



**SECOND AMENDMENT
TO CONTRACT #15-28-0010-OS
BETWEEN THE
COUNTY OF ORANGE**

AND

**CITY OF LONG BEACH ADMINISTERING ENTITY FOR
PACIFIC GATEWAY WORKFORCE INVESTMENT NETWORK**

FOR

**THE PROVISION OF WIA/WIOA
ONE STOP & BUSINESS SERVICES**

CFDA 17.258 WIA/WIOA Adult Programs; CFDA 17.259 WIA/WIOA Youth Activities; CFDA 17.261 WIA/WIOA Pilots, Demonstrations and Research Projects; CFDA 17.277 WIOA National Dislocated Worker Grants/WIA National Emergency Grants; CFDA 17.278 WIA/WIOA Dislocated Worker Formula Grants; CFDA 17.802 Veterans' Employment Program; CFDA 17.283 Workforce Innovation Fund; CFDA 93.558 Temporary Assistance for Needy Families; and

This AMENDMENT to CONTRACT #15-28-0010-OS, hereinafter referred to as "Second Amendment," is made and entered into or upon execution of all necessary signatures between the County of Orange, a political subdivision of the State of California, hereinafter referred to as "COUNTY" and the City of Long Beach, administering entity for Pacific Gateway Workforce Investment Network (PGWIN), with a place of business at 3447 Atlantic Avenue, Long Beach, CA 90807, hereinafter referred to as "CONTRACTOR," which are sometimes referred to as "PARTY," or collectively referred to as "PARTIES."

RECITALS:

WHEREAS, COUNTY and CONTRACTOR entered into Contract Number 15-28-0010-OS (hereinafter referred to as "ORIGINAL CONTRACT"), for the provision of WIA/WIOA One Stop & Business Services activities commencing July 1, 2015 and terminating June 30, 2016 in the amount of \$ 400,000.00; and

WHEREAS, on January 18, 2016, the PARTIES authorized execution of the First Amendment to the ORIGINAL CONTRACT to amend the Performance Standards and replaced Attachment D with Attachment D-1; the net change to the CONTRACT is \$0; and

WHEREAS, CONTRACTOR is performing satisfactory as required by the CONTRACT; and

WHEREAS, the COUNTY desires to increase the ORIGINAL CONTRACT by the monetary amount of \$303,600.00, for a new maximum obligation of \$703,600.00 and replace Attachment C, Budget Schedule, with Attachment C-1; and modify the Scope of Services and replace Attachment B with Attachment B-1; and

NOW, THEREFORE, in consideration of the mutual obligations set forth herein, both PARTIES mutually agree to amend as follows:

1. The CONTRACT is amended to increase the monetary limit in the amount of \$303,600.00, for a new maximum obligation of \$703,600.00; and
2. Attachment B, Scope of Services is replaced with Attachment B-1;
3. Attachment C, Budget Schedule is replaced with Attachment C-1.

Except as otherwise expressly set forth herein, all terms and conditions contained in the Original Contract, including any amendments/modifications, are hereby incorporated herein by this reference as if fully set forth herein and shall remain in full force and effect.

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IN WITNESS WHEREOF, the PARTIES hereto have executed this Second Amendment on the dates with their respective signatures:

***CITY OF LONG BEACH ADMINISTERING ENTITY FOR PACIFIC GATEWAY WORKFORCE INVESTMENT NETWORK**


| | |
|------------------------|------------------------|
| By: _____ | By: _____ |
| Name: _____ (Print) | Name: _____ (Print) |
| Title: _____ | Title: _____ |
| Dated: _____ | Dated: _____ |

*For Contractors that are corporations, signature requirements are as follows: 1) One signature by the Chairman of the Board, the President or any Vice President; and 2) One signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or an Assistant Treasurer.

For Contractors that are not corporations, the person who has authority to bind the contractor to a contract, must sign on one of the lines above.

COUNTY OF ORANGE
A Political Subdivision of the State of California

| | |
|---|--------------|
| By: _____ Steve Franks, Director OC Community Resources | Dated: _____ |
|---|--------------|



APPROVED AS TO FORM 04.01.2016
DEPUTY COUNTY COUNSEL

SCOPE OF SERVICES COMPREHENSIVE ONE-STOP CENTER SERVICES

I. PURPOSE

A. General Overview

The Workforce Innovation and Opportunity Act (WIOA) (Pub. L. 113-128) establishes comprehensive legislation that reforms and modernizes the public workforce system. WIOA replaces the Workforce Investment Act of 1998 (WIA).

WIOA reaffirms the role of the public workforce system, and brings together and enhances several key employment, education, and training programs. It ensures that the workforce system operates as a comprehensive, integrated and streamlined system to provide pathways to prosperity for those it serves and continuously improves the quality and performance of its services.

WIOA retains much of the structure of WIA and the One-Stop Center(s) will continue to serve as the service delivery system for programs funded under the WIOA and its partner programs.

The Orange County One-Stop System is a collaboration of organizations and agencies that are responsible for administering workforce development, education, social services and other human resource programs and funding streams that provide assistance to customers receiving services through the Orange County One-Stop Centers.

CONTRACTOR shall provide a comprehensive menu of programs and services as a partner in the Comprehensive One-Stop Center for the Orange County Workforce Development Area as required by WIOA and outlined within this Attachment. WIOA is not an entitlement program, and selection for participation in this program is a decision based upon an assessment of the participant's needs, interests, abilities, motivation, and prospect for successfully completing the program. In accordance with local policies and procedures, prioritization of services is also taken into consideration.

To comply with the requirements of this Agreement, CONTRACTOR shall deliver workforce services to participants as assigned by the OCWIB. Services that must be made available are outlined in Section III.

CONTRACTOR shall conform to anticipated WIOA final regulations and future policy guidance issuances by the Department of Labor (DOL), the State and OCWIB during the term of this Agreement. Applicable new WIOA provisions and requirements supersede any replaced WIA provisions in existing policies cited in this Agreement.

II. SERVICE STANDARDS

A. Service Delivery

1. **Program Description** CONTRACTOR shall provide Case Management Services which shall include job development, job placement, access to supportive services through coordination with assigned partner agency, training referrals, job retention and follow-up services to participants interested in working in any of the following three (3) designated industry sectors:

- **Healthcare**
- **Manufacturing**
- **Hospitality/Tourism**

2. **Services in the Northern Region** shall be offered at the One-Stop Center in Garden Grove located at 7077 Orangewood Avenue #200.

Services may also be offered through the **One-Stop Satellite in Buena Park** located at 6281 Beach Blvd #302 or any other designated area(s) in the Northern Region that is mutually agreed upon by the CONTRACTOR and COUNTY.

Services in the Southern Region may also be offered at the One-Stop Center in Irvine located at 125 Technology Drive #200.

B. Operations

1. **Operating Agreements** CONTRACTOR shall coordinate with the One-Stop Operator to develop an Operating Agreement in the form of a Memorandum of Understanding (MOU).
2. **Staff Training** shall be the responsibility of the CONTRACTOR to facilitate a seamless, collaborative working environment when offering services to One-Stop participants. CONTRACTOR shall coordinate with the One-Stop and other providers to facilitate understanding of how participants qualify for and enter the programs and the participant characteristics of each of the programs.
3. **Quarterly Partner Meetings** CONTRACTOR shall participate in One-Stop Center Quarterly Partner Meetings to share best practices, avoid duplication of services, discuss operational issues, discuss resources, special events, and planned activities all in an effort to increase effectiveness and efficiency in the delivery of services.
4. **Monthly Program Activities Report** shall include, but not be limited to, a summary of all noteworthy activities funded through this Agreement. Format of report will be provided by the OCWIB. **CONTRACTOR shall submit a monthly program report to the OCWIB administrative office by the 20th of the month following the month being reported on.**
5. **Program Work Plan** CONTRACTOR shall submit a written program work plan describing workflow and all activities/services involved in the delivery of direct job placements, **to the OCWIB administrative office by September 30, 2015, for review and approval.**

6. **Emergency Management Protocol** CONTRACTOR is responsible for following One-Stop Operator’s Emergency Management Protocol through policies and procedures, which will prepare the program staff to respond and recover from any crisis/emergency situation or hazardous condition that reaches or threatens to reach a proportion beyond the capacity of routine program operations.

