

SERVICE PLAN
(Purchase of Services – Long Form)

I. BACKGROUND AND PURPOSE

This Service Plan sets forth the respective responsibilities of Mount Diablo Unified School Districts (MDUSD) Mt. Diablo Youth Employment Services (YES) (Agency or Contractor) and Contra Costa County on behalf of its Employment and Human Services Department (EHSD) Workforce Development Board (WDB). This contract was awarded through Request for Proposal (RFP) 1134 for provision of comprehensive Workforce Investment Act (WIA) youth development services to eligible in-school youth ages 16 to 21 years old in Central Contra Costa County. Funding for this contract will come from WIA formula youth funds.

The Bureau provides workforce development, systems planning and policy; One Stop Career Center certification and economic strategic planning; policy coordination, consistency and continuity among the many organizations within Contra Costa County with workforce responsibilities, and links workforce development with economic development and related workforce services. The Workforce Development Bureau is also accountable to the Contra Costa County Workforce Investment Board.

The purpose of this contract is for **Mount Diablo Unified School District (MDUSD)** to provide assessment proctoring services to job seekers, customer service training and certification, skill upgrading and retraining certification, job readiness training necessary to be successful in the workplace, and provide training and technical assistance to the Workforce Development Board of Contra Costa County to support the use of KeyTrain®, WorkKeys®, and related assessments at the County One Stops.

II. PROGRAM GOALS:

The Workforce Investment Act (WIA) defines the nation's job training system and provides guidance for local workforce investment systems designed to increase the employment, retention and earnings of participants, and increase occupational skill attainment by participants. The goals of these efforts are to improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation. Contractor will provide a systematic approach that offers youth a broad range of coordinated services. This includes opportunities for assistance in academic and occupational learning; development of leadership skills; and preparation for further education, additional training, and eventual employment. Programs will provide guidance for youth that is balanced with appropriate consideration of each youth's involvement in his or her training and educational plan.

MDUSD will target and engage youth in-risk of dropping out of school by supporting student success and creating a link between academic learning, work-based experiences, and career pathways. MDUSD will demonstrate connections to and functional partnerships with high schools that offer career academies, career technical education programs and/or Career Pathway/Linked Learning programs. MDUSD will support student success in academics through work-readiness training, paid work-based experiences, internships, and supportive services. These activities will support students in the successful completion of a defined career pathway program or course of study, the attainment of a high school diploma and connections to an array of postsecondary education and career options.

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Mt. Diablo Unified School Districts (MDUSD) proposed program, Mt. Diablo Youth Employment Services (YES) is a collaborative among School Linked Services, the Mt. Diablo CARES After School Program and Career Academies in MDUSD designed to provide wrap-around and tiered services to 75 WIA eligible in-school youth ages 16-21 in Central Contra Costa County that include; academic support, counseling and case management, enrichment and leadership opportunities, and training, mentorship and employment that leads to high school graduation and links to an array of postsecondary options to prepare youth for college and/or career. WIA services will be provided at secondary high schools during the school day, after school, weekends and summer.

III. PROGRAM STANDARDS

During the term of this contract Agency must:

A. PROGRAM OPERATIONS

1. **Staffing**- Contractor will provide WDB with a current staff roster, position descriptions, and organization chart at the beginning of the Program Year. Contractor ensures that all staff is provided periodic training to ensure that staff assignments are clear, and that WIA and WDB mandates and goals are incorporated into the program operations. Contractor ensures that appropriate staff will attend mandated meetings:
 - a. Youth Council Meetings- periodic presentations may be required
 - b. Workforce Development Board-Quarterly, periodic presentations may be required
 - c. Other meetings/trainings as directed.
 - d. Miscellaneous meetings, local conferences and trainings-contractor will need to budget for staff travel and training fees.
2. **Policies and Procedures**-Contractor will adhere to periodic WDB “Policy Bulletins” that serve to notify Youth Contractors of new or amended State, Federal, or local regulations. All current Policy Bulletins can be found on the WDB website (www.wdbccc.com).
3. **Marketing and Outreach**- Contractor will conduct sufficient marketing and outreach efforts to achieve stated client and employer service goals. Marketing and outreach materials will be provided in languages other than English, mirroring the ethnic minority client population of the region served by the Contractor. Marketing materials will include the phrase:

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“This WIA Title 1 financially assisted program or activity is an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.”

