. that have been received.

The screenshot shows a navigation bar with tabs: Profile, Performance, Quality (selected), and Tools Utilization. To the right of the tabs is a reference number: 08827. Below the tabs is a section titled "BIC External Reviews" with a sub-header "2 BIC Reviews". A table below the header has columns for Year, Reviewer(s), Narrative Report, and Score Sheet. The first row shows a review for 2015 by Debra Niordann, with the narrative report file name "External BIC Report_LittleRock_2015.doc" and the score sheet file name "Little Rock External BIC Assessment".

Year	Reviewer(s)	Narrative Report	Score Sheet
2015	Debra Niordann	External BIC Report_LittleRock_2015.doc	Little Rock External BIC Assessment

Created with the Personal Edition of HelpNDoc: [Free PDF documentation generator](#)

Best In Class

BIC

Best in Class reviews are done by regional directors or members of the service delivery team. They are a complete review of the contract including programs, HR files, financials, and facilities.

BIC Reviews | Add BIC Review
 SETTINGS  REPORTS & CHARTS

Project Name <u>AR LITTLE ROCK ONE STOP</u>	State AR	Project Director Farrah Hammond	RD Rochelle Brown
--	-------------	------------------------------------	----------------------

Assignment

Year *	Quarter *	Type *
2016		Internal

Due Date *	Scheduled Start Date	Start Date
mm-dd-yyyy	mm-dd-yyyy	mm-dd-yyyy

Attachments

Score Sheet	<input type="button" value="Choose File"/>	No file chosen
Narrative Report	<input type="button" value="Choose File"/>	No file chosen
Exemption Requests	<input type="button" value="Choose File"/>	No file chosen
Corrective Action Plan	<input type="button" value="Choose File"/>	No file chosen

Created with the Personal Edition of HelpNDoc: [Free iPhone documentation generator](#)

External Monitoring

External Monitoring

Quality Assurance Reviews from the customer, state, county, federal, etc. that have been received should be uploaded in this section. In addition to the upload, response status should also be documented. In order to add a monitoring, just click *Add Monitoring*.

External Monitorings

Full Report | Email | More ▾ 14 Monitorings

	Source	Notification Date	Report Received	Response Due Date	Response Drafted Date	Response Submitted Date	Response Accepted Date
State	12-16-2016						
Customer	07-26-2016	AR AR LITTLE ROCK ONE STOP Report Received 12-13-2016_1603.pdf					
Customer	06-03-2016	AR AR LITTLE ROCK ONE STOP Report Received 10-30-2016_1560.pdf	12-01-2016	11-22-2016	11-30-2016	12-07-2016	

Click *Add Monitoring* -

Source -Refers to the entity that performed the review

Select Program or Fiscal Review

Choose file- Select the review to upload

Don't forget to 

 **Monitorings**  **Add Monitoring**

 **SETTINGS**  **REPORTS & CHARTS**

Project Name *
AR LITTLE ROCK ONE STOP

Source *

Notification Date *
 

Project Director
Farrah Hammond

Program

 **Notification**

No file chosen

Notes

Created with the Personal Edition of HelpNDoc: [Free help authoring tool](#)

Tools Utilization

Tools Utilization

ResCare has proprietary tools it utilizes on all projects. Tools are implemented on an as need basis and your project may not use all tools. Each tool is displayed along with implementation dates, dates staff were trained, and related user data.

Profile

Performance

Quality

Tools Utilization

-  [Career Pathways Explorer](#)
-  [RAYS](#)
-  [ResCare/GED Academy](#)
-  [ResumePro](#)
-  [Talent Market](#)
-  [Tool Reviews](#)

Created with the Personal Edition of HelpNDoc: [Free help authoring tool](#)

Career Pathways Explorer

Career Pathways Explorer

This will show how your Staff and Job Seekers are using this tool

Our online personality assessment that helps job seekers match their personality traits to a career pathway through a short series images to which job seekers respond “me” or “not me.” Each image measures multiple personality traits, and multiple images allow for similar personality concepts to be retested and affirmed. Upon completion, the job seeker personality type is identified through scores, Top Two Personality Blend, traits, blend complements, and more.

