

**Pay for Performance (PFP) Reference Guide for Contract Providers**

**Purpose**

This guide has been developed to provide Kids Hope Alliance (KHA) Providers with an overview of the financial requirements associated with receiving KHA funds via our Pay for Performance model. This guide also provides a framework for reviewing and evaluating and determining appropriate rates for the associated Units of Service (UOS). It ensures consistency, fairness, and alignment with financial and programmatic objectives.

The Pay for Performance (PFP) model ensures that students receive the services they deserve, and taxpayer dollars are used efficiently. By linking funding to measurable outcomes, it motivates providers to deliver high quality programs and services. Funds are disbursed based on actual performance and results rather than expenditures.

By adopting the PFP model, Kids Hope Alliance aims to improve the effectiveness of its programs, ensuring that each dollar spent leads to meaningful improvements in the lives of young people in Jacksonville.

**Program Funds must be expended in accordance with the following:**

* The scope of services outlined in Request for Proposals (RFP), the approved scope of work and the contract.
* Governing laws and regulations of the State of Florida and the City of Jacksonville.
* The budget approved within the Kids Hope Alliance contract or if applicable, the most current budget amendment.

**Definition of Units of Service (UOS)**

Units of Service (UOS) represent the measurement by which pay for performance contracted services are delivered and reimbursed. These are defined in the scope of each contract and represent a quantifiable output. Common unit of service activities include:

* Events
* Field Trips
* Summer sessions/After-school
* Mentoring
* Tutoring
* Therapy
* Workshops/trainings/sessions
* Certifications

**Budget Creation**

Budget creation begins in the contract drafting phase, once a budget is approved and a contract is executed it is then entered into the SAMIS portal.

**UOS Activities**

**Events**

* Must be **hosted or co-hosted by the provider**, be **specific to the program**, and **pre-approved by the Contract Manager** (CM) if not outlined in scope.
* For events that are co-hosted, an agreement or contract between the host and co-host **must be obtained prior to the event** and submitted with the reimbursement.
* **2-hour minimum** to qualify for reimbursement unless otherwise approved.

**Field Trips**

* **2-hour minimum** unlessotherwise approved.
* Must be **educational** and **related to the program.**
* **Pre-approved** by Contract Manager if not outlined in scope.
* **Permission slips** for each participant must be collected by provider.
* **Roster** of those attended must be completed and submitted with reimbursement.

**Summer Camps/ After-school Programs**

* **Applications/enrollment forms** are required for each participant and must be provided upon request.
* Participants must be entered in SAMIS.
* Participants must attend for a **minimum amount of time based on total hours of operation:**
* 4-hour camp/program: minimum 90 minutes
* 6-hour camp/program: minimum 2 hours
* 8-hour camp/program: minimum 3 hours

**Mentoring / Tutoring / Therapy Sessions**

* Services may be delivered in groups or individually, depending on the contract scope.
* Minimum service time based upon the scope.
* For **individual sessions**, participants **must be entered in SAMIS unless otherwise agreed upon**.
* **Enrollment forms (**upon request).

**Workshops / Trainings / Sessions**

* **1-hour minimum** for workshops/trainings/sessions. Exceptions will need to be pre-approved by CM.
* A **minimum number of participants is required** and will be determined by the scope.
* Participants must be present **at least** **50%** of the total scheduled time.
* Units may be claimed by **groups or individuals**, depending on scope. If claimed by **individual**, participants must be **entered in SAMIS.**

**Certificates**

* Certificates of completion should **validate specific knowledge or life skills.**
* **Participants** must be **entered in SAMIS** to claim units for certificate-based services.

**Applications/Enrollment forms (upon request)**.

**Reimbursement Requests**

The units of service rates for the pay for performance contracts will be mutually discussed and established based on the scope of service. Each month the provider must follow specific procedures to request reimbursement for services delivered. These are outlined below:

* When submitting a payment request for PFP within the SAMIS web portal, ensure services are performed within the appropriate reimbursement period. For example, if the SAMIS reimbursement period is 01/01/2025 to 01/31/2025, no services outside that period should be included, unless verified and agreed upon by both the Contract Manager (CM) and Finance Associate. Also, be sure to attach the required proof of service as established by KHA.
* **Reimbursements** are due **monthly** and are due **no later than the 10th day of the subsequent month** of the reimbursement request and will be reviewed in the order they were received. **No more than 2 months** can be included in the reimbursement period unless pre-approved by CM.
* Proof of Service is required for each unit being claimed and is dependent upon the activity.
* Both the Contract Manager and Finance Associate have **7 business days** each to complete their review. If rejected the provider has **3 business days** to resubmit with corrections.
* Consistently late reimbursement requests will result in the provider being put on a Corrective Action Plan which could negatively impact funding recommendations at renewal.

**Proof of Service – Required Documentation**

| **Activity Type** | **Required Documentation** |
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| **Events** | Photos, sign-in sheets (as required), flyer with KHA logo, pre-approval email from CM (if not outlined in scope) |
| **Field Trips** | Photos, roster, pre-approval email (if not outlined in Scope), and permission slips (upon request) |
| **Summer Sessions/After-school** | Enrollment forms (upon request), KHA approved sign-in sheets |
| **Mentoring/Tutoring/Therapy** | KHA approved sign-in sheets for both group and individual sessions |
| **Workshops/Trainings/Sessions** | KHA approved sign-in sheets, current month calendar |
| **Certificates** | KHA approved sign-in sheets, course enrollment forms (upon request), copy of participants certificate of completion |

**Programmatic Changes**

All programmatic changes or exceptions- whether permanent or temporary- must be requested using the flex form available on the KHA website. Requests must be submitted at least five (5) business days in advance.

**Provision for Unspent Funds**

KHA funded providers who requested an advance shall repay the advance in full by the end of the current contract term or end of program. The provider will not receive an advance or payment for any renewal term, or any new contract for essentially the same services, until the advance for a prior term or contract is fully recouped.

Providers shall return any funds provided by KHA under the Contract which are residual funds remaining unspent or unencumbered by any existing legal obligation at the conclusion of the contract term to KHA in the form of a negotiable instrument not later than thirty (30) days after the close of the contract term.

**KHA’s Right to Disallow Expenditures**

KHA retains the right to disallow reimbursement claims deemed unallowable for the KHA funded portion of the program. A Corrective Action Plan will be enacted for providers who do not adhere to guidelines and/or are habitually late with submissions.

**Final Reimbursement and Reports**

The final reimbursement and required reports for the contract year are due to KHA no later than **45 days** after the contract ends or is terminated. Pending payments on other contracts will not be submitted for processing until the final reimbursement and reports have been submitted for a contract that has ended.