



**COUNTY OF LOS ANGELES  
DEPARTMENT OF COMMUNITY AND SENIOR SERVICES**

**ADULT EMPLOYMENT PROGRAM SERVICES**

**EXHIBIT I THROUGH I-5: SCOPE OF WORK**

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- Exhibit I-3: Veterans Services
  
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**ADULT EMPLOYMENT PROGRAM  
EXHIBIT I: SCOPE OF WORK**

**1.0 OVERVIEW**

1.1 Contractor shall provide Services under the Adult Employment Program that will benefit Adults (individuals aged 18 years and older) that may be dislocated workers, low-income individuals, recipients of public assistance (i.e. Temporary Assistance for Needy Families (TANF)/California Work Opportunities and Responsibility for Kids (CalWORKs)), Veterans, mature workers, ex-offenders, unemployed, underemployed, at-risk populations, and, as further defined in *Appendix L* of the RFSQ, *Glossary of Terms*. The term "Client" herein shall also refer to an eligible Adult who participates in any of the Services offered, as identified below.

1.2 Guiding Principles

1.2.1 **Accessibility:** Adult Employment Program (Program) and its Services must be easily accessible to Adults and employers. Services provided under the Program must also be centrally located within the service area, and be accessible by public transportation.

1.2.2 **Adult Friendly:** Program Services must be appealing and sensitive to the needs of Adults in terms of aesthetics, resources, and accommodations; the goal is that the clients are attracted and interest in the Program will be maintained. Clients must take an active role in providing input regarding the operation of the Program to ensure the applicable Program outcomes align with the needs of the Adult population.

1.2.3 **Simple Goals and Processes:** The Program must have well defined goals and processes that are measurable, accountable and easy to understand. Outcome measures, as applicable, shall be sufficiently flexible to accommodate change.

1.2.4 **Continuous Quality Improvement:** The Program must be capable of collecting and reviewing performance data and evaluating customer satisfaction with the purpose of continuously improving the delivery of Services.

1.2.5 **Innovative Program Design:** The Program design shall utilize creative and innovative approaches to provide a wide range of services that include the Services to be provided, as listed under *Section 2.0, Specific Tasks*, of this SOW. Program design must support services that are distinctive and particular to the needs of identified populations of Adults being served.

1.3 Program Eligibility

1.3.1 Contractor shall determine Program eligibility for targeted population Services in accordance with the rules and regulations guided by the applicable funding stream per Work Order(s) issued.

1.4 Areas to be Served

1.4.1 Contractor shall provide Program Services, as required by the funding stream, in one or more of the five Supervisorial Districts of the Los Angeles County as specified in any Work Order(s) issued.

1.5 Data Management

1.5.1 Contractor shall track the progress of Adult clients and submit applicable program and fiscal reports, data, and documentation to County within the specified time and date in accordance with applicable rules, regulations and policies, or timelines established by County.

1.5.2 Contractor shall have the data infrastructure to support County's program reporting and fiscal requirements.

**2.0 SPECIFIC TASKS**

2.1 Assessments

2.1.1 Contractor shall comply with all applicable federal, State, and County requirements to ensure that each eligible Adult who has been enrolled into the Program, participates in an objective, comprehensive, educational, and employability assessment, as defined in RFSQ *Appendix L, Glossary of Terms*, to assist eligible Adult clients to identify strengths, transferable skills, interest, work values and priorities.

2.2 Required Services

2.2.1 On-the-job training.

2.2.2 Educational services that combine workplace training with related instruction, which may include cooperative education courses.

2.2.3 Training programs operated by the private sector.

2.2.4 Specialized workforce training, including, but not limited to, skills upgrading and retraining, entrepreneurial training, private sector training (such as training developed and implemented by the employer), and job readiness training.

2.2.5 Occupational skills training to enable successful job performance, which includes, but is not limited to, development of positive and cooperative work attitudes, work habits, work tolerance, social and behavioral patterns, cooperative education programs and training for non-traditional employment.

2.2.6 Adult education and literacy activities, which include workplace literacy

services, family literacy services, and English literacy programs.