[Career Pathways Explorer](#)

1 Project													
	CPE Status	Parent	Reporting Parent	Project Name	Active Employees	CPE Training Date	CPE Go Live Date	CPE Admins Registered	CPE Candidates Registered	CPE New Users (PM)	Assessments Completed	Assessments Completed (PM)	CPE Subdomain
Adrian Tait (1 Project)		07502		NC CHARLOTTE WORKS	19	02-14-2017	02-15-2017	0	32	2	17	1	nccharlotteworks
TOT								0	32	2	17	1	

Created with the Personal Edition of HelpNDoc: [Free iPhone documentation generator](#)

RAYS

RAYS

ResCare At Your Service (RAYS) is ResCare's Customer Service Standard in the world of workforce.

RAYS

1 Project											RAYS Survey Details	
	RAYS Status	Parent	Reporting Parent	Project Name	Active Employees	RAYS Surveys	RAYS % Positive	RAYS Surveys (PM)	RAYS % Positive (PM)	RAYS Surveys (CM)	RAYS % Positive (CM)	
Rochelle Brown (1 Project)		08827		AR LITTLE ROCK ONE STOP	22	7	45.2%					
TOT						7						
AVG							45.2%					

Created with the Personal Edition of HelpNDoc: [Full featured Help generator](#)

ResCare GED Academy

[ResCare/GED Academy](#)

1 Project							
	Parent	Reporting Parent	Project Name	Active Employees	GED Academy Time Spent in Minutes	GED Academy Time Spent (PM) in Minutes	ResCare Academy Employees Registered
Rochelle Brown (1 Project)		08827	AR LITTLE ROCK ONE STOP	22	204.15		33
TOT					204.15		33

ResCare Academy is a free online training platform available 24 hours that uses the following resources to help make job seekers more competitive in their search for employment:

- GED Preparation Curriculum
- 4,000+ Career Enhancement Courses
- Training for over 100 industries
- Courses that help upgrade math, English, reading and Writing skills
- Professionally-respected certificates for every course completed
- Nationally-recognized credentials for successful users

Created with the Personal Edition of HelpNDoc: [Easy to use tool to create HTML Help files and Help web sites](#)

Resume Pro

ResumePro

A fast and easy online application that completes resumes and other documents to include the same key words employers filter for when combing through thousands of resumes online

ResumePro

1 Project											
ResumePro Status	Parent	Reporting Parent	Project Name	Active Employees	ResumePro Registrations (PM)	ResumePro Profiles Completed (PM)	ResumePro Resumes Completed (PM)	ResumePro Registrations	ResumePro Profiles Completed	ResumePro Resumes Completed	ResumePro Users
Rochelle Brown (1 Project)			AR LITTLE ROCK ONE STOP	22	0	0	0	344	344	344	Users
UPDT	08827			0	0	0	0	344	344	344	
TOT											

Created with the Personal Edition of HelpNDoc: [Free iPhone documentation generator](#)

Talent Market

It's an interactive employment tool that makes finding a job easier than ever before. By simply registering and uploading work experience and skill sets, jobseekers can immediately begin receiving the most current local employment opportunities that are refreshed every night.

The screenshot shows the homepage of the Workforce Solutions Rural Capital Area website. At the top, there's a banner with the text "WORKFORCE SOLUTIONS RURAL CAPITAL AREA" and a group photo of diverse professionals. Below the banner is a navigation bar with links: Home, People, Meetings, Questionnaires, Messages, Jobs, Reports, Circles, My Profile, and a People dropdown menu. A secondary navigation bar below includes New Members this Week, New Members this Month, New Jobs this Week, and New Jobs this Month. On the left, there's a "Rural Capital Area" section with a logo, a brief description ("Linking Employers and Job Seekers"), and an "About Us" link. In the center, there's a "My Meetings" calendar for the week of 3/9 - 3/13, showing days 9, 10, 11, and 12. Each day has a blue plus sign button. Below the calendar are "Chat Now" and "Join Meeting" buttons. A note says "To see all available upcoming meetings, go to [Meeting Calendar](#)". On the right, there's a "Rural Capital Area Talent Market" section showing 12,310 jobs and a recent increase of + 6,459 in the past week. At the bottom, a footer note states "Created with the Personal Edition of HelpNDoc: [Full featured Documentation generator](#)".

Tools Review

Tools review is used for QA Purposes when tools are trained.

The screenshot shows a "Tools Review" form. It includes fields for Project Name (AR LITTLE ROCK ONE STOP), Project Director (Farrah Hammond), RD (Rochelle Brown), Tool Name (a dropdown menu listing various tools like Career Pathways Explorer, Computer Essentials, GED Academy, Money Skills, QB/WORCS, ResCare Academy, ResCare University (Talent Systems), Resume Pro, System Review (VPN vs Intranet), and Talent Market), Review Date (a date picker), Delivered By (a dropdown menu), and a "Back to Tools Utilization" button. There are also several large, empty text input fields at the bottom.

