

ATTACHMENT #3

PERSONAL REEMPLOYMENT ACCOUNTS (PRA) DEMONSTRATION READINESS INDICATORS

This list of PRA Demonstration Readiness Indicators is provided for the use of states that volunteer to have their PY 2004 Reemployment Services allotment level (in combination with additional demonstration funds) obligated as a separate grant in order to conduct a PRA demonstration in lieu of a “traditional” Reemployment Services plan option. The purpose of this tool is to prompt states to both ask and answer, for themselves, the necessary questions as they plan for and subsequently implement the PRA demonstration. For the user’s ease, the list is divided under two prime headings: 1) Defining Policies, and 2) Designing Processes. It is the Department’s expectation that many, if not all, of these indicators will be addressed in the narrative of the state’s PRA demonstration plan submittal.

I. **DEFINING POLICIES**

A. **Demonstration Site Selection**

- A1. The state has developed policy and criteria for selecting the local PRA demonstration sites.
- A2. The state selected its local PRA demonstration sites.
- A3. The state’s selection process has been documented.
- A4. The state has determined any appropriate administrative cost sharing arrangements it deems necessary with selected sites.

B. **Eligibility**

- B1. The state has determined which profiled UI recipients will be eligible for PRAs.
- B2. The state has reviewed and made any necessary adjustments to UI profiling policies to accommodate the PRA demonstration.
- B3. The state has determined whether exhaustees will be eligible for PRAs.
- B4. If exhaustees are eligible for PRAs, the state has developed selection criteria for choosing which exhaustees will receive PRAs.
- B5. The state and the local PRA demonstration sites have identified the process by which PRAs will be offered to eligible individuals.

C. Allowable Services and Pricing

- C1. The state has (or has required the local demonstration sites to) specifically identify the One-Stop services and goods that will be available at no cost to account holders and those that will be available for purchase.
- C2. If they have chosen the option to offer their own services for purchase from the account, the local PRA demonstration sites have established prices for their One-Stop Career Center Services.
- C3. The state has determined if it will make income support available to eligible PRA exhaustees.

D. Delivery of Labor Market and Career Information

- D1. The state has required local areas to maintain quality labor market and career information necessary for informed consumer choice and has defined this clearly enough so that there is minimal ambiguity regarding its expectations.
- D2. The state has required the local PRA demonstration sites to develop policy for how PRA account holders will access labor market and career information.
- D3. Local PRA demonstration sites have determined how to assure that account holders are given maximum choice in the services they choose to purchase and that the decisions are honored by staff.

II. DESIGNING PROCESSES

E. PRA Account and Bonus Values

- E1. The state has determined the PRA account level, and it is consistent across the state.
- E2. The state has determined the PRA reemployment bonus level, and it is consistent across the state.
- E3. The state has determined that participating One-Stop Centers have a process to manage the 60/40% incremental bonus payout that allows for verifying employment by the 13th UI compensable week (or for UI exhaustees by the 13th week from the date the account was established) and for tracking and verifying retention in the job for six months.
- E4. The state has determined that participating One-Stop Centers have a process for liquidating dollars remaining in abandoned or expired accounts or for funds left after full bonus withdrawal, in order to reprogram those dollars for the creation of additional accounts.

F. Referral and Access to One-Stop Services

- F1. The state has designed a process by which eligible profiled UI claimants/and or benefit exhaustees (if the state chooses to serve them) are referred both timely and seamlessly to the appropriate One-Stop Center.
- F2. The state and participating One-Stop Centers have designed a fair process for determining how individuals will be offered a PRA and establishing priorities if demand outstrips the funds available for accounts.
- F3. The state has ensured that participating One-Stop Centers have designed a process by which PRA account holders are oriented to and attest to a full understanding of the freedoms, limits and liabilities to which they are subject as account holders.
- F4. The state has ensured that participating One-Stop Centers have designed a process to manage the one-year period for which intensive, training and supportive services are not available for account holders who have exhausted their accounts or drawn their full bonus. All account holders will continuously have access to core services in the One-Stop Career Centers.

G. One-Stop Capacity, Role and Program Oversight

- G1. Participating One-Stop Centers have clearly identified staff that will manage PRAs on behalf of eligible account holders.
- G2. The state has ensured that participating One-Stop Centers have instituted the necessary financial systems for authorized account holder invoice payment and cash distribution as necessary, allowable and appropriate.
- G3. The state has ensured that participating One-Stop Centers have implemented the safeguards required for use of federal dollars and have instituted definitions and a process to prohibit the egregious or unauthorized use of account funds while maximizing consumer choice.
- G4. The numbers, duties and knowledge of One-Stop staff designated to deliver One-Stop services are clear and extensive enough to encompass provision of PRA account holder advice, oversight of PRA account holder choice (both within and outside the One-Stop environment), proper use of state-determined definitions of allowable PRA activities/products, and the procedures necessary to refuse payment from PRA funds when products or activities may be deemed egregious enough that payment must be denied.

H. State Oversight and Complaint/Appeal Process

- H1. The state has identified a process and schedule for general monitoring of participating One-Stop Centers.

- H2. The state has identified a process and schedule for random audits of One-Stop PRA financial management and account payment transactions to assure adherence to federal and state law and policies.
- H3. The state has identified the process by which it will seek corrective actions for violation of law, policy or formally issued guidance.
- H4. The state has assured that its complaint system is adequate for handling the kinds of unique grievances (example: denial of bonus payment) that may be generated by the PRA demonstration.

I. Reporting and Evaluation

- I1. The state has designed means and methods for PRA performance to be reflected in the regularly required reporting for Reemployment Services funds and activities.
- I2. The state has worked with One-Stop Centers to assure that the data required for evaluation of the demonstration (as outlined in the planning guidance) is being regularly and accurately collected.

J. Administration and Fiscal Management

- J1. The state has modified existing or developed new administration and fiscal policies to accommodate the PRA demonstration.
- J2. The state has ensured that participating One-Stop Centers have a process for modifying existing or developing new administration and fiscal policies to accommodate the PRA demonstration.