4. **Leverage WIA Funding-** Contractor will seek to develop a diverse stream of funding (increase fundraising activities) to leverage the award of WIA dollars and enhance services.

5. **Supportive Services-** Support Service(s) needs to WIA youth program participants must be assessed and services made available if it is determined that lack of these services would preclude participation in a WIA program. Contractor will utilize a written Support Services Policy that meets the guidelines of the WDB. It must be noted that a participant (s) must be enrolled in the WIA program prior to receiving supportive services.

The need for a support service (s) in order to participate in WIA activities must be identified through a complete assessment and documented in the Individual Service Strategy (ISS). Contractor may provide four (4) types of supportive services to clients: 1) Transportation, 2) Work-Related Clothing and Safety Items, 3) Required Verification/Documentation Fees for employment such as DMV printouts, health/drug screening tests, fingerprinting and 4) Education/Training fees (that may include books) for Post-Secondary, Vocational and/or training tuition fees, only if participant cannot access the service without additional financial services like Financial Aid, Pell Grants, and Board of Governors Grants (BOGG), EOP Waivers, Cal Grants (if available). Those types of resources must be used before WIA funds can be provided and as a last resort.

If a Contractor uses any other funds to provide support service (s), documentation of the source of funds and/or in the context of a referral system, would still need to be included in the documentation in the assessment, on the ISS and in the participant case file.

6. **Sub-Contracting-** Contractor will receive written approval from WDB staff prior to entering into any subcontract for work performed under this contract. Contractor is required to do annual monitoring of program operations via sub-contracted services, and must submit the results of a subcontractor program and fiscal monitoring process in writing to the WDB liaison.

7. **Closeout Procedures-** At the end of each contract period, each contractor will be responsible for adhering to all closeout requirements set forth by the WDB. This includes budgeting for closeout costs and any costs associated with client transition

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activities. Contractor is responsible for the completing of Individual Service Strategies and/or transitioning clients from one contractor to another when service strategies have not been completed by the end of a service cycle.

B. CONTRACTOR RESPONSIBILITIES

Contractor will oversee and administer job seeker assessment and training services at four (4) of the EASTBAY Works One-Stop Career Centers in Contra Costa County. These centers include the following locations:

- San Pablo One-Stop: 2300 El Portal Drive, San Pablo, CA 94806;
- Concord One-Stop: 4071 Port Chicago Highway, Suite 250, Concord, CA 94520
- Antioch One-Stop: 4545 Delta Fair Boulevard, Antioch, CA 94509
- Brentwood One-Stop: 281 Pine Street, Brentwood, CA 94513

Services to be provided at the aforementioned locations include the following:

- A. Supervision of participants while in assessment center;
- B. On-site registration of participants into KeyTrain® and WorkKeys® systems;
- C. Administration and test proctoring services for all assessment activities;
- D. Administration and test proctoring of WorkKeys Career Readiness Certificate in compliance with required parameters for a structured, continuously proctored and monitored testing environment;
- E. Generate and distribute local Career Readiness Certificate (CRC) and WorkKeys® *National Career Readiness Certificate* (NCRC);
- F. Support the implementation and adoption of KeyTrain as the intake assessment tool and WorkKeys CRC/NCRC as the regional basic skills certification tool.
- G. Provide 1-2 hour Metrix Learning introductory sessions twice monthly at each One-Stop; provide Metrix Certification proctoring as necessary.
- H. Provide oversight and supervision, capacity building, mentoring and training (including train-the-trainer activities) to local and regional workforce development partners and staff to support expansion and sustainability;
- I. Provide four trainings over the period of this contract with a minimum of one at each

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One-Stop location in topics relevant to skill upgrading and retraining and/or pre-employment/job readiness training opportunities. Topics to include but not limited to: computer fundamentals, computer skills, customer service training and certification, project management and advanced job skills. Scheduling and delivery of specific topics to be determined by each site coordinator based on need and capacity;

- J. Compile monthly reports of participant assessment activities and outcomes by site and in aggregate.