Created with the Personal Edition of HelpNDoc: [Free HTML Help documentation generator](#)

Contract Review

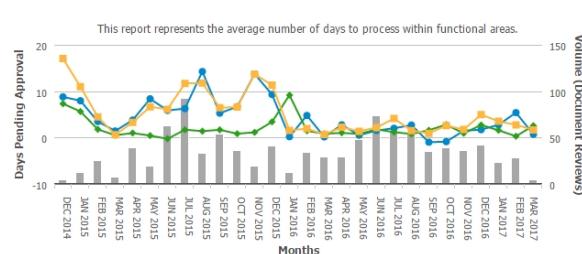
Navigation Quick Links

[Career Pathways Explorer](#) | [Contract Review](#) | [External BIC Reviews](#) | [External Monitoring](#) |
[Managing Real Time Performance](#) | [Start Ups](#) | [Talent Market](#)

Take Action

[Add Contract](#) [Add Amendment](#) [Add Temporary Authorization](#)
[Add Negotiation Template](#) [Add Notification of Loss](#)

Average Days Pending Approval



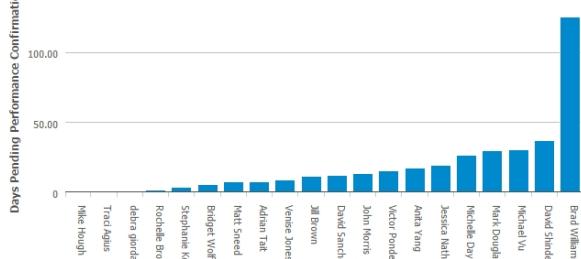
Management Reports

[Contract Parents](#) | [Contracts](#) | [My Document Reviews](#) | [Document Reviews](#) | [Signature Authorities](#) |
[Search by Control #](#) | [Pending Performance Confirmation](#) | [In Process](#) | [Pending PD Advancement](#) |
[Document Reviews By Date Completed](#) | [Contracts - 2017](#) | [Contracts - 2016](#) | [Contracts - PY16](#) |
[Contracts - PY15](#)

Document Reviews Pending Approval

[RD](#) | [CM](#) | [DRC](#)

Average Days Pending Performance Confirmation



Created with the Personal Edition of HelpNDoc: [Free PDF documentation generator](#)

Quick Links

Navigation Quick Links

[Career Pathways Explorer](#) | [Contract Review](#) | [External BIC Reviews](#) | [External Monitoring](#) |

[Managing Real Time Performance](#) | [Start Ups](#) | [Talent Market](#)

- [Career Pathways Explorer](#) - Assessments Completed & Deployments by Month
- [Contract Review](#) – Avg. Days Pending Approval & Avg. Days Pending Performance Confirmation
- [External BIC Reviews](#) - Completed BICS by Quarter
- [External Monitoring](#) - Place to upload External Monitoring
- [Managing Real Time Performance](#) - Enrollments & Exits, Placements & Retention
- [Start Ups](#) – A link to Startups not yet considered a Project
- [Talent Market](#) –Links to ResCare Talent Market Data

Management Reports

Management Reports

[Contract Parents](#) | [Contracts](#) | [My Document Reviews](#) | [Document Reviews](#) | [Signature Authorities](#) |
[Search by Control #](#) | [Pending Performance Confirmation](#) | [In Process](#) | [Pending PD Advancement](#) |
[Document Reviews By Date Completed](#) | [Contracts - 2017](#) | [Contracts - 2016](#) | [Contracts - PY16](#) |
[Contracts - PY15](#)

[Contract Parents](#)

[Contracts](#)

[My Document Reviews](#)

[Document Reviews](#)

[Signature Authorities](#)

[Search By Control #](#)

Other Links are made available to review older contracts or contracts currently being reviewed.

