

**Work Opportunity Tax Credit Program  
Statement of Work**

**Instructions.**

State Workforce Agencies (SWAs) are to use the balance of Fiscal Year 2011 funds for the following program activities:

1. Determining eligibility of individuals as members of targeted groups, on a timely basis, and performing a quality review by a second staff person for each determination within 48 hours of receipt.
2. Issuing employer certifications, denials, or notices of invalidation for tax credits on a timely basis and in accordance with the policies and procedures set forth in the ETA Handbook No. 408, Third Edition, November 2002 (the Handbook) and the August 2009 Addendum to the Handbook.
3. Processing existing backlogs.
4. Developing working agreements with partner agencies in the One-Stop Service Delivery System and coordinating efforts to promote WOTC to employers and job seekers and other Workforce Investment Act (WIA) partners.
5. Establishing and implementing an Appeals Resolution and Policy Clarification System in accordance with the guidelines provided in the Handbook (Chapter VIII, Section F, pp.VIII-5-8).
6. Establishing and maintaining appropriate forms review, record keeping, and reporting capability related to the orderly management of WOTC certification requests.
7. Establishing and maintaining an orderly system for regularly verifying the eligibility of a random sample of individuals certified under the WOTC Program and initiating effective corrective action when appropriate as indicated by results of such activities.
8. Negotiating formal cooperative agreements with local WIA areas, State Vocational Rehabilitation Agencies, Veterans Administration, Employment Networks and other state and local agencies and organizations for the purposes of issuing Conditional Certifications where appropriate, and/or augmenting WOTC outreach activities.
9. Negotiating formal cooperative agreements with appropriate state agencies, including the Departments of Health and Human Services, Agriculture, Housing and Urban Development and the Social Security Administration to expedite verification of information provided to the SWA when determining target group eligibility.
10. Training state and participating agency staff, and providing monitoring and technical assistance to these agencies, as appropriate, for conducting target group preliminary eligibility determinations and issuing Conditional Certifications.
11. Cooperating with employment and training organizations already working with the private sector such as: veterans' organizations, employer committees, and WIA Boards to inform employers about the tax benefits to be derived from participation and the eligibility requirements under the WOTC Program.

**Grant Agreement Conditions.**

By entering into this agreement, the SWA agrees to the following conditions:

1. Provisions of the Internal Revenue Code of 1986, Section 51, as amended, must be adhered to in conducting the program. By law, the SWAs are designated as the ONLY agencies that can issue a Certification. The SWAs can enter into cooperative agreements with certain participating agencies and together provide other WOTC related program services (e.g., issuing Conditional Certifications, conducting outreach activities).
2. The most current edition of the program Handbook for the WOTC shall guide conditions and standards of performance for administration and operation of the program. The state shall maintain a verification and quality control process in accordance with guidance in this Handbook.
3. Funding utilization will be reviewed against the quarterly spending plan, and when expenditures are substantially below plan, ETA may de-obligate funds for redistribution.