C. Hours of Operation and Schedules

1. **Regular Hours of Operation:** CONTRACTOR shall staff the program accordingly during all scheduled hours of operation. Accordingly, the OCWIB may require additional evening or Saturday hours, should it be deemed necessary.

| Hours of Operation (Garden Grove) | |
|--|-----------------------|
| Monday, Tuesday, Thursday, Friday | 8:00 a.m. – 5:00 p.m. |
| Wednesday | 8:00 a.m. – 7:00 p.m. |
| Saturday and Sunday | closed |

2. **Holiday Schedule** Holiday operation schedules shall ensure that arrangements are made to keep full service delivery available throughout the year with limited closings as detailed below for the following County observed holidays. CONTRACTOR must observe the following holidays. Staff are not permitted to work on these holidays:

| County Holidays | |
|------------------------|----------------------------|
| Independence Day | Christmas Day |
| Labor Day | New Year’s Day |
| Columbus Day | Martin Luther King Jr. Day |
| Veteran’s Day Observed | Lincoln’s Day |
| Thanksgiving Day | President’s Day |
| Day after Thanksgiving | Memorial Day |

D. General Staffing Requirements

1. There shall be the requisite number of staff hired by the CONTRACTOR and approved by the OCWIB to operate program services as provided for in the budget attached to this Agreement.
2. CONTRACTOR shall be responsible for filling any staffing vacancies, which may occur during the term of this Agreement in order to ensure the continuous and efficient delivery of services to participants. CONTRACTOR shall fill vacancies with individuals with the appropriate experience and levels of education required for the job.
3. CONTRACTOR shall provide a copy of Attachment B (Scope of Services) to all program staff and a copy of the Agreement fiscal requirements to all fiscal staff. CONTRACTOR shall require all staff to sign a statement indicating that they have received the applicable sections of this Agreement and have reviewed and understand the contractual requirements and programmatic objectives.

E. Workforce Professional Staffing Requirements

1. CONTRACTOR staff shall be customer-oriented professionals who are knowledgeable about providing workforce development services to difficult to serve populations. Staff shall be able to build one-on-one working relationships with participants to aid in eliminating challenges that are hindrances to obtaining and retaining employment.
2. Staff shall be fully trained and have current knowledge of WIOA regulations and requirements, CalJOBS, State Plan goals, OCWIB policies and procedures, local labor market information, industry clusters, career pathways and demand occupations, customized training, on-the job training, and local resources that are available to assist clients seeking training and/or vocational services.

Case Managers and Job Placement Specialists shall be trained in WIOA Programs to maximize service provision. These staff shall be expected to have effective communication and writing skills and possess a high degree of computer literacy. Notwithstanding, they shall be proficient in performing the following duties:

- a. Formulate and coordinate comprehensive employment plans with specific and measurable vocational goals
 - b. Develop a CalJOBS résumé for every enrolled customer
 - c. Provide career planning to all customers (including those in training) in all areas related to gaining/retaining employment and career advancement
 - d. Determine supportive services and training needs including making appropriate referrals, tracking progress and maintaining attendance records
 - e. Collaborate with assigned partner agency to provide and facilitate relevant supportive services to Adults on their partner agency caseloads.
 - f. Maintain regular contact with customers (at a minimum of once every thirty (30) days);
 - g. Maintain documentation for regulatory and contractual compliance, and maintain detailed case files and complete all required MIS, statistical and performance reports, as outlined in Section IV
 - h. Provide specific guidance in transferable skills for all clients transitioning between industry clusters
 - i. Use LMI data to coach clients so that they may make informed decisions
 - j. Have a comprehensive understanding of LMI trends, demand occupation criteria and the OCWIB's Approved Training Partner Directory (ATPD) to enhance placements
 - k. Disseminate specific information for upcoming events, job fairs, etc. that would benefit the customer
 - l. Provide job development and assist customers in job placement
 - m. Provide retention and follow-up services for a twelve (12) month period, with follow-up commencing immediately after employment begins
 - n. Utilize CalJOBS for documenting job seeker and employer services and activities
3. CONTRACTOR shall be proactive in requiring staff to adopt customer service principles targeted toward achieving high customer satisfaction and which meet participant expectations in their delivery of services under this Agreement.

4. CONTRACTOR must respond to and address OCWIB concerns regarding underperforming staff. **CONTRACTOR's Progressive Discipline Policy shall be submitted to the OCWIB administrative office by September 30, 2015.**

F. Caseload Requirements

1. CONTRACTOR shall maintain caseloads of participants actively receiving Career Services. The OCWIB shall not consider exited clients or clients with gaps in service as active.
2. Gaps in Service Delivery: CONTRACTOR shall ensure that participant activities remain uninterrupted in accordance with TEGL 17-05, WIOA Section 134(b), proposed 20 CFR Part 680, and the provisions set forth in this Agreement.

G. Communication; Distributed Materials and Postings; Physical and Program Access Standards

1. All distributed marketing, materials and postings shall be submitted to the OCWIB administrative office for approval, prior to use. **The OCWIB requires a minimum of three (3) working days to review program and marketing materials. All published materials shall promote the Orange County One-Stop System and not PGWIN or any other entity.** These materials should also include appropriate America's Job Center of California tagline consistent with the local AJCC branding standards.
2. All logos and naming conventions shall be provided by the OCWIB to maintain quality and consistency. Logos shall be of sufficiently high resolution to be fully legible on all media deployed.
3. CONTRACTOR shall not use their logo on OC One-Stop marketing materials but may use their logos as they may appear on any OJT or employer contracts between the CONTRACTOR and the business/employer.
4. Language requirements for all printed material and other information at the One-Stop Center(s) shall be provided in English, Spanish and Vietnamese. Whenever feasible, language barriers shall be removed so that all visitors to the One-Stop Center(s) feel welcomed and have a positive experience.
5. Notice and communication requirements where materials indicate that the CONTRACTOR may be reached by telephone, the telephone number of any TDD/TTY or relay service used by the CONTRACTOR shall be indicated. If the CONTRACTOR does not have a TDD/TTY, the California Relay Service (CRS) (1-800/735-2922) is an alternative. [29 CFR Part 37; WSD 10-1; 10-OCWDA-08 and Addendum #2 to 10-OCWDA-08; WIOA Section 188; and, proposed 20 CFR Part 683.285]
6. Information and services accessed electronically shall be established by the CONTRACTOR policy and procedure which assures that the notice requirements of

Title 29 CFR Part 37 are met. [29 CFR Part 37; WSD10-1; 10-OCWDA-08 and Addendum #2 to 10-OCWDA-08; WIOA Section 188; and, proposed 20 CFR Part 683.285]

7. Distributed publications, broadcasts, and other communications, which promote WIOA programs or activities, shall include the following specific taglines:

'This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.'

CONTRACTOR shall include the following tagline on all flyers, notices, web-sites and other communication promoting, advertising and/or informing the public of meetings, workshops, seminars, job fairs, etc. sponsored by or offered by the CONTRACTOR:

'If you need special assistance to participate in this _____ (meeting, workshop, etc.), call _____. Please call 48 hours in advance to allow the One-Stop Center to make reasonable arrangements to ensure accessibility to this _____ (meeting, workshop etc.)'

8. CONTRACTOR shall be responsible to post the "Equal Opportunity Is The Law" and the "Summary of Rights and Program Grievance and Complaint Procedures" in prominent locations and in appropriate formats for individuals with visual impairments. Postings shall be provided in English, Spanish and Vietnamese. Participant acknowledgement forms (EO and Programmatic Grievance) must be made available in English, Spanish and Vietnamese. [WSD10-1; 10-OCWDA—08 and Addendum #2 to 10-OCWDA-08; WSD 08-4; 08-OCWDA-17 and Addendum #2 to 08-OCWDA-17; WIOA Sections 181 and 188; and, proposed 20 CFR Part 683.285 and 20 CFR Part 683.600].
9. **Original working files of all marketing and collateral materials must be submitted to the OCWIB no later than September 30, 2015.** All future working files shall be submitted upon review and final approval by the OCWIB.