C. PROGRAM SERVICES

1. **Services to Youth**

At a minimum, Programs must include:

- a. **Outreach, Recruitment, and Orientation.** Contractor shall conduct outreach and recruitment to attract interested and eligible youth. Special emphasis shall be placed on the WDB's identified priority populations. Contractor shall ensure that all potential applicants are screened for suitability for program participation.
- b. **Priority Populations.** Expand access to quality education and training opportunities for all youth, including those who are most-in-need of assistance and support. Programs must be inclusive of the following priority populations;
- i. Current and former foster youth at a minimum of 20% of all youth enrollments, with a focus on youth staying in care under AB12.
 - ii. Youth involved with the criminal justice system. Pregnant/Parenting Youth.
 - iii. Homeless Youth.
 - iv. Youth with other identified attributes (youth with disabilities, basic skills deficient, and youth who self identify as LGBTQ)

Targeted resources will be given to schools with the highest concentration of foster youth, homeless and LGBTQ student populations.

- c. **WIA Eligibility Documentation.** Prior to initiating services, Contractor shall conduct eligibility determination for all participants. Contractor shall ensure that all participant documentation is complete and correct. Contractor shall ensure that no services funded under this Agreement are offered to applicants until a fully documented eligibility determination has been approved.

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Contractor must enter application data, eligibility, and service activities provided, in the CALJOBS data system as required by the County.

- d. **Assessment.** Conduct an objective pre-employment and post-employment assessment of each participant's academic level, skill levels, employment barriers and basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and developmental needs. Agency will conduct pre and post assessments using the tools required by local, state and federal policy. Agency must use assessment tools required by the Department of Labor (DOL), the California Employment Development Department (EDD) and/or the WDB.
- e. **Information and Referral-** Provide a full array of applicable and appropriate information and referral services, including resource for additional assessment to all eligible youth regardless of enrollment status. This will include information on services available through local America's Job Center of California, Agency partners, and/or other service providers and referral to appropriate training and educational programs that serve eligible youth.
- f. **Individual Service Strategy (ISS)-**Contractor's program design will include the development of service strategies for each participant that will identify an employment goal, appropriate achievement objectives, and appropriate services for each client. Contractor will provide each client with an opportunity to participate in the development of his/her own service strategy. There will also be an opportunity for periodic review and evaluation of client's progress. Contractor will develop effective exit strategies for clients, to ensure maximum positive outcomes.
- g. **Continuous Improvement/Satisfaction Survey-** Contractor will implement a customer satisfaction survey rating system to provide feedback to facilitate improvement in future programming, and to promote continuous improvement.
- h. **Follow-up Services** – The Contractor must provide follow-up services for at least twelve (12) months for all youth, regardless of intensity of services, after youth exit the program. These services and/or activities may include, but are not limited to:
 - i. Leadership development and supportive services;

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- ii. Periodic scheduled group or individual meetings to discuss educational or career goals;
- iii. Periodic telephone calls to track youth's progress in employment after training, however, telephone calls cannot be the only follow-up service provided;
- iv. Work-related peer support groups, assistance in securing better paying jobs, career development and further education;
- v. Regular contact with a youth's employer and assistance in addressing work related problems, if any;
- vi. Adult mentoring.

These services will help youth ensure that they meet and maintain their career goals and job retention. Documentation of activities must be recorded in the participant's case file and on the ISS follow-up section.

- i. **WIA Ten Required Program Elements** Include WIA required program elements and ensure that those elements are available to participants, as appropriate to each participant's Individual Service Strategy. The ten WIA required program elements are: tutoring, alternative secondary school services, work experience, summer employment opportunities, occupational skills training, leadership development activities, supportive services, comprehensive guidance and counseling, and follow-up services.
- j. **Partnerships** Contractor will partner and collaborate with America's Job Center (One-Stop), education institutions, community-based organizations and other service providers to ensure better utilization of resources and leverage available services for youth.
- k. **Summer Employment Opportunities** Contractor will expand and enhance Summer Jobs PLUS by working with employers to develop job opportunities for youth during the summer. Contractor will increase opportunities for summer internships especially in the identified high growth industry sectors identified by the WDB.
- l. **Paid and Unpaid Work Experience** Employment experiences shall be aligned with individual service plans and supportive of basic skills attainment as appropriate. Contractor shall provide summer work experience. Contractor will develop subsidized and unsubsidized worksites and volunteer experiences for youth in the area of their career interests, while connecting school to career.