- 2.2.7 Individual agreements with employers identifying employers' training needs and a commitment by the same employer or group of employers to employ an individual, or group of individuals, upon successful completion of the agreed upon training that is customized to meet the employers' training needs.
- 2.2.8 Provisioning of computers and printers, Internet access, phones and fax machines, job posting information, job clubs and informational workshops, for self-directed use.
- 2.2.9 Staff-assisted job search, job referral, workshops, career counseling and job placement assistance.
- 2.2.10 Supportive Services (e.g., linkages to community services, childcare, dependent care, housing, transportation, medical services, mental health services, uniforms and any other appropriate work attire, and work related tool costs such as, but not limited to, safety shoes, and protective eyewear). Refer to RFSQ *Appendix L, Glossary of Terms* for more information on Supportive Services.
- 2.2.11 Twelve (12) month post-participation Follow-Up Services, further defined in RFSQ *Appendix L, Glossary of Terms*, shall be provided after a Client exits the Program. Follow-up activities may include: leadership development, regular contact with the Client/employer, assistance to get a better job, tracking progress in employment after training, job placement, etc.

### 2.3 Performance Outcomes

- 2.3.1 Contractor shall meet the applicable performance requirements, as established by the prospective Work Order funding stream and its requirements.

## 3.0 QUALITY CONTROL PLAN

- 3.1 The Contractor shall establish and utilize a comprehensive Quality Control Plan (QCP) to assure County a consistently high level of service throughout the term of the Master Agreement. The QCP shall be retained on file at Contractor's main administrative office. The QCP shall include, but not be limited to, the following:
  - 3.1.1 A method of monitoring to ensure the Master Agreement requirements, and any Work Orders that Contractor successfully bids for, are being met;
  - 3.1.2 A record of all investigations conducted by Contractor, either on its own decision or at direction of County or other government agency, the nature of the investigations (for instance, fiscal or the Equal Employment Opportunity Commission), any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time

elapsed between identification and completed corrective action, shall be provided to County upon request.

#### **4.0 CONTRACTOR'S STAFF**

##### **4.1 General Requirements**

- 4.1.1 Contractor shall have sufficient qualified staff, as defined in *Paragraphs 4.2, 4.3, 4.4 and 4.5*, of this SOW, to carry out the Services of the Program. The total number of staff shall be based on the method and level of Services provided, and the size of the service area served by the Contractor.
- 4.1.2 Contractor shall operate continuously throughout the entire term of the Master Agreement with at least the minimum staff set forth herein, as well as any other applicable staffing requirements established by County for Contractor to provide the Program Services described hereunder. Such staff shall meet all qualifications required by the grant fund, as well as those provided by County through Master Agreement Amendments, Administrative Directives and Program Policy Memorandums.
- 4.1.3 Contractor shall ensure that Contractor staff is available to all clients, potential clients, referral sources, as well as County on a minimum five-day-a-week basis (Monday through Friday), except for recognized County holidays. Contractor's office shall be open a minimum of eight (8) hours per day. Contractor shall also ensure that each Contractor office location has a telephone answering machine or voice mail system in place during non-business hours. Contractor staff shall check and respond to all messages in forty-eight (48) hours or less.
- 4.1.4 Contractor shall always have employed staff with the authority to act on behalf of Contractor available during work hours.
- 4.1.5 Contractor shall develop and implement an internal staff training policy, including an orientation to all new permanent staff. Contractor is responsible for ensuring its staff, both existing and new, are properly trained in all areas related to providing Program Services.

##### **4.2 Project Director**

###### **4.2.1 Project Director Responsibilities:**

- 4.2.1.1 The Project Director will plan, organize and direct all administrative and Program activities and Services specified in the Master Agreement and any Work Orders issued under the Master Agreement. The Project Director will define lines of authority and will develop the roles and parameters of responsibility for Contractor staff consistent with established County requirements. The Project Director, or their designee, shall have full authority to act on behalf of Contractor on all Master Agreement matters relating to the daily operations of the

Master Agreement and any Work Orders issued under the Master Agreement.