H. Internal Monitoring

CONTRACTOR shall be responsible for internal monitoring of their fiscal/procurement and program operations (including all special projects) which includes, but is not limited to, a quality assurance system to review case files, including CalJOBS electronic files, IEPs, Crystal Report rosters, gaps in service delivery, provision and documentation of substantial services, timely participant exit, performance outcomes, follow-up activities, property management, purchases, expenditures and invoices, federal and state requirements for universal access to program and activities (including access for individuals with disabilities). Quality and consistency of services between CONTRACTOR and One-Stop Centers is essential.

1. CONTRACTOR shall establish and follow a standardized review methodology that:

- a. Includes procedures for monitoring programs and sub-contractors at least once each program year;
- b. Requires the review of a minimum of ten percent (10%) of the active caseload and five percent (5%) of exited caseload;
- c. Results in written reports to record findings, any corrective action needed, and due dates for the accomplishment of corrective actions;
- d. Requires systematic follow-up to ensure that necessary corrective action has been taken;
- e. Requires that following the completion of each internal monitoring, completed reviews are verified and a list of files reviewed is maintained

CONTRACTOR shall be able to produce all internal monitoring documentation upon request by the OCWIB administrative office.

CONTRACTOR shall submit their internal monitoring policy and procedures to the OCWIB administrative office by September 30, 2015.

2. In addition to Item #1 above, the CONTRACTOR shall follow their regular (day-to-day) internal review processes to support high standards of service provision and documentation. This shall include periodic file review.
3. CONTRACTOR shall take timely corrective action measures as a result of findings identified through federal, state and County monitoring. Repeat and systemic findings identified in any federal, state and County compliance monitoring may result in a possible reduction in funding and/or other sanctions issued by the OCWIB.

I. Documentation and File Maintenance

1. **Case Files** shall be maintained for every enrolled participant. At a minimum, the case file and CalJOBS electronic file, as applicable, shall include documentation of the following:
 - Program eligibility/determination of need;
 - Participant signature evidence of EO and programmatic grievance forms;
 - All source documents needed for validation (as referenced in applicable OCWIB Policies and State Directives and Information Notices (e.g., OCWIB Policy 10-OCWDA-04 and OCWIB Policy 10-OCWDA-03; applicable WIOA provisions);
 - All MIS forms as outlined in Section IV herein;
 - Initial and/or Comprehensive Assessments, as applicable;
 - Individual Employment Plan (IEP), including all updates of services provided and completed;
 - Completed résumé within two weeks of participant being enrolled into career services;
 - Approved Individual Training Account (ITA) voucher (if applicable);
 - Progress reports, time and attendance if receiving WIA/WIOA funded training. For non-WIA/WIOA funded training, CONTRACTOR shall require the participant to provide attendance verification from the school as a condition of receiving other WIOA services;

- Signed Employer or Worksite Agreement, timesheets, certificate ,and other related documents for On-the-Job Training (OJT) or Work Experience (WEX), if applicable;
 - Supportive Services documentation;
 - Printed case management notes showing provision of all substantial services provided.
2. **Confidential Information:** Personally Identifiable Information (PII) and information designated as sensitive (both hardcopy and electronic) relating to services received by WIA/WIOA participants including information regarding medical and/or substance abuse treatments shall be subject to federal and state privacy/confidentiality guidelines. CONTRACTOR shall ensure that staff and subcontractors are properly trained and updated for safeguarding protected PII and information designated as sensitive. Staff and subcontractors shall be trained regarding the proper treatment, release and security of the records. Access and release of records shall be in accordance with applicable guidelines. Staff shall be trained regarding the proper treatment, release and security of the records. **All staff shall follow the guidelines on the OCWIB Release of Information form and shall obtain an original of the form prior to releasing information to anyone other than the participant.**
3. **Security:** CONTRACTOR shall maintain all participant files in a locked cabinet accessible only to authorized personnel. In addition, CONTRACTOR shall maintain an Information Technology (IT) usage policy to support security obligations regarding all confidential and sensitive information. Emails containing Personally Identifiable Information (PII) must be transmitted through secure emails.

J. Customer Service and Client Satisfaction

1. CONTRACTOR shall take part in the qualitative evaluation of services through the distribution and collection of participant satisfaction surveys as defined in OCWIB Informational Notice 04-OCWDA-22. Surveys shall be available throughout the Center's resource room and shall also be installed on the computers in each One-Stop Center location.
2. CONTRACTOR shall communicate to their staff that meeting participant satisfaction and expectations is a primary goal of the OCWIB.
3. CONTRACTOR shall review and evaluate the data collected and shall be responsible for corrective action(s) with respect to survey findings or trends related to the services provided under this Agreement. **Survey results shall be made available to the OCWIB upon request.**
4. CONTRACTOR agrees to be proactive in requiring staff to adopt customer service principles targeted toward achieving high customer satisfaction and which will meet participant expectations in the delivery of services under this Agreement.

5. CONTRACTOR shall provide at least one (1) testimonial per month from job seeker participants and/or business customers. Examples of testimonials may be a success story or a letter from a participant/business customer. **CONTRACTOR shall submit testimonials, attached to the monthly program report, to the OCWIB administrative office by the 20th of the month following the month being reported on.**

K. Organizational Chart:

1. **CONTRACTOR shall provide a program organizational chart, with attached job descriptions and specific duties associated with each staff, to the OCWIB administrative office by September 30, 2015.**
2. Should any organizational or staffing arrangements change during the program year, CONTRACTOR shall submit a revised organizational chart and/or updated job descriptions to the OCWIB for approval of the change.

III. DELIVERABLES

CONTRACTOR shall provide WIOA activities that increase the employment, retention, and earnings of customers, increase occupational skill attainment by customers, and as a result, improve the quality of the workforce for three (3) specific industry sectors:

- **Healthcare**
- **Manufacturing**
- **Hospitality/Tourism**

CONTRACTOR recruitment, eligibility and enrollment services will focus **Adult and Dislocated Workers** interested in employment in the above three (3) specified industry sectors. CONTRACTOR shall refer eligible and enrolled **Adults** to assigned partner agency to provide career services to the Adult participants.

CONTRACTOR career services will focus on **Dislocated Workers** interested in employment in the above three (3) specified industry sectors. CONTRACTOR shall provide career services which shall include case management, job development, job placement, supportive services, training referrals, job retention and follow-up services to **Dislocated Worker** participants interested in working in any of three (3) designated industry sectors: Healthcare, Manufacturing, and Hospitality/Tourism. Participants expressing interest in employment opportunities in other sectors outside of the three (3) designated herein shall be directed to One-Stop staff working to place job seekers in so desired sector(s). **One hundred (100) Dislocated Workers, at minimum, will be enrolled and receive career services from the CONTRACTOR.**

A. Target Population

1. Participants interested in any of the three (3) designated industry sectors: **Healthcare, Manufacturing, and Hospitality/Tourism** shall be targeted. Identified and eligible participants will be served, tracked and monitored by the CONTRACTOR to ensure services are being provided in alignment with job

development activities, as appropriate, and allowable within the funding/eligibility guidelines.

2. CONTRACTOR will contact local businesses and employers within the three designated industries (**Healthcare, Manufacturing, and Hospitality/Tourism**) in order to develop job placement opportunities for Dislocated Worker participants and provide qualified candidates for those businesses and employers.
3. CONTRACTOR shall maintain updated business contact lists, including but not limited to: business/employer name, address, phone number, email address, contact name, and industry/sector identification. **CONTRACTOR shall submit business contact list to OCWIB administrative offices by September 30, 2015. List shall be submitted as updated, and upon request.**

B. Customer Recruitment

1. CONTRACTOR shall recruit individuals meeting eligibility criteria in accordance with WIOA regulations and in accordance with OCWIB Prioritization of Services Policy 10-OCWDA-01. Specifically targeting **Adult and Dislocated Workers** interested in employment in any of the three (3) designated industry sectors: **Healthcare, Manufacturing, and Hospitality/Tourism**.
 - a. CONTRACTOR will complete eligibility and enrollment for **Adult** individuals and then refer Adults to assigned partner agency for career services.
 - b. CONTRACTOR will complete eligibility and enrollment for **Dislocated Workers** and then continue to deliver career services to these participants.

