

**Philadelphia Workforce Development Corporation  
Transitional Workforce Division**

**OPERATIONS MEMORANDUM # 3.4.11.20**

TO: TWD Subcontractors

FROM: Daisy Rosa, Sr. Vice President, TWD

RE: Supportive Services and Incentives Deadlines

DATE: June 17, 2011

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**Background**

As stated in EARN Center contracts PWDC expects all data for supportive services and incentives issued to customers from July 1, 2010 through May 31, 2011 to be entered in CWDS and CAPS **no later than June 30th**.

As always supportive services data needs to be entered in CWDS by the lockout date of the 15<sup>th</sup> following the month the supportive service was issued, otherwise the late data must be submitted to Inspiritec, which will enter the data for a fee, payable only from performance based funds.

**Procedure**

Invoices for supportive services and incentives issued to customers during the current month of June are due to PWDC by **no later than July 20, 2011**. This is also the deadline by which PWDC will expect all related data to be in CWDS and CAPS. Please note that July 15<sup>th</sup> continues to be the lockout date for data entry into CWDS, after which Inspiritec must be paid to enter the data, as mentioned above.

Data entry into CAPS as well as reconciliation paperwork for customer incentives (signature sheets and copies of gift cards and SEPTA vouchers) from November 1, 2010 through May 31, 2011 are due to PWDC by **no later than June 30<sup>th</sup>**. For incentives issued during the current month of June, the deadline for reconciliation paperwork submission to PWDC and data entry into CAPS is **July 20, 2011**.

***Please note that July 20, 2011 is the deadline for distributing all incentives (gift cards and SEPTA Vouchers) to customers for benchmarks achieved during the current fiscal year of July 1, 2010 through June 30, 2011.***

If you are not certain you will issue all the gift cards and SEPTA vouchers you currently have on-hand to your customers by this July 20<sup>th</sup> deadline, please alert Kathy Pelzer at [kpelzer@pwdc.org](mailto:kpelzer@pwdc.org) immediately so PWDC can collect them and re-issue the excess cards and/or vouchers to other providers. **We are not permitted by the state to use cards and vouchers purchased this fiscal year for benchmarks customers achieve during the next fiscal year, which begins on July 1<sup>st</sup>**. PWDC must ensure that the system issues all gift cards and vouchers purchased this fiscal year for benchmarks achieved this fiscal year.

**Please note that if any of the deadlines described above are not met, PWDC may charge providers for the cost of the supportive service or incentive.**

### Chart of Support Services and Incentive Deadlines

Item	Time Period	Deadline
Invoices and back-up paperwork for supportive services and incentives <b>purchased by provider</b>	Issued to customers between 7/1/10 through 5/31/11	June 30 <sup>th</sup> submitted to PWDC
Data entry for supportive services	Issued to customers between 7/1/10 through 5/31/11	June 30 <sup>th</sup> entry in CWDS (entry after June 15 <sup>th</sup> by Inspiritec)
Reconciliation paperwork for incentives <b>purchased by PWDC</b>	Issued to customers between 7/1/10 through 5/31/11	June 30 <sup>th</sup> submitted to PWDC
Data entry for all incentives issued	Issued to customers between 7/1/10 through 5/31/11	June 30 <sup>th</sup> entry in CAPS
Invoices and back-up paperwork for supportive services and incentives, <b>purchased by provider</b>	Issued to customers in June, 2011	July 20 <sup>th</sup> submitted to PWDC
Data entry for supportive services	Issued to customers in June, 2011	July 20 <sup>th</sup> entry in CWDS (entry after July 15 <sup>th</sup> by Inspiritec)
Reconciliation paperwork for incentives <b>purchased by PWDC</b>	Issued to customers in June, 2011	July 20 <sup>th</sup> submitted to PWDC
Data entry for all incentives issued	Issued to customers in June, 2011	July 20 <sup>th</sup> entry in CAPS

**Please remember:**

**All incentives for achieving benchmarks at any time this fiscal year (July 1, 2010 through June 30, 2011) must be issued to customers by July 20th.**