Contract Parents

[Contract Parents](#) [Contract Parent 30436](#)

Project Name	Contract Parent ID	Contract Parent Description	Status
NV NEVADA ONE STOP	30436	CP: RWS LAS VEGAS YOUTH	Active
Parent	PD Description	Project - Status	
09392	PD: RWS NV NEVADA - NEVADA ONE STOP	Active	
Project Director	RD	Project Accountant	Business Manager VP
Lynn Hoffman	Anita Yang		Gary Suter Michael Vu
note			

 [Contracts](#)

 [Document Reviews](#)

Contracts

Contract Review

20160567_COB_2016-12-23_10-31-Eastern.pdf

Document	Amendments	Deliverables	Impact	Review & Approval	Performance	Signatures
----------	------------	--------------	--------	-------------------	-------------	------------

[Print Form](#)

Control # Document	Supplemental Budget	Supporting Document	Contract Parent	Related Contract	RD	RD Name
20160567 fe_20160567.pdf	Updated 2017 TANF Contract Budget - MS.xlsx Revisions	ADES16-00006302 Award Documents SDA 2.pdf Revisions	30000	20160567	Victor Ponder	Victor Ponder

- ▶ Contract Details
- ▶ Type
- ▶ Funding
- ▶ Contract Figures
- ▶ Miscellaneous

Control # -This is a system-generated ID that uniquely identifies document.

Days of TA:

Green 0-60

Red 61+

Expired appear in **Orange**;

Created with the Personal Edition of HelpNDoc: [Free help authoring environment](#)

Contract Details

Contract Details

Customer Name	Service Scope	Customer Contract ID	Signature Authority	State
Department of Economic Security,	TANF (SDA 2)	ADES17-146348		
Start Date	End Date	Options	Max Potential End Date	Options Description
10-01-2016	09-30-2017	Yes	09-30-2023	Yearly Renewals

Enter the Contract ID that the Customer has given the document. Enter "N/A" if not applicable

Type

CR PB FF

CR-Cost Reimbursement

PB-Performance Based

FF-Fixed Fee

Funding

One Stop Adult DW Youth Child Care
 TANF SNAP RIO ES Other

Contract Figures

Amount	Pass Thru	Revenue
\$367,487.00	\$7,896.00	\$359,591.00
Indirect Rate	Indirect Rate Context	Indirect (\$)
9.59	Direct Costs Before Pass Thru	\$23,891.49
Profit Rate	Profit Rate Context	Profit (\$)
7.76	Direct Costs Before Pass Thru	\$23,624.00

Indirect Rate - Enter in percentage format, not in decimal format (e.g 9.59, not .0959)

Profit Rate - Enter in percentage format, not in decimal format (e.g 9.59, not .0959).

Contract Changes

Amendment #	Amendment Effective Date
2	02-11-2016
Change Value of Contract?	No
Change Indirect Rate?	No
Change Profit Rate?	No
Extend?	No

Amendment # - Enter "N/A" if the amendment number is not applicable.

Change Value of Contract - Select 'Yes' if the Amount, Pass Thru, Indirect or Profit changes.

Miscellaneous

How many executed copies are needed?	Overnight Mailing Delivery Address
3	

How many executed copies are needed? - In addition to the original executed document that will be kept by ResCare, how many executed copies does the Customer require...to be sent to the individual identified in the Mailing Address field

Overnight Mailing Delivery Address - Complete with name and overnight mailing address of either the ResCare Employee or the Customer Contact Person.

Created with the Personal Edition of HelpNDoc: [Free help authoring environment](#)

Amendments

Start Date	End Date	Amount	Pass Thru	Indirect	Profit	Indirect Rate	Profit Rate
10-01-2016	09-30-2017	\$4,605,969.00	\$2,000,000.00	\$209,504.79	\$232,158.66	9.68	9.78

Control #	Amendment #	Change Amount?	Change Indirect Rate?	Change Profit Rate?	Extend?	Net Change in Pass Thru	Net Change in Indirect	Net Change in Profit	Revised Indirect Rate	Revised Profit Rate	Revised End Date	Signature Required	External Signature Date	Internal Signature Date
Control #	Amendment #	Change Amount?	Change Indirect Rate?	Change Profit Rate?	Extend?	Net Change in Pass Thru	Net Change in Indirect	Net Change in Profit	Revised Indirect Rate	Revised Profit Rate	Revised End Date	Signature Required	External Signature Date	Internal Signature Date
20160758						\$0.00	\$0.00	\$0.00	\$0.00	\$0.00				
TOT						\$0.00	\$0.00	\$0.00	\$0.00	\$0.00				

Any changes to contract must be recorded in this area of the Contract Review

Customer Name *	Service Scope *	Customer Contract ID*	Signature Authority	State
<input type="text"/>	<input type="text"/>	N/A	<input type="text"/>	<input type="text"/>

Start Date*	End Date*	Options*
07-01-2014	06-30-2016	No

Type
<input checked="" type="checkbox"/> CR <input checked="" type="checkbox"/> PB <input type="checkbox"/> FF