CONTRACTOR shall recruit, certify as eligible, and enroll sufficient numbers of **Adults and Dislocated Workers**, in numbers necessary to provide services as outlined herein.

2. CONTRACTOR may recruit **Adult and Dislocated Worker** with assigned partner agency for customers via any of the following, including, but not limited to :
 - a. Customers coming into the One-Stops;
 - b. Notices to other community based organizations;
 - c. On-site visits by recruiters to strategic sites where target populations tend to reside;
 - d. Referrals from other agencies;
 - e. Intake and recruitment efforts associated with national labor exchange activities;
 - f. Strategically located displays of recruitment posters, pamphlets and flyers at locations throughout the COUNTY;
 - g. Presentations to promote employment interest in three (3) designated industry sectors to various groups in the community;
 - h. Out-stationing staff, as appropriate, at other locations in the County in accordance with requests from the OCWIB and/or One-Stop Management;

- i. Entry into non-financial agreements for mutual referrals between the CONTRACTOR and other partner agencies.

CONTRACTOR shall submit a Recruitment Plan to the OCWIB administrative office by September 30, 2015.

C. Job Seeker Services

1. **Registration** shall be completed for all recruited **Adult and Dislocated Worker** participants. **Fifty-seven (57) Adult individuals**, at minimum, will be enrolled and then referred to assigned partner agency for career services. **One hundred (100) Dislocated Workers**, at minimum, will be enrolled and receive career services from the CONTRACTOR.

CONTRACTOR shall be responsible for collecting and reporting all registration information into CalJOBS. Data collected at time of registration shall include all required elements (such as customer's name, address, date of birth, age, gender, e-mail address, phone number, veteran status, employment status, citizen status, barriers to employment, services requested, and employment goals).

2. **Availability of funds** in conjunction with individual need and eligibility guidelines, including the Prioritization of Service Policy 10-OCWDA-01, WIOA Section 134(c)(3)(E), and proposed 20 CFR Part 680.600-660, shall determine the combination of services appropriate for individual customers.
3. **Initial Assessments** may be self-service or staff-assisted. The assessment may be Internet based using an assessment tool identified by the CONTRACTOR, which may include CalJOBS assessment tools. Assessment tools shall assist the individual in identifying the appropriate employment or training area which best suits their abilities and needs.
4. **Informational Workshops** shall be developed and facilitated by CONTRACTOR, except as directed otherwise by the OCWIB, and shall be made available to participants interested in designated industry sectors: **Healthcare, Manufacturing, and Hospitality/Tourism**. Workshops will be presented in industry specific sections and shall augment individualized service to provide the customers with the knowledge and skills necessary to identify potential job prospects, fill out an application, or construct a resume for positions in **Healthcare, Manufacturing and/or Hospitality/Tourism** industry sectors. Participants shall also have access to additional One-Stop workshops to help customers gain marketable skills to ensure successful job retention. Customers shall have on-going access to other One-Stop Center workshops as relevant. Customers shall not be required to attend workshops in any particular sequence.
5. **Services for Persons with Disabilities:** CONTRACTOR shall assist Dislocated Workers participants with disabilities interested in employment within the three designated industry sectors (**Healthcare, Manufacturing, and Hospitality/Tourism**) to access the wide variety of programs available to support

their successful entry or re-entry into the workforce, connect such individuals to those programs, benefits, services and/or supports they provide and follow up to ensure that each individual is receiving the level of benefits, services and/or supports needed.

6. **Individualized Career Services:** shall be provided to WIOA eligible **Dislocated Workers** interested in employment within the three designated industry sectors (**Healthcare, Manufacturing, and Hospitality/Tourism**) who are unable to obtain employment through Basic Career Services. Services may also be made available to customers who are under-employed. These individualized career services include:

- a. **Comprehensive and specialized assessments** of the skill levels and service needs of Dislocated Worker participants, which may include diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;

Comprehensive Assessment shall be staff assisted and shall be provided to all customers referred for career services. Assessment of WIOA customers shall occur immediately upon referral. The depth of the assessment may vary depending on the needs and the nature of employment barriers of the customer. **CONTRACTOR shall submit a list of all assessment tools to the OCWIB administrative office by September 30, 2015. List shall include the name of the Tool and what it is measuring.**

CONTRACTOR shall monitor and evaluate educational levels, interests, aptitudes, motivation, transferable skills, employability, and other information necessary to determine job readiness.

- b. **Development of an Individual Employment Plan (IEP)** to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve their employment goals. The IEP shall identify the specific services needed to assist customers in securing a job, support services, as well as, ancillary services that may be required to overcome other issues impacting the ability to secure and maintain employment.

In developing a strategy for customers, CONTRACTOR shall consider those services available through other service providers in the community and shall refer customers to such services as needed. Activities to which customers are referred shall reflect a consideration of the customer's assessment, economic analysis and educational levels.

CONTRACTOR shall periodically, or at a minimum of once a month, reaffirm with the customer that the services and activities are appropriate as outlined in the IEP and shall modify the services and activities as necessary to meet their needs. Guidelines for IEP's are contained in OCWIB Policy 08-OCWDA-25 and subsequent updates.

- c. **Career Planning** CONTRACTOR shall assist the customer in identifying and overcoming any barriers to obtaining and retaining employment, act as an advocate on behalf of the customer and refer the customer to other programs

and resources. Career Planning shall also be provided to those customers who are enrolled in training. CONTRACTOR shall have contact with customers through the range of activities provided up to and following placement in unsubsidized employment.

CONTRACTOR shall contact their customers at least once per month and provide a substantial service. Documentation of all services provided shall be kept current in the customer's file. A substantial service **does not** include:

- A standard mailing;
- A basic question answered with little expenditure of staff time;
- Access to or use of electronic self-services;
- Self-described job search that does not result in a job referral;
- Contact with customer or employer to only obtain employment status, educational progress or need for additional services

Refer to the following for requirements and a complete discussion of this topic: TEGL 17-05, Sections A and B; WIOA Section 134(b), proposed 20 CFR Part 680.

CONTRACTOR shall meet with other service providers as needed to review customer performance and to address any issues that may arise.

Any changes of staff assignment shall be transmitted to the customer in writing with a copy of the letter to be maintained in the customer's file.

Should staff be scheduled to be off for vacation or illness, CONTRACTOR shall ensure that other staff is available to assist during that time.

d. Workforce Preparation activities;

e. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment;

f. Out-of-area job search assistance;

g. English language acquisition and integrated education and training programs;

h. Resumes shall be developed for all enrolled customers **within two weeks of enrollment** into career services. CONTRACTOR, in collaboration with Dislocated Worker customer, shall complete a CalJOBS résumé within two weeks following the development of the IEP. Resume shall be reviewed and updated so that they remain current. Revised resumes shall be inserted into the customer's file and maintained in the CalJOBS as well as an internal drive or shared drive. Resume modifications or adjustments conducted in collaboration with staff shall be outlined in the case notes to reflect services provided. CONTRACTOR shall ensure that the most current and relevant

client resume is available to local employers through the resume distribution program available;

i. Supportive Services shall be provided by the CONTRACTOR in accordance with OCWIB Policy 12-OCWDA-01, WIOA Section 134(d)(2), and proposed 20 CFR Part 680.900-920 for ***Dislocated Workers on their caseloads***. ***CONTRACTOR shall also collaborate with assigned partner agency to provide and facilitate relevant supportive services to Adults on their partner agency caseloads.***

j. Job Development and Placement

a. CONTRACTOR shall initiate and maintain ongoing personal contacts with a variety of business and industry representatives for the three designated industries **(Healthcare, Manufacturing, and Hospitality/Tourism)** to promote opportunities for participant placement;

b. CONTRACTOR shall make cold calls to potential employers; explain the benefits and employment support services provided by direct placement and/or OJT programs to employers, including addressing employer's special needs;

c. CONTRACTOR shall research Internet, newspapers, agencies, and other resources for job leads; locate jobs for participants who are seeking employment in the Healthcare, Manufacturing, and Hospitality/Tourism industries; collect data from employers related to job orders including job requirements and skills; match job skills with applicant qualifications; refer qualified applicants to employers and conduct necessary follow-up when applicants are placed in positions.

k. Follow up services for participants who are placed in unsubsidized employment for not less than twelve (12) months after the first day of employment, as appropriate.

l. Retention and Follow-up Services shall be provided by the CONTRACTOR frequently enough to address on the job issues and/or job loss. Follow-up services shall be made available for a minimum of twelve (12) months following placement in unsubsidized employment. Each contact shall be documented in the customer's file. Retention and follow up services are pivotal to their success and the attainment of performance standards as defined in the WIOA Agreement.