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Targeted worksites will align with high school career academies and the four identified priority industry sectors identified by the WDB.

- m. **Work Preparation and Work-Based Opportunities** - Programs shall offer a continuum of work-based learning opportunities that are varied, as well as age and developmentally appropriate. These experiences should be used to assist youth to develop “soft skills,” gain work experience and to influence their decisions about career choices.
- i. All work preparation and work-based learning services should lead to one or more of the following outcomes:
 - (A). Literacy and numeracy skill gains that assist in the attainment of employment goals;
 - (B). Occupational skill certificates; and/or
 - (C). Preparation for and placement in employment, postsecondary, or advanced training (including apprenticeships).
 - ii. All youth programs shall offer opportunities for youth to earn a wage while learning skills. There shall be opportunities to participate in hands-on, paid and work-based learning opportunities, such as:
 - (A). Internships;
 - (B). Work experiences;
 - (C). Job shadows; On-the-Job Training
- n. **Work Readiness Training** – Work readiness training is an extremely critical activity, and therefore must be offered to all youth in the program. Programs shall incorporate work readiness training as an on-going component offered through a sequenced continuum of options. This means incorporating age and developmentally appropriate levels of instruction and learning for youth who have limited or no work experience, as well as advanced work readiness training.

The Department of Labor Training and Employment Guidance Letter (TEGL) 17-05 defines training certificate as 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 training are based on standards developed or endorsed by employers. Certificates awarded by workforce investment boards are not included in this

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definition. Work readiness certificates are also not included in this definition.

- o. Reporting Requirements.** Cooperate with WDB, its Youth Council, and designated staff to develop standardized formats for the provision of operational and performance information.

 - 1. **Monthly Reports.** Contractor will provide reports summarizing the previous month's youth services activities will be provided to WDB staff no later than the 20th of each month and will include data elements that will be finalized and agreed upon by contractor and WDB staff.
 - 2. **Management Information System Information/Tracking.** Utilize the CalJOBS system for data and case management of WIA enrolled youth. Each case manager will be responsible for his/her input of enrollment and case management into the CalJOBS system, and for generating reports. Agency will make sure client information in the CalJOBS system is current and accurate at all times.

- p. Additional Reporting Requirements.** Additional reports may be required by the WDB and/or its Youth Council. Presentation format and timeline for additional reports will be coordinated by WDB staff and Agency.

- q. Participant Payments/Employer of Record** – Contractor must have the capacity to provide direct monetary payments to youth, including hourly wages. This can be done directly by the funded agency and/or their payroll-processing agency. The employer of record must adhere to all child labor laws regarding work permits, hours of employment, timecards, working conditions, etc.

- r. Performance Measures.** Contractor shall be required to meet or exceed all applicable Federal / State/Local WIA Performance Benchmarks set for Program Years 2014-2015. WDB staff will provide monthly and/or quarterly progress reports to the Youth Council to document compliance and progress in attaining the minimum State Performance Benchmarks as required below:

 - 1. Placement in Employment and Education
 - 2. Attainment of a Degree or Certificate
 - 3. Literacy and Numeracy Gains

IV. COUNTY OBLIGATIONS County agrees to the following:

- A. Review Contractor reports and evaluate Agency use of Agreement funds and ability to meet

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outcome goals and objectives. County may elect to amend this Agreement based upon its review of Contractor's program and fiscal operations.

- B. Conduct at least two (2) monitoring visits, one of which must be fiscal, during the term of this Agreement. Visits shall include, but will not be limited to, review of client files and Agency fiscal records.
- C. Provide resources or direct Contractor to such resources, as determined by County.
- D. Designate WDB staff to provide technical assistance on programmatic and/or regulatory issues. WDB staff shall respond to Contractor requests for information in a timely manner, not to exceed seven (7) business days.
- E. Provide Contractor with a Glossary of Terms to assist in program implementation and operation upon request.