4.2.1.2 In the event Contractor receives a request for Client information from any individual or agency other than County, the Project Director, or their designee, must request permission from County at least five (5) days prior to the anticipated release of client information and ensure that the requested data are adequately defined, the intended use is appropriate, and the release of information is permissible under the law. County's written approval must be received prior to the release of any client information.

4.2.1.3 The Project Director, or their designee, shall be available to County between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, notwithstanding County recognized holidays, to oversee all daily activities.

4.2.1.4 The Project Director or designee shall regularly attend all County mandated meetings as they pertain to the applicable Services.

#### 4.2.2 Project Director Minimum Qualifications:

4.2.2.1 The Project Director shall have a minimum of three (3) years of experience managing social or community service-providing government contracts similar in nature or scope to the Services specified in this Master Agreement.

4.2.2.2 The Project Director must be able to speak, read, and understand English fluently.

4.2.2.3 The Project Director must be able to evaluate the performance of staff assigned to the Program to ensure Contractor meets specified Program requirements, and any applicable rules and regulations.

#### 4.3 Support Staff

4.3.1 Contractor shall have the necessary support staff to perform all clerical, fiscal, and data entry as required to properly administer the work required in the Master Agreement and any Work Orders issued.

#### 4.4 Volunteers

4.4.1 Contractor use of Volunteers (those staff not permanently employed by Contractor) is optional. However, if Contractor utilizes Volunteers, Contractor shall recruit and train Volunteers consistent with Section 4.1.5 to expand the provision of Program Services. Volunteers must be appropriately qualified and supervised by the Project Director or designee. If possible, Contractor shall work in coordination with

organizations that have experience in providing training, placement, and stipends for Volunteers (such as organizations carrying out federal service programs administered by the Corporation for National and Community Service), in a community service setting.

4.5 Accountant

4.5.1 At a minimum, Contractor shall ensure that staff responsible for fiscal matters has certified experience in the following areas at a minimum: cost allocation plans, Generally Accepted Accounting Principles (GAAP), County fiscal policy, Office of Management and Budget circulars and regulations, accruals, and related fiscal policies and procedures.

4.6 Employee Benefits and Taxes

4.6.1 Contractor shall be solely responsible for providing to, or on behalf of, its employees, all legally required salaries, wages, benefits, or other compensation.

4.6.2 County shall have no liability or responsibility for any taxes, including, without limitation, sales, income, employee withholding and/or property taxes, which may be imposed in connection with or resulting from this Master Agreement or Contractor's performance hereunder.

4.7 Employee Safety

4.7.2 Contractor shall ensure that all staff and volunteers receive all required general and specific training related to the program requirements on Employee Safety mandated by applicable federal, State, and County requirements.

4.8 Employee Eligibility Verification

4.8.1 Contractor warrants that it fully complies with all federal and State statutes and regulations regarding employment of undocumented aliens and other workers including, but not limited to, resident aliens, U.S. citizens, etc., and that all of its employees performing work under this Master Agreement meet the citizenship or alien status requirements set forth in federal and State statutes and regulations. Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by federal and State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), as they currently exist and as they may be hereafter amended. Contractor shall retain such documentation of all covered employees prescribed by law.

4.8.2 Contractor shall indemnify, defend, and hold harmless, County, its agents, officers and employees from any employer sanctions and any other liability which may be assessed against Contractor, or County or

both in connection with any alleged violation of federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Master Agreement.

## **5.0 GREEN INITIATIVE**

- 5.1 Contractor shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.
- 5.2 The Contractor shall notify County’s Project Manager (CPM) of Contractor’s green initiatives prior to the commencement of the Master Agreement.

## **6.0 TRAINING**

- 6.1 County may establish, provide, and/or require mandatory training of Contractor staff and/or Volunteers, as defined above, at its discretion.
- 6.2 Contractor’s Project Director, as referenced in *Section 4.2* of this SOW, shall ensure that all appropriate Contractor staff and volunteers attend all relevant training sessions and meetings called by County for Contractor’s benefit, as determined by County.
- 6.3 Contractor acknowledges that training sessions and meetings may be scheduled for purposes which include, but are not limited to, information sharing, policy orientation and other Program development.