7. Duration of Customer Service: To ensure expedient and efficient service to customers, all enrolled customers shall be served and exited from the system within ten (10) months. Customers enrolled in training are exempt from this policy. For customers requiring additional service time, CONTRACTOR shall submit a request for a waiver to this provision no later than 20 business days before the intended exit date to the OCWIB. A waiver is NOT required for participants enrolled in training. The waiver request must include a thorough justification with the new intended exit date written on CONTRACTOR letterhead.

8. **Eligibility** for WIOA services shall be conducted in a manner that will satisfy state and federal requirements. CONTRACTOR shall examine originals and or copies of documents, as appropriate, to establish the eligibility of customers and shall make copies of documents necessary to substantiate the eligibility of customers seeking WIA services which documents shall be placed in the customer's files.
- a) CONTRACTOR shall ascertain the selective service registration of any male over the age of twenty six (26) seeking WIOA services and shall not provide services to customers who have not met selective service registration requirements.
 - b) CONTRACTOR shall ascertain alien/immigrant customer's eligibility to work in accordance with Immigration and Naturalization Laws prior to referring an individual for career services.
9. **Training Services** may also be made available to WIOA eligible **Dislocated Workers** who have met the eligibility criteria and are unlikely to return to their previous occupation or industry, as stated in OCWIB Policy 03-OCWDA-12, may also be eligible to receive training services. Training services shall be designed to equip individuals to enter the workforce and retain employment. Training activities are reserved for individuals who are unable to obtain/retain employment without training in a specific skill set or demand occupation. No WIOA customer may be referred to training or education without first having been assessed and taken part in the development of their IEP and comprehensive assessment.
- a. CONTRACTOR shall refer each customer to the most appropriate activity as determined from the IEP. Not every customer will need or desire training. Training activities shall be provided to those customers who clearly cannot obtain or maintain employment in a specific skill set or demand occupation. Successful completion of training courses shall lead to recognized credentials or their equivalent.
 - b. CONTRACTOR shall seek other non-WIOA funded training and shall use Pell Grants to offset WIOA funds. An individual may enroll in training services prior to the award of a Pell Grant as long as the CONTRACTOR ensures that the Pell Grant has been applied for and has evidence of documentation in the customer's file. Other training offered by a community college, adult education and/or Regional Occupational Program (ROP) shall be considered prior to the use of WIOA funding.
 - c. Once it is determined that vocational training is desired and appropriate for the customer, CONTRACTOR and customer shall look at the training programs that are available that relate to the customer's interests. CONTRACTOR shall contact eligible training institutions and make appointments for the customer at the school.
 - d. Successful completion of training courses must lead to recognized certificate/credential or their equivalent and attainment of unsubsidized employment. A certificate is awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain

employment or advance within an occupation. These technical or occupational skills are based on standards developed and/or endorsed by employers.

Training services are grouped into the following broad categories:

A. A Classroom-Based Training Services

- **Occupational skills training** (Individual Training Account)-vocational training that focuses on a specific job;
- **Entrepreneurial training** provides participant with the knowledge and skills to start and grow a business;
- **Job readiness training** provides participant with specific occupational competencies needed to perform specific work tasks on the job;
- **Adult education and literacy activities** (provided in combination with other training);

B. Work-Based Training Services

- **Occupational skills training** (Individual Training Account)-vocational training that focuses on a specific job;
- **On-the-job-training:** contracts are to be developed with employers for eligible One-Stop Center clients on a reimbursement basis consistent with OCWIB policy;
- **Customized training** designed to meet the special requirements of an employer;
- **Transitional jobs** are time-limited, subsidized employment to develop basic work skills;
- **Registered Apprenticeships;**
- **Incumbent worker training** contracts may be developed with employers for eligible workers on a reimbursement basis, consistent with OCWIB policy.

- e. Following the completion of training, Career Planners shall provide individualized Job Placement assistance to ensure that the training leads to unsubsidized employment in a related field.

10. Internal Policies and Procedures CONTRACTOR shall provide services consistent with applicable OCWIB policies to ensure full compliance with WIOA. CONTRACTOR shall submit any agency/program specific policies and procedures for OCWIB review and approval prior to use. **Policies and procedures for OCWIB review/approval shall be submitted to the OCWIB administrative office by September 30, 2015.**

IV. PERFORMANCE

- A. Performance Measures:** The WIOA requires a comprehensive accountability system to determine the effectiveness of services provided through the One-Stop System. CONTRACTOR shall meet or exceed required federal, state and local standards,

measurements and outcomes of all funding streams included in this Agreement. CONTRACTOR shall work to ensure quality program delivery and implementation of best practices, as appropriate, and coordinate said efforts with the OCWIB. Performance data, including expenditures, will be reviewed monthly and beginning with second quarter data, will be used for making comparisons, assessing performance and reallocating funds. If the CONTRACTOR fails to meet levels of performance agreed to in this Agreement, the OCWIB may take corrective action. The corrective action may include appropriate measures designed to improve the performance of the local area.

- B. MIS Submission/Reporting:** CONTRACTOR shall adhere to MIS procedures for data entry, timelines and reporting requirements. Refer to the latest OCWIB policies, State Information Notices and subsequent updates for complete information and guidance.
- a. CONTRACTOR shall submit timely MIS paperwork for all participant activities and necessary updates in participant information and activities for input into the data reporting system as defined in OCWIB Policy 14-OCWDA-05. Failure to submit timely information may result in penalties including de-obligation of funds or revocation of this Agreement;
 - b. **CONTRACTOR shall use the most current templates provided or approved by the OCWIB.** Incorrect and/or incomplete forms will be returned for re-submittal. All updates and corrections shall be clearly identified;
 - c. CONTRACTOR shall review and approve all paperwork submitted to the OCWIB;
 - d. CONTRACTOR shall comply with the Common Measures as defined in TEG 17-05, WIOA Section 116 and proposed 20 CFR part 677.150-210;
 - e. CONTRACTOR shall comply with data verification requirements listed in the latest OCWIB policy and any subsequent updates;
 - f. CONTRACTOR shall immediately implement and adhere to future policy revisions and changes or enhancements in procedures and processes pertaining to MIS submission and reporting.
 - g. Performance data, including expenditures, shall be reviewed monthly throughout the duration of the contract. **Performance data included with the monthly program activities reports shall be due by the 20th of each month for the preceding month.**
 - h. Should CONTRACTOR elect to use a proprietary MIS/case management system, information must be reconciled to CalJOBS no less than once per quarter.
- C. ITA Vouchers** shall be submitted to the OCWIB along with the corresponding MIS enrollment form in accordance with OCWIB Policy 12-OCWDA-02 and subsequent updates.
- D. Follow-up Forms** shall be required for Quarters 1, 2, 3 and 4 following customer exit.