Funding
<input checked="" type="checkbox"/> One Stop <input checked="" type="checkbox"/> Adult <input checked="" type="checkbox"/> DW <input checked="" type="checkbox"/> Youth <input type="checkbox"/> Child Care <input type="checkbox"/> TANF <input type="checkbox"/> SNAP <input type="checkbox"/> RIO <input type="checkbox"/> ES <input type="checkbox"/> Other

Contract Figures
Amount* <input type="text"/> 1,927,094.00 <input type="text"/> 648,471.90 <input type="text"/> Revenue \$1,279,222.10 <input type="text"/> Total Net Change \$2,788,932.21 <input type="text"/> Resulting Amount \$885,482.00 <input type="text"/> Resulting Pass Thru
Indirect Rate* <input type="text"/> 9.59 <input type="text"/> Indirect Rate Context <input type="text"/> Direct Costs Before Pass Thru <input type="text"/> 108,136.06 <input type="text"/> Total Net Change in Indirect \$155,903.36 <input type="text"/> Resulting Indirect 9.59 <input type="text"/> Resulting Indirect Rate Contract - Resulting Indirect Rate <input type="text"/> Contract - Resulting Indirect
Profit Rate* <input type="text"/> 8.00 <input type="text"/> Profit Rate Context <input type="text"/> Profit (\$)* <input type="text"/> 116,950.00 <input type="text"/> Total Net Change in Profit <input type="text"/> Resulting Profit \$172,480.00 <input type="text"/> Resulting Profit Rate 11.00 <input type="text"/> Resulting Profit Rate Contract - Resulting Profit Rate <input type="text"/> Contract - Resulting Profit

Contract Changes

Amendment #*	Amendment Effective Date*			
<input type="text"/> Amendment Number	<input type="text"/> 06-01-2016 <input type="button"/>			
Change Value of Contract?*	Net Change*	Net Change in Pass Thru*	Net Change in Indirect*	Net Change in Profit*
Yes	<input type="text"/> 861,238.21	<input type="text"/> 237,011.00	<input type="text"/> 49,787.30	<input type="text"/> 55,510.00
Change Indirect Rate?*				
No				
Change Profit Rate?*	Revised Profit Rate*			
Yes	<input type="text"/> 11.00			
Extend?*	Revised End Date*			
Yes	<input type="text"/> 06-30-2017 <input type="button"/>			

Deliverables

Home

 Deliverables 

Project Name	 Contract Parent	
	30391	
Control #	Funding *	Status *
20160769	<input type="button" value="▼"/>	<input type="button" value="▼"/>
Type *	Effective Date *	Expiration Date *
<input type="button" value="▼"/>	<input type="text" value="mm-dd-yyyy"/> 	<input type="text" value="mm-dd-yyyy"/> 

 General

Description *	<input type="text"/>
Comments	<input type="text"/>
Penalty	<input type="button" value="▼"/>
Risk Level *	<input type="button" value="▼"/>

Home Users New Table

Deliverables Add Deliverable **SETTINGS**

Project Name AR LITTLE ROCK ONE STOP	Contract Parent 30041	Report	Duplicate?
Control # 20160321 - 30041 - Amendment	Funding * mm-dd-yyyy	Status * Active	Go to Deliverables Tab
Type * Fiscal Performance Other	Effective Date * mm-dd-yyyy	Expiration Date * mm-dd-yyyy	
Comments			
Penalty			
Risk Level *			

Created with the Personal Edition of HelpNDoc: [Easily create HTML Help documents](#)

Impact

Document Reviews Control # 20160769 (Amendment)

[Contract Review](#)

Document Deliverables Impact Signatures Edit Impact

<input type="checkbox"/> No Impact <small>ⓘ</small>	Impact Start Date	Impact End Date
Impact Revenue	Impact Contribution	
Contract Start Date 01-21-2016	Contract End Date 06-30-2017	

ⓘ The impact to revenue and contribution needs to be entered if there is a significant change (\$25,000 for revenue and \$5,000 for contribution) to the current ResCare fiscal year budget. Change can be considered as higher or lower than what has already been budgeted for the ResCare fiscal year. Please review your current ResCare fiscal year budget as part of this exercise.

Created with the Personal Edition of HelpNDoc: [Easily create Help documents](#)

Review & Approval

Here you can review status changes after each level of approval.