## **7.0 MEETINGS**

- 7.1 Contractor staff must attend all mandated meetings as requested by County’s Project Manager (CPM), or authorized designee. Contractor shall be given advance notice of all scheduled meetings with County. Failure to attend mandated meetings shall be considered non-compliance with the Master Agreement and may result in further action pursuant to the *Master Agreement Standard Terms and Conditions, Section 9.0, Paragraph 9.12, Probation and Suspension*, and any other applicable Master Agreement provisions, including provisions for termination.
- 7.2 Contractor staff is also required to attend meetings that offer ways to expand knowledge of and increase efficiency in the Services provided. These meetings may be called by the County, State or federal agencies, and held at a County facility or another site, as determined by County.

## **8.0 LOCATION OF SERVICES AND HOURS OF OPERATION**

- 8.1 Contractor shall maintain an office in Los Angeles County.
- 8.2 Contractor’s office shall be open a minimum of eight (8) hours per day between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding County observed holidays.

- 8.3 Contractor shall publicly display at all Contractor office locations/sites the days and hours of operation for the provision of contracted Services. Contractor shall ensure that availability for Program Services is appropriate for the demographics associated with the service area (site location).
- 8.4 At least sixty (60) days prior to any relocation of the Contractor's office or site location(s), Contractor shall inform County of such relocation in writing and receive County's approval.
- 8.5 Contractor shall ensure that all site locations/buildings and surrounding areas are maintained in a manner consistent with applicable local, State, and federal occupational safety and sanitation laws and regulations. The premises shall be free of any accumulation of garbage, rubbish, stagnant water, or filthy or offensive matter of any kind to ensure that the premises are maintained in a clean and wholesome condition. The physical locations shall be acceptable and accessible to the public. Contractor shall comply with the Americans with Disabilities Act of 1990.
- 8.6 Prior to modifying or terminating Services, or revising hours of service delivery at a previously designated location(s), and before commencing such Services at any other location, Contractor shall obtain written consent of the Director of CSS, or authorized designee, and shall comply with *Master Agreement, Standard Terms and Conditions, Paragraph 9.8, Modifications*, as applicable.
- 8.7 Safety and Working Conditions
  - 8.7.1 Contractor shall observe all applicable local, State and federal health and safety standards. Contractor shall ensure that all Program Clients and Contractor employees and Volunteers in a position not covered under the Occupational Health and Safety Act of 1970, as amended (29 USC Section 651 et seq.), and/or the California Occupational Safety and Health Act, as amended (Cal. Labor Code Section 6300 et seq.), are not required or permitted to work, be trained or receive Services under working conditions which are unsanitary, hazardous, or otherwise detrimental to a person's health or safety.

## **9.0 MULTILINGUAL CAPABILITIES OF CONTRACTOR'S STAFF**

- 9.1 Contractor must be committed to providing Services in the primary/native language of the client for those who have limited or no English speaking capabilities. This shall be done using bilingual staff or an interpreter. Contractor shall make efforts to employ staff who may act as an interpreter, and may recruit Volunteers who are bilingual in the language(s) of the community served. Contractor shall not require any client to provide his/her own interpreter.
- 9.2 Contractor must be committed and sensitive to the delivery of culturally and linguistically appropriate Program Services. To that end, Contractor must seek to hire qualified staff that is multilingual and/or multicultural in order to better reflect the communities served. In addition, Contractor and its staff, including volunteers, are expected to develop cultural competency and cross-cultural

clinical practice skills. Contractor must also develop effective linkages with various ethnic, health and social service agencies for the benefit of Clients.