- E. Supplemental Data:** If employment status of the customer is confirmed through supplemental information, follow-up forms reporting this supplemental information shall be completed and submitted for entry into the system. CONTRACTOR shall submit supplemental information for exiters 'Not Found' in Unemployment Insurance (UI) Base Wage Records within specified timeframes noted in 'Base Wage' letters for specific quarters. CONTRACTOR shall be responsible for analyzing wage records data.
- F. Corrective Action Plans:** Performing below any individual performance measure for any quarter shall be subject to the following corrective action:
1. Technical assistance and assessment of the causes of the low performance;
 2. Development and implementation of appropriate corrective action plan(s) to ensure contractual compliance;
 3. Monitoring of subsequent performance to assess the impact of the corrective action plan(s);
 4. Corrective action plans shall include a date for responding to observations, questions, concerns and findings

CONTRACTOR's performance is not limited to Common Measures, program requirements and performance measurements. CONTRACTOR's performance trends and corrective action plans will be critical to decisions regarding Agreement renewal. Failure to achieve the goals set forth in the Corrective Action Plan may result in penalties such as de-obligation of funds or revocation of this Agreement.

G. Accounting and Fiscal Controls

1. CONTRACTOR shall operate program in accordance with 2 CFR 2900, et al. (Department of Labor – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards), all applicable provisions of 2 CFR Part 200, et al., all applicable OMB Circulars, Generally Accepted Accounting Principles (GAAP) and CFRs as indicated in Exhibit 7 of this Agreement.
2. Authorized signatures for execution of documents, amendments, budget modifications and invoices are limited to those individuals identified in Exhibit 8.
3. Invoice templates shall be provided by the OCCR Accounting Department.
4. **Monthly Expenditure Plans for each funding stream shall be submitted to the OCWIB administrative office by September 30, 2015.**
5. **All program invoices including two original sets with wet signatures are due to the Orange County Community Resources (OCCR) Accounting Office by the twentieth day (20th) following the month being reported.**
6. Invoices with multiple errors will be returned to CONTRACTOR for re-submission.
7. Failure to provide timely and accurate invoices can result in reduction or elimination of this contract.

H. Budgets and Budget Modifications

Budget modifications are limited to three (3) adjustments per contract year, as outlined in Information Notice No. 11-OCWDA-03. OCWIB initiated adjustments do not count towards the three allowed each year.

V. SPECIAL PROJECTS

On an ongoing basis, the OCWIB applies for and receives discretionary grants from both State and federal agencies. The discretionary grants fund a variety of projects that target specific populations, industries, or workforce innovations.

A. National Emergency Grant for the Healthcare Industry (NEG Healthcare Project

“NEG-HC”): The NEG-HC purpose is to provide job seekers and dislocated workers with training in high-demand occupations in the healthcare industry, and then facilitate placement of OJT and permanent employment in healthcare related occupations. CONTRACTOR shall provide participant services for the NEG-HC as follows:

- a) Ensure classroom training completion of participants
- b) Place participants in OJT upon completion of classroom training (classroom training may overlap OJT if required)
- c) Provide case management and all relevant follow-up services
- d) Provide necessary supportive services to participants in need

All participants for the NEG-HC must be co-enrolled in formula dislocated worker to provide case management and supportive services. The NEG-HC funding stream only pays for classroom and OJT.

B. Regional Industry Clusters of Opportunity (RICO II Extension)

The RICO II project, as funded by the State of California, has been extended and is schedule by the State to end March 31, 2016. As a primary partner in the RICO II grant activities, CONTRACTOR will deliver activities to support the grant goals. CONTRACTOR shall focus the activities on the Los Angeles geographic area, however activities should align with and compliment similar activities untaken by grant partners in Orange County.

Grant Goals: Focus Area #1 – Sustainability

1. Promote accelerated deployment of hydrogen infrastructure in Orange County and Los Angeles County
2. Support accelerated adoption of hydrogen fuel cell vehicles

Activities/Deliverables: Focus Area #1 – Sustainability

1. Coordinate with partners as described in the grant narrative to support the grant goals and activities

Deliverables: Monthly calls (or when warranted in person meetings) with grant partners Orange County Workforce Investment Board (OCWIB) and Orange County Business Council (OCBC) to coordinate activities and messaging; and to share resources and information. Such meetings will be evidenced by meeting

minutes/notes to be shared with all parties. Such calls may encompass both Sustainability and Talent Pipeline activities.

2. Promote and support accelerated deployment of fuel cell infrastructure in Los Angeles at existing demonstrations and new infrastructure projects for the building out of the Orange County-Los Angeles network.

Deliverables: Evidence of coordination with demonstration projects such as meeting minutes, presentations, outreach materials or other documentation reflecting support of the demonstrations.

3. Support deployment of continued state and local funding for existing demonstrations, and new hydrogen infrastructure projects.

Deliverables: Evidence of coordination with demonstration projects such as meeting minutes, presentations, outreach materials or other documentation reflecting support of the demonstrations.

4. Support accelerated successful adoption of affordable fuel cell vehicles pilot programs for fleets and residential use.

Deliverables: Evidence of supporting accelerated adoption such as meeting minutes, presentations, outreach materials or other documentation reflecting support of the programs.

5. Provide public education of alternative fuel vehicle technology through career fairs and public STEM events, including outreach to colleges and universities to attract students to alternative fuel vehicles. Such activities may be done in partnership/leverage with local partners associated or hosting such events.

Deliverables: Documentation and/or other evidence reflecting public education efforts.

6. Education/outreach campaign to local Los Angeles elected officials on opportunities and benefits of hydrogen fuel and other alternative fuel infrastructure and advanced vehicle technology.

Deliverables: Documentation and/or other evidence reflecting education efforts to elected officials.

7. Continued engagement of alt fuel and vehicle technology stakeholder groups.

Deliverables: Evidence of meetings such as copies of meeting minutes, sign-in sheets, rosters, presentations or other documentation.

8. Vehicle launch promotional partnerships including identifying workforce training opportunities for alternative fuel vehicle sales representatives, and conducting business community outreach for fleet adoption.

Deliverables: Evidence of prompting vehicle launches and coordinating with partners; evidence of conducting business community outreach for fleet adoption; and a write-up/analysis of workforce training opportunities.

Metrics indicating progress towards the RICO II grant include but are not limited to:

- Number of stations funded, under construction, and opened
- Successful deployment of 2016 ARFVT awarded stations
- Number of vehicles leased, Percentage of vehicles for residential use
- Event attendance
- Number of campuses promoting clean vehicle use

Grant Goals: Focus Area #2 – Talent Pipeline

1. Identifying workforce and education partners
2. Developing student knowledge, skills, and abilities
3. Connecting students with ARFVT educators and educational leaders for coaching and mentoring
4. Connecting students with prospective employers and career opportunities in ARFVT occupations

Activities/Deliverables: Focus Area #2 – Talent Pipeline

1. Coordinate with partners as described in the grant narrative to support the grant goals and activities

Deliverables: Monthly calls (or when warranted in person meetings) with grant partners Orange County Workforce Investment Board (OCWIB) and Orange County Business Council (OCBC) to coordinate activities and messaging; and to share resources and information. Such meetings will be evidenced by meeting minutes/notes to be shared with all parties. Such calls may encompass both Sustainability and Talent Pipeline activities.

2. Leverage partnerships with local educational institutions and employers.

Deliverables: Documented evidence of working with local education providers; and evidence of outreach and partnership with local employers.

3. Creation of new employment awareness campaigns, training programs or materials by leveraging partnerships:

Deliverables: Copies of materials created for awareness campaigns and training programs.

4. Recruit and encourage student participation in internship, mentorship, and career awareness programs.

Deliverables: Copies of materials or other evidence of outreach and recruitment to students.

Metrics indicating progress towards the RICO II grant include but are not limited to:

- Projections on future workforce demands including training needs
- Total number of event attendees
- Analysis on business needs for workforce training
- Total number of green employers at job fairs

Deliverables

Deliverables are due to County on a monthly basis.

Reporting

- CONTRACTOR shall report progress on the above stated metrics in the form of a final report that also encompasses the grant activities and outcomes.
- CONTRACTOR shall also provide content for State mandated reporting.

Travel

CONTRACTOR shall send one key project person to State mandated meetings.

Timeline

The above stated RICO activities and deliverables will be conducted on an ongoing basis through March 2016; and will be evidenced through the monthly deliverables reporting.