V. WORKFORCE DEVELOPMENT BOARD OBLIGATIONS

- A. Review Contractor program operations reports and evaluate Contractor use of contract funds and ability to meet outcome goals and objectives. County may elect to amend this contract based upon its review of Contractor's program and fiscal operations.
- B. Conduct at least one (1) monitoring visit during the term of this Contract. Visit shall include, but will not be limited to, review of client files and Contractor fiscal records.
- C. Provide resources or direct Contractor to such resources, as determined by County.
- D. Designate WDB staff to provide technical assistance on programmatic and/or regulatory issues. WDB staff shall respond to Contractor requests for information in a timely manner, not to exceed five (5) business days.
- E. Provide Contractor with a Glossary of terms to assist in program implementation and operation upon request.

VI. PAYMENT PROVISIONS

- A. Payment Limit. The Contract Payment Limit is **\$384,000.00**.
- B. Payment to Contractor shall be linked to both timely receipts by County of all appendices noted in this service plan and reports required of Agency, and Agency's delivery of service.

Payment may be made to Agency only upon County's receipt of required reports from Agency.

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Agency agrees to provide satisfactory documentation of participant enrollment and service activities.

- C. This is a cost reimbursement contract and monthly claiming must be accurate and based on actual costs and at no time are unexpended funds carried over or available beyond the period stated in this contract.
- D. Contractor will be reimbursed for actual costs incurred in providing services in accordance with the County-approved “Budget of Estimated Program Expenditures”, attached and incorporated herein by reference as *APPENDIX A*. Individual line items may vary up to 10%, but a larger variance shall require **submission of a revised budget** to be approved by WDB, to be submitted concurrently with the monthly demand. In the event a budget line item is fully expended, WDB will require Agency to submit a revised budget for approval, **even if the variance is under 10%**. Expenditures may exceed budget line item amounts with equal decreases in other line items. In any event, changes in line item amounts shall not result in exceeding the contract payment limit.
- E. Contractor shall submit **monthly** written demands no later than the **10th** of each month, using County Demand Form D-15, with an expense detail against budget line items. County retains the right to reasonably withhold payment until it can reconcile expense details with required reports.
- F. Under no circumstances shall Contractor’s administrative/indirect costs exceed 10% of the total contract payment limit.
- F. Payment demands should be sent to the WDB Authorized Contact listed in Paragraph VI., below.

VII. ADDITIONAL PROVISIONS

- A. **Monitoring:** Contractor may be visited at any time by County, State of California, Department of Labor, or Agents of these units of government, and others who have a direct concern in administration of WIA programs. All WIA participants related records should be available for review. All program areas will be subject to examination including, but not limited to, review of participant files and applications, and WIA program financial records and original source documents. WIA participants may be interviewed to verify eligibility, to ensure compliance with personnel procedures required under WIA, and to ensure provision of adequate service as prescribed by this Contract. In addition, monitoring may include interviews with employers, supervisors, instructors, and staff of agencies partnering with the Contractor to ensure provision of agreed upon services.
- B. **Corrective Action Notice and Probationary Status.** Contractor agrees to perform in a competent and timely manner all of its obligations under this Contract.

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1. If Contractor fails to properly perform any of its obligations under this Contract, WDB staff shall send a written Corrective Action Notice to the Contractor. The Corrective Action Notice shall list areas of noncompliance, and corrective action required to resolve the noncompliance items noted.
2. No later than fifteen (15) days after mailing of the Corrective Action Notice, Contractor shall submit a written corrective action plan, which shall respond to each of the items of noncompliance identified in the Corrective Action Notice, and state whether the noncompliance has been resolved.
3. Failure to resolve those items noted in the Corrective Action Notice will result in the following: 1) written notification to the WDB that Contractor failed to comply with the Corrective Action Notice; and 2) a letter indicating the County's intent to terminate the Contract as provided in Paragraph 5 of the General Conditions.

VII. AUTHORIZED CONTACT INFORMATION. Both parties agree to use the following contacts for all communication related to this Contract:

Workforce Development Board
Attn: Administrative Services Assistant III
300 Ellinwood Way, Suite 300
Pleasant Hill, CA 94523
Telephone: (925) 602-6807 Fax: (925) 602-6802

Mt. Diablo Unified School District
Stephanie Roberts
1936 Carlotta Drive
Concord, CA 94519
Telephone: (925) 682-8000 x6203

Attachments: Appendix A – Budget of Estimated Program Expenditures