## **10.0 UNUSUAL OCCURRENCES/CRIME**

- 10.1 Occurrences such as natural disasters (including earthquakes, floods, landslides, wildfires, extreme heat/cold), man-made emergencies (such as epidemic outbreaks, bio-terrorism, food-borne illness, fire, major accidents, death from unnatural causes, or other catastrophes), and unusual occurrences which threaten the welfare, safety or health of Clients, staff, volunteers, or visitors shall be reported by the Contractor within twenty-four (24) hours to the local health officer by telephone and confirmed in writing, and also to County by telephone and confirmed in writing.
- 10.2 Crime related occurrences, such as theft or vandalism, must be reported by Contractor within twenty-four (24) hours to the appropriate local official, or law enforcement agency, by telephone and confirmed by filing a police report, and also to CSS by telephone and confirmed by providing a copy of a filed police report. Contractor shall prepare and retain a copy of the police report on file. Contractor shall maintain all such police reports in a manner consistent with *Master Agreement, Standard Terms and Conditions, Paragraph 8.37 Record Retention and Inspection/Audit Settlement*. Contractor shall furnish such other pertinent information related to such occurrence as the local authorities and/or County may require.

## **11.0 FISCAL**

- 11.1 Cost Allocation Plan for Cost Reimbursement Activities
  - 11.1.1 Contractor shall submit an annual organization-wide Cost Allocation Plan (Plan) pursuant to the requirements outlined herein. The Plan shall be prepared in accordance with County instructions and applicable OMB Circulars and, at a minimum, shall include the following information:
    - 11.1.1.1 Contractor general accounting policies;
    - 11.1.1.2 Basis of accounting;
    - 11.1.1.3 Fiscal Year;
    - 11.1.1.4 Method for allocating indirect costs (simplified, direct, multiple, negotiated rate);
    - 11.1.1.4 Indirect cost rate allocation base;
    - 11.1.1.5 Identify Contractor's direct and indirect costs (by category) and describe the cost allocation methodology for each category;
    - 11.1.1.6 Contractor's authorized representative shall sign the , certifying its accuracy;

11.1.1.7 Contractor's Plan shall support the distribution of any joint costs with other funding sources related to the tasks and activities of this Master Agreement. All costs included in the Plan will be supported by formal accounting records, which will substantiate the propriety of eventual charges. Budget allocations are not adequate documentation; and

11.1.1.8 Contractor shall submit its Plan to County's Project Manager, identified by Fiscal Year, as follows:

11.1.1.8.1 Contractor shall submit the Plan to County's Project Manager (CPM) within sixty (60) days of execution of the Master Agreement.

11.1.1.8.2 Thereafter annually, Contractor shall also submit a new Plan to CPM for review and approval within sixty (60) days of the start of each Fiscal Year.

11.1.1.8.3 The Plan shall be subject to review and approval by County. Contractor may request via writing to the CPM a copy of County's sample Cost Allocation Plan for reference.

11.1.2 County will test Contractor's Cost Allocation Plan during the normal course of monitoring to ensure Contractor's compliance with Master Agreement and OMB Circular requirements. Contractor's failure to comply may result in suspension of payment(s), suspension of the Master Agreement, termination of the Master Agreement or other remedies as determined by County under the Master Agreement or at law.

11.1.2.1 Pursuant to record retention policies outlined in *Master Agreement, Paragraph 8.37 Record Retention and Inspection/Audit Settlement*, Contractor will retain on file all documentation supporting the methodology utilized to determine the reasonableness of the costs associated with Agreement tasks and activities.

## 11.2 Closeout Reports

11.2.1 At the end of each Fiscal Year, Contractor shall prepare and submit the Closeout Report in the form and manner designated by County. The Closeout Report shall include the reporting of expenses and accruals through the last day of the Fiscal Year. County will notify Contractor of the deadline for submission of the Closeout Report.

11.2.2 If the Master Agreement is terminated or cancelled prior to June 30<sup>th</sup> of any Fiscal Year, the Closeout Report shall be for that Master Agreement period which ends on the termination or cancellation date. Contractor shall submit the Closeout Report after the termination/cancellation date in the manner and timeframe designated by County.