C. CalWORKs: Employment Preparation Program and Work Experience:

1. Program Description:

Employment Preparation Program (EPP) is a paid employment opportunity in public or private, non-profit or for-profit organizations, with a focus on County worksites for a period of six (6) months. Participation may be extended with prior approval from the OCWIB and SSA Program Manager, or designee, no more than twice in three-month increments for up to a maximum of one (1) year (including the original six months), if funding for subsidized employment continues to be available. Contractor will assume the role of the employer of record, process participant payroll and provide Workers Compensation for all EPP participants placed at worksites. Contractor shall be reimbursed by OCWIB at a rate not to exceed the prevailing California Minimum Wage, for each hour worked. Overtime pay will not be permitted without prior approval from SSA.

Work Experience (WEX) is a planned, structured learning experience that occurs in the worksite for a period of twelve (12) weeks. Participation may be extended with prior approval from the OCWIB and SSA Program Manager, or designee for a period not to exceed a total of four (4) months in length including all extensions. Contractor will assume the role of the employer of record, process participant payroll and provide Workers Compensation for all WEX participants placed at worksites. Contractor shall be reimbursed by OCWIB at a rate not to exceed prevailing California Minimum Wage, for each hour worked. Overtime pay will not be permitted without prior approval from SSA.

2. Contractor Responsibilities:

- a. Assuming the role of employer of record for EPP and WEX participants.

- b. Ensuring that all participants in EPP and WEX are covered by Workers Compensation as determined by the California Department of Social Services (CDSS).
- c. Providing paychecks on a bi-monthly basis to all enrolled in EPP and WEX participants.
- d. Confirming emergency protocols are established to ensure all EPP and WEX participants are paid as scheduled.
- e. Maintaining a file for each participant served under EPP and WEX to include the following:
 - Completed I-9
 - Legal right to work documents
 - Signed Participant Agreement/Placement form and timesheets
 - All correspondence related to Worker's Compensation injuries

VI. DELIVERABLES

Limited funding and limited fund life requires that expenditures and programmatic information be reported in a timely and accurate manner. CONTRACTOR shall submit the reports and data as detailed within the Scope of Services and summarized in the following matrix (Page references and timelines for submission are also indicated).

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DELIVERABLES SUMMARY MATRIX

| II. SERVICE STANDARDS | Due Date |
|--|---|
| Monthly Program Activities Report | 20th day of the following month |
| Program Work Plan | September 30, 2015 |
| Progressive Discipline Policy | September 30, 2015 |
| Newly developed outreach, recruitment and marketing materials | Minimum 3 working days prior to use for OCWIB review/approval |
| Original working files of all marketing and collateral materials | September 30, 2015 |
| Internal monitoring records | Upon Request |
| Internal monitoring policies and procedures | September 30, 2015 |
| Client Satisfaction Survey Results | Upon Request |
| One (1) Testimonial per month | 20 th of each month |
| Organizational Chart & Job Descriptions | September 30, 2015 |
| III. DELIVERABLES | Due Date |
| List of Businesses/Employers | September 30, 2015 |
| Recruitment Plan | September 30, 2015 |
| List of Comprehensive Assessment Tools | September 30, 2015 |
| Internal Policies and Procedures | September 30, 2015 |
| IV. PERFORMANCE | Due Date |
| MIS forms | As specified by OCWIB policy |
| Forms/Templates | September 30, 2015 |
| Performance Data Report | 20 th of each month |
| ITA Vouchers | As specified by OCWIB policy |
| Follow-up forms | As specified by OCWIB policy |
| Supplemental Data, as applicable | Upon Request |
| Corrective Action Plans, as applicable | As directed by OCWIB staff |
| Monthly Expenditure Plan for each funding stream | September 30, 2015 |
| Invoices | 20 th of each month |
| V. Special Project NEG Healthcare | Due Date |
| Monthly Program Activities Report | 20th day of the following month |

| VI. Special Project RICO | Due Date |
|--|---------------------------------|
| Monthly Calls | As scheduled |
| Evidence of coordination with demonstration projects such as meeting minutes, presentations, outreach materials or other documentation reflecting support of the demonstrations. | 20th day of the following month |
| Evidence of supporting accelerated adoption such as meeting minutes, presentations, outreach materials or other documentation reflecting support of the programs. | |
| Documentation and/or other evidence reflecting public education efforts. | |
| Documentation and/or other evidence reflecting education efforts to elected officials. | |
| Evidence of stakeholder meetings such as copies of meeting minutes, sign-in sheets, rosters, presentations or other documentation. | |
| Evidence of prompting vehicle launches and coordinating with partners; evidence of conducting business community outreach for fleet adoption; and a write-up/analysis of workforce training opportunities. | |
| Documented evidence of working with local education providers; and evidence of outreach and partnership with local employers. | |
| Copies of materials created for awareness campaigns and training programs. | |
| Copies of materials or other evidence of outreach and recruitment to students. | |

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Attachment C-1 DW Budget

Contractor: Pacific Gateway Workforce Investment Network (PGWIN)

WIA/WIOA SERVICES

FY 15-16

| PROGRAM NAME: Dislocated Worker PGWIN | | Budget Categories | | |
|--|---|-----------------------|-----------|------------|
| | | Career Services | Training | Total |
| Allocation Percentage | | 73% | 27% | 100% |
| PROGRAM | Direct Client Related Services: | | | |
| | Participant Supportive Services | \$ 12,375 | | \$ 12,375 |
| | Salaries | \$ 55,811 | | \$ 55,811 |
| | Benefits | \$ 27,217 | | \$ 27,217 |
| | Travel/Mileage | \$ 2,846 | | \$ 2,846 |
| | Publishing/Marketing Materials/Printing | \$ 6,682 | | \$ 6,682 |
| | Meetings/Conferences | | | \$ - |
| | Customized Training (OJT/Other CT) | | \$ 40,408 | \$ 40,408 |
| | Direct Client Services Subtotal | \$ 104,931 | \$ 40,408 | \$ 145,339 |
| | Operations Activities: | | | |
| | Facility Rent | | | \$ - |
| | Lease Termination and other fees | | | \$ - |
| | Maintenance | | | \$ - |
| | Utilities | | | \$ - |
| | Insurance | | | \$ - |
| | IT Services | | | \$ - |
| | Telephone | | | \$ - |
| | Professional Memberships | | | \$ - |
| | Subscriptions | | | \$ - |
| | Equipment | | | \$ - |
| | Equipment Lease | | | \$ - |
| | Drug Testing | | | \$ - |
| | Office Supplies | \$ 677 | | \$ 677 |
| | Postage | | | \$ - |
| | Operations Subtotal | \$ 677 | \$ - | \$ 677 |
| | All Program Subtotal | \$ 105,608 | \$ 40,408 | \$ 146,016 |
| | ADMIN | Administration | | |
| Salaries | | \$ 2,993 | | \$ 2,993 |
| Benefits | | \$ 1,387 | | \$ 1,387 |
| Audit | | | | \$ - |
| Administration Subtotal | \$ 4,380 | \$ - | \$ 4,380 | |
| Total Budget | | \$ 109,988 | \$ 40,408 | \$ 150,396 |

Attachment C-1 Adult Budget

Contractor: Pacific Gateway Workforce Investment Network (PGWIN)

