

# DHS CONTRACTOR PARTNERSHIP PROGRAM

## FREQUENTLY ASKED QUESTIONS

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### GENERAL PROGRAM PARTICIPATION

### HIRING TARGETS

### DATA ENTRY

### GENERAL PROGRAM PARTICIPATION

#### **1. Who is required to participate in the Contractor Partnership Program (CPP)?**

*Current* DHS contractors who have the CPP requirement in the terms and conditions of their agreement with the Department are required to participate in the program for the duration of their agreement. *Beginning in October 2019*, entities who enter into an agreement with the Department through an RFA or RFP for \$5m or more are required to participate. Hiring plans will be submitted during the RFA or RFP process.

#### **2. Who is an eligible job candidate to fulfill the hiring targets for the Contractor Partnership Program (CPP)?**

An eligible CPP job candidate is an individual who currently receives Temporary Assistance for Needy Families (TANF-cash assistance) in Pennsylvania at the time of hire. Hired individuals do not need to perform work specific to the contract services.

#### **3. If my company or organization has no plans to hire anyone, are we still required to enroll in CPP?**

Yes, all contractors with a CPP requirement in their agreement must still establish a business folder in CWDS and submit all hires made to demonstrate their awareness of the requirement and preparation to participate if hiring plans change in the future. Subcontractor hiring also counts towards the target. Any contractor submitting a hiring target of zero will be reviewed by CPP staff and the Program Office who maintains contract oversight. Exceptions and hiring targets goals will be reviewed on a case by case basis. **It is important to note, that individuals hired do not need to perform work specific to the contract services.**

#### **4. If my organization would like to voluntarily participate in CPP, who do we contact?**

CPP staff are available to assist contractors who are interested in voluntary participation in the program. Organizations will need to establish a business folder, Keystone ID, and password in CWDS to begin the process. Instructions for these steps can be found on the [CPP website](#). Once these steps have been completed, a PA778 form will be sent to your organization for completion and enrollment. Email the completed document to: [RA-BETPCPP@pa.gov](mailto:RA-BETPCPP@pa.gov)

#### **5. My organization holds several contracts with DHS. How do we decide on a hiring target for each contract? Do we need to report on each contract?**

Any contract awarded by DHS, that has a CPP requirement listed in the Terms and Conditions of the agreement or negotiated during the RFA/RFP, must establish a hiring target. Since the hiring target is based off of 10% of the average Pennsylvania hires over the last 3 years, the goal should be reviewed to reflect how the newly awarded contract may increase hiring capacity. Goals can be revised and split across contracts if the same workforce area is shared. CPP staff are available to work with contractors to discuss goals. Maintaining a business folder and reporting all hires is contract specific and must be maintained throughout the life of the contract.

## **HIRING TARGETS**

#### **6. How do I determine a hiring target?**

Contractors will report their number of Pennsylvania hires annually for the past 3 years and calculate the average numbers of hires per year; the target goal should be 10% of that average. The hiring target is the number of Pennsylvania TANF hires an organization committed to hiring during the life of the contract. Any contracts renewed or extended beyond the original terms may require an amended hiring target for any subsequent years of the contract. For current contractors whose CPP requirement was established in the terms and conditions of their agreements (prior to October 2019), the hiring goal (currently referred to as the hiring target) should reflect how many positions may be filled by eligible CPP job candidates over the life of the contract. Beginning in October 2019, for contractors whose CPP requirement is established through the RFA or RFP process for \$5m or more, the hiring target is established by a formula. If the contractor has no plans to hire anyone during the life of the contract, the hiring target can include a plan for anticipated hires by any subcontractors, parent companies or affiliates. If a contractor does not have an established presence in Pennsylvania but has subcontractors, the hiring target can be submitted by creating a hiring plan that will be fulfilled by that entity.

#### **7. What is the review process of the hiring target? Who approves it?**

The contracting program office and the Bureau of Employment Programs will review all hiring targets during the RFA or RFP process. Exceptions to the hiring target can be requested and will be considered at the discretion of the Department.

### **8. The RFA mentions a “good faith effort” for meeting hiring targets. What does that mean?**

A good faith effort means that a contractor is actively working towards meeting their hiring targets by following their implementation plan and submitting hires in PA CareerLink. Contractors who are not able to meet their CPP hiring targets or need assistance in doing so must be able to demonstrate contact with CPP staff and their local workforce development boards to find qualified job candidates who meet the CPP eligibility criteria. Contractors can also post open job positions on the PA CareerLink website to match with CPP eligible candidates. Pennsylvania’s Employment and Training (E&T) Providers can support CPP hiring efforts by pre-screening job candidates, hosting job fairs as well as creating upskilling job candidates to support workforce needs.

### **9. Do I have to ask my new hires if they receive TANF?**

No. If you provide the required data in PA CareerLink, the system will confirm TANF status. The information needed to enter hires in PA CareerLink includes Name, Address, Date of Birth, Social Security Number (SSN), Rate of Pay, Job Title, SOP code, County of Employment and Date of Hire. If the individual is known to our system, their demographic information will automatically fill.

### **10. Who can help me find employees who meet the CPP requirement?**

There are several employment and training providers that can help connect employers with CPP-eligible hires. DHS has Employment and Training (E&T) contractors statewide that work with TANF clients who are seeking employment. The EARN network is comprised of 22 Workforce Investment Boards serving all Pennsylvania counties and Work Ready programs are operated by 11 Community Action Agencies, serving 15 Pennsylvania counties, who work with individuals looking for employment opportunities. In addition, our 14 KEYS providers work with students enrolled in community college who are looking for employment after graduation. These programs can pre-screen job candidates and host employer recruiting events. The CPP staff can help with providing contact information and connections to these programs.

## DATA ENTRY

### **11. What if I receive the error “insufficient privileges” when attempting to enter my organization’s quarterly report?**

Each organization is encouraged to maintain a primary user as well as a backup user if the primary user is not available to enter updates in CWDS. Contact the CPP help desk either by phone **866-840-7214** or [RA-BETPCPP@pa.gov](mailto:RA-BETPCPP@pa.gov) for assistance.

### **12. I used to be able to enter my quarterly reports in CWDS? I cannot find that page anymore.**

Effective June 9, 2023, all CPP reporting converted from CWDS to PA CareerLink ([PA CareerLink - WELCOME TO PA CAREERLINK](#)) Contractors can now enter all their organization hires in PA CareerLink under Employer Services. The data entry of hires will also exchange with the New Hire Report and submit those hires automatically. This will reduce to need to enter hires in CWDS and the New Hire Report. Detailed instructions for entering hires in PA CareerLink can be found on the CPP Website: [Contractor Partnership Program](#)

**13. What happens if I accidentally enter a hire under the wrong contract or the person was not actually hired?**

To delete a hire from PA CareerLink, the contractor must contact the CPP Helpdesk at [RA-BETPCPP@pa.gov](mailto:RA-BETPCPP@pa.gov) within 7 calendar days following the data entry. After 7 calendar days the hire cannot be deleted as it has already been submitted to the New Hire Report.

**14. I am getting an error message when trying to enter hires and it says the hires are outside of the contract period.**

This typically happens if the contract end date has been reached in PA CareerLink. The CPP Helpdesk can assist you will extend the contract. For the CPP Helpdesk to extend the contract, they will need the new contract end date and the contract amount, if known. If the contract number has changed, the new contract number should also be reported. The CPP Helpdesk can be reached at [RA-BETPCPP@pa.gov](mailto:RA-BETPCPP@pa.gov)