Document Reviews | Control # 20160321 (Amendment) [Edit](#) [Email](#) [More](#) [Customize](#)

[SETTINGS](#)

[Contract Review](#)

[Document](#) [Deliverables](#) [Impact](#) [Review & Approval](#) [Performance](#) [Signatures](#)

[Generate PDF](#) [Approve \(testing\)](#)

Staff	Status	Status Date	Date Advanced/Approved	Date Denied	Contract Status
PD	Advanced	06-29-2016	06-29-2016		
RD	Approved	06-29-2016	06-29-2016		
CM	Approved	06-29-2016	06-29-2016		
DRC	Approved	06-29-2016	06-29-2016		

[Regional Director Review](#)

Regional Directors: Enter Issues/Concerns/Comments below. If you have none, enter 'None'. This field must be filled in order to approve.

RD Comments
None

Is a signature required?
Yes

[Full Report](#) | [Grid Edit](#) | [Email](#) | [More](#) | 7 Deliverables

Combined

40 New Adult Enrolments Note: Eligible to recoup any lost profit by meeting additional and/or all performance levels by the official end of the program year. Risk Mitigation: Loss of funds if not achieved. Penalty Description: Performance Penalty

Created with the Personal Edition of HelpNDoc: [Full featured Documentation generator](#)

Performance

Performance expectations are outlined in this section. When adding performance contract amendments the new expectations will be input in this area of Project Management.

[Document](#) [Deliverables](#) [Impact](#) [Review & Approval](#) [Performance](#) [Signatures](#) [Edit Performance](#)

Performance Effect?	Performance Sent Date	Performance Confirmed Date	Performance Documentation Verified Date	Performance Updated Date
Yes	06-29-2016	06-30-2016		07-15-2016

Performance Expectations

Enrollments
Adult: 40
DW: 20
Youth: 30

Youth Funds Expenditure Rate - work Experience: 20%
Expenditure Rate - OSY: 75%

When will the targets for the 9-16 common measures and 14 key Elements be negotiated for PY16?

Performance Administrator Notes

Created with the Personal Edition of HelpNDoc: [Easily create HTML Help documents](#)

Signature

[Contract Review](#)[Document](#)[Deliverables](#)[Impact](#)[Signatures](#)[Edit Signature Dates](#)

Internal Signature Date

 Unilateral Agreement

External Signature Date

Document

[16026-RFP - Amendment #2 02.28.17.pdf](#)

Status

Signature Required

Status:

A- Active

PX- Partially Executed

NX- Not Executed

LOI- Temporary Authorization

E- Expired

ENR- Expired Not Renewed

T-Terminated

TNR-Terminated Not Renewed

Created with the Personal Edition of HelpNDoc: [Free CHM Help documentation generator](#)[My Document Reviews](#) [My Document Reviews](#)

Any Amendments, Contracts, Notification of Losses, or Temporary Authorizations that have been provided or delivered to your project.

Created with the Personal Edition of HelpNDoc: [Easily create Web Help sites](#)[Signature Authorities](#)[External Customer Contact Information](#)

Contacts } Add Contact
SETTINGS

User

Contact *	Title *	Status *	Context *
Address Line 1	Address Line 2	Active	
City	State	Zip	
Phone	Fax	Email	
ext.			

Affiliations

Project Name | Project Director (User) | Project Accountant (User) | Business Manager | Status

No projects found

VPs

Location ID | Location Name | VP | Parent ID | # of RDs | VP (Contact) | VP Email | VP Phone | Related VP

No VPs found

Granular Context

VP RD PD BM PA Customer (Day-to-Day Contact) Signature Authority

Created with the Personal Edition of HelpNDoc: [Free Web Help generator](#)

Search By Control #



Document Reviews } Search Document Review by Control #

SETTINGS

Show document reviews where

Control # is equal to

Display Report

Cancel

Created with the Personal Edition of HelpNDoc: [Full featured Documentation generator](#)

Take Action

Take Action

Add Contract

Add Amendment

Add Temporary Authorization

Add Negotiation Template

Add Notification of Loss

Links to :

- Add Contract

- Add Amendment
- Add Temporary Authorization
- Add Negotiation Template
- Add Notification of Loss

Created with the Personal Edition of HelpNDoc: [Free iPhone documentation generator](#)

Documents Pending Approval

Document Reviews Pending Approval

RD | CM | DRC

RD- Pending RD Approval

CM- Pending CM Approval

DRC- Pending DRC Approval

Created with the Personal Edition of HelpNDoc: [Full featured Documentation generator](#)