WIA/WIOA SERVICES

FY 15-16

| PROGRAM NAME: Adult PGWIN | | Budget Categories | | |
|--------------------------------|---|-----------------------|----------|-----------|
| | | Career Services | Training | Total |
| Allocation Percentage | | 100% | 0% | 100% |
| PROGRAM | Direct Client Related Services: | | | |
| | Participant Supportive Services | \$ 25,000 | \$ - | \$ 25,000 |
| | Salaries | \$ 6,201 | | \$ 6,201 |
| | Benefits | \$ 3,025 | | \$ 3,025 |
| | Travel/Mileage | \$ 465 | | \$ 465 |
| | Publishing/Marketing Materials/Printing | \$ 743 | | \$ 743 |
| | Meetings/Conferences | | | \$ - |
| | Customized Training (OJT/Other CT) | | | \$ - |
| | Direct Client Services Subtotal | \$ 35,434 | \$ - | \$ 35,434 |
| | Operations Activities: | | | |
| | Facility Rent | | | \$ - |
| | Lease Termination and other fees | | | \$ - |
| | Maintenance | | | \$ - |
| | Utilities | | | \$ - |
| | Insurance | | | \$ - |
| | IT Services | | | \$ - |
| | Telephone | | | \$ - |
| | Professional Memberships | | | \$ - |
| | Subscriptions | | | \$ - |
| | Equipment | | | \$ - |
| | Equipment Lease | | | \$ - |
| | Drug Testing | | | \$ - |
| | Office Supplies | | | \$ - |
| | Postage | | | \$ - |
| | Operations Subtotal | \$ - | \$ - | \$ - |
| | All Program Subtotal | \$ 35,434 | \$ - | \$ 35,434 |
| | ADMIN | Administration | | |
| Salaries | | \$ 748 | | \$ 748 |
| Benefits | | \$ 347 | | \$ 347 |
| Audit | | | | \$ - |
| Administration Subtotal | \$ 1,095 | \$ - | \$ 1,095 | |
| Total Budget | | \$ 36,529 | \$ - | \$ 36,529 |

Attachment C-1 Budget

Contractor: Pacific Gateway Workforce Investment Network (PGWIN)
SSA Employment Preparation Program (EPP) SERVICES
FY 15-16

| PROGRAM NAME: SSA EPP PGWIN | | | |
|--------------------------------|---|------------|------------|
| | | Budget | Total |
| Allocation Percentage | | 100% | 100% |
| PROGRAM | Direct Client Related Services: | | |
| | EPP Wages & Benefits | \$ 145,900 | \$ 145,900 |
| | Payroll Services | | \$ - |
| | Salaries | | \$ - |
| | Benefits | | \$ - |
| | Travel/Mileage | | \$ - |
| | Publishing/Marketing Materials/Printing | | \$ - |
| | Meetings/Conferences | | \$ - |
| | Direct Client Services Subtotal: | \$ 145,900 | \$ 145,900 |
| | Operations Activities: | | |
| | Facility Rent | | \$ - |
| | Equipment | | \$ - |
| | Equipment Lease | | \$ - |
| | Drug Testing | | \$ - |
| | Office Supplies | | \$ - |
| Operations Subtotal | \$ - | \$ - | |
| All Program Subtotal | \$ 145,900 | \$ 145,900 | |
| ADMIN | Administration | | |
| | Salaries | | \$ - |
| | Benefits | | \$ - |
| | Audit | | \$ - |
| | Administration Subtotal | \$ - | \$ - |
| Total Budget | | \$ 145,900 | \$ 145,900 |

Attachment C-1 Budget
Contractor: Pacific Gateway Workforce Investment Network (PGWIN)
SSA Work Experience (WEX) SERVICES
FY 15-16

| PROGRAM NAME: SSA WEX PGWIN | | | |
|--|---|------------|-------------|
| | | Budget | Total |
| Allocation Percentage | | 100% | 100% |
| PROGRAM | Direct Client Related Services: | | |
| | WEX Wages & Benefits | \$ 157,700 | \$ 157,700 |
| | Payroll Services | | \$ - |
| | Salaries | | \$ - |
| | Benefits | | \$ - |
| | Travel/Mileage | | \$ - |
| | Publishing/Marketing Materials/Printing | | \$ - |
| | Meetings/Conferences | | \$ - |
| | Direct Client Services Subtotal: | \$ 157,700 | \$ 157,700 |
| | Operations Activities: | | |
| | Facility Rent | | \$ - |
| | Equipment | | \$ - |
| | Equipment Lease | | \$ - |
| | Drug Testing | | \$ - |
| | Office Supplies | | \$ - |
| Operations Subtotal | \$ - | \$ - | |
| All Program Subtotal | \$ 157,700 | \$ 157,700 | |
| ADMIN | Administration | | |
| | Salaries | | \$ - |
| | Benefits | | \$ - |
| | Audit | | \$ - |
| | Admin Profit | | \$ - |
| Administration Subtotal | \$ - | \$ - | |
| Total Budget | | \$ 157,700 | \$ 157,700 |

Attachment C-1 NEG HC Budget

Contractor: Pacific Gateway Workforce Investment Network (PGWIN)

WIA/WIOA SERVICES

FY 15-16

| PROGRAM NAME: NEG HC - State of CA Funded Program & DW Supplemental funding | | Dislocated Worker (Supplemental) Formula Funding | NEG-HC Grant Funding | Total |
|---|---|--|-------------------------|-----------------|
| PROGRAM | Operations Activities: | | | |
| | Salaries | \$19,940 | | \$19,940 |
| | Benefits | \$9,930 | | \$9,930 |
| | Publishing/ Marketing Materials/ Printing | | | \$0 |
| | Travel/Mileage | | | \$0 |
| | Operations Related Activities Subtotal | \$29,870 | | \$29,870 |
| | Training Activities: | | | |
| | Employer Reimbursement-OJT/CT | | \$64,226 | \$64,226 |
| | Contract Ed | | \$0 | \$0 |
| | Training Subtotal | | \$64,226 | \$64,226 |
| | Direct Client Related Services: | | | |
| | Participant Supportive Services | \$4,000 | | \$4,000 |
| | Direct Client Related Services Subtotal | | | \$0 |
| | Program Subtotal | \$4,000 | | \$4,000 |
| ADMIN | Administration: | | | |
| | Salaries | | | \$0 |
| | Benefits | | | \$0 |
| | Administration Subtotal | \$0 | | \$0 |
| | Grand Total | \$33,870 | \$64,226 | \$98,096 |

Note: This budget cannot exceed \$100,000 total

Attachment C-1 RICO II TP Budget

**Contractor: Pacific Gateway Workforce Investment Network
WIA/WIOA SERVICES
FY 15-16**

| | | |
|----------------|--|------------------|
| Program | Contractor Name: PGWIN | TOTAL |
| | Project Name: RICO II Extension Talent Pipeline | |
| | Salaries | 25,622.00 |
| | Benefits | 13,128.00 |
| | Facilities* | |
| | Communications** | |
| | Equipment*** | |
| | Supplies**** | |
| | Travel/Mileage | |
| | Membership fee (name organization) | |
| | (Other Define) | |
| | Youth Work Experience Wages | 20,000.00 |
| | Subcontracted Services - LBUSD | 20,000.00 |
| | Program Subtotal | 78,750.00 |
| Admin | Salaries/Benefits | |
| | (Other Define) | |
| | Administration Subtotal | - |
| | Grand Total | 78,750.00 |

- * Facilities = Rent, Maintenance, Utilities, Insurance, IT services
- ** Communications = Telephone, Publishing, Marketing,
- *** Equipment purchases must be pre-approved by the County
- **** Supplies = Office Supplies, Postage

Attachment C-1 RICO II SUS Budget
Contractor: Pacific Gateway Workforce Investment Network
WIA/WIOA SERVICES
FY 15-16

| | | Contractor Name: PGWIN | |
|----------------|--------------|---|-------------------|
| | | Project Name: RICO II Extension Sustainability Project | TOTAL |
| Program | | Salaries | 7,576.00 |
| | | Benefits | 3,879.00 |
| | | Facilities* | |
| | | Communications** | |
| | | Equipment*** | |
| | | Supplies**** | |
| | | Travel/Mileage | 5,000.00 |
| | | Membership fee (name organization) | |
| | | (Other Define) | |
| | | (Other Define) | |
| | | Subcontracted Services - Data Collection, WI Research | 19,774.00 |
| | | Program Subtotal | 36,229.00 |
| | Admin | | Salaries/Benefits |
| | | (Other Define) | |
| | | Administration Subtotal | - |
| | | Grand Total | 36,229.00 |

* Facilities = Rent, Maintenance, Utilities, Insurance, IT services

** Communications = Telephone, Publishing, Marketing, Printing, Meetings/Conferences/Job Fairs, Professional Memberships, Subscriptions

*** Equipment purchases must be pre-approved by the County

**** Supplies = Office Supplies, Postage