### 11.3 Program Income Statement Report

11.3.1 Program Income is revenue that is generated or has been properly earned by Contractor (and/or subcontractor) from Master Agreement activities. Program Income includes, but is not limited to:

11.3.1.1 Voluntary contributions received from Client or responsible party as a result of Services;

11.3.1.2 Income from usage or rental fees of real or personal property acquired with Master Agreement Funds;

11.3.1.3 Royalties received on patents and copyrights from Master Agreement activities; proceeds from the sale of items fabricated under the Master Agreement; and

11.3.1.4 Fees earned from the provision of Master Agreement Services.

11.3.2 While the preceding list reflects various types of Program Income, it is not an exhaustive list of items which can be classified as Program Income. Contractor shall adhere to the Program Income requirements outlined in the applicable OMB Circulars and CFR that pertain to Contractor's organization (i.e., OMB Circular A-102, OMB Circular A-110 (2 CFR Part 215), Title 29 CFR Part 95, or Title 29 CFR Part 97).

11.3.2.1 The use of Program Income requires prior written approval from County's Project Manager.

11.3.3 In the event Contractor generates Program Income, Contractor shall prepare a Program Income Statement Report (Report) on Master Agreement revenues versus expenditures. The purpose of this Report is to identify the amount of Program Income, if any. The Report should be amended if adjustments are required due to any new information received after the filing of the Report.

11.3.3.1 The Report shall be submitted along with the Closeout Report in the form, manner and timeline as designated by County.

### 11.3.4 Plan for Disposition of Program Income

11.3.4.1 If Contractor's Program Income Statement Report identifies Program Income, Contractor shall prepare and submit a Plan

for Disposition of Program Income (Disposition Plan). The Disposition Plan shall be completed and submitted in the form and manner as designated by County within thirty (30) days after the Program Income Statement Report is due.

11.3.4.2 The Disposition Plan shall be reviewed by County for final approval. The Disposition Plan shall be amended as soon as possible if the Program Income Statement Report is amended.

11.3.4.3 Program Income shall be spent on line items identified by Contractor in the Disposition Plan (upon County's approval of the Plan).

#### 11.3.5 Final Report on Disposition of Program Income

11.3.5.1 Within thirty (30) days after the scheduled completion date of an approved Disposition Plan, Contractor must submit a Final Report on Disposition of Program Income (Final Report) to County in the form and manner designated by County.

11.3.5.2 If the Final Report is not submitted on the scheduled date, County, in its sole discretion, may extend the completion date, renegotiate the Plan for Disposition of Program Income, recapture the balance of the unexpended Program Income, or pursue any other remedies available to County under the Master Agreement.

#### 11.4 Reporting of Accruals

11.4.1 Contractor shall report accruals on a monthly basis, as required by the applicable funding source.

### 12.0 DOCUMENT DELIVERABLES

12.1 Contractor shall also complete and submit to County certain other deliverable documents as specified herein. Prior to the commencement of this Master Agreement and annually thereafter (or as otherwise specified by County), Contractor shall submit the following deliverables in the form and manner that is prescribed by County: Master Agreement Compliance Documents, Business Forms, Reporting Documents, and other documents requested from time to time by County or its designee(s):

12.1.1 Master Agreement Compliance Documents (as described in Sub-paragraph 12.3)

12.1.2 Business Forms (as described in Sub-paragraph 12.4)

12.1.3 Reporting Documents (as described in Sub-paragraph 12.5)

- 12.1.4 Other Documents: During the term of this Agreement, County or its designee(s) may request from time to time additional documents from Contractor, and Contractor shall adhere to County's request for such documents.
- 12.2 Contractor's failure to timely submit documents required or requested by County may result in suspension of payments or other remedies as determined by County.
- 12.3 Master Agreement Compliance Documents: Contractor shall provide to CPM, by the deadline specified by County, current copies of the following Master Agreement Compliance Documents prior to the commencement of the Master Agreement, and thereafter when requested by County:
  - 12.3.1 Certificate of Insurance: Contractor shall provide such Certificate pursuant to the requirements outlined in the *Master Agreement, Paragraphs 8.24, General Provisions for all Insurance Coverage, and 8.25, Insurance Coverage.*
  - 12.3.2 Business License: Contractor shall provide a current copy of its Business License on an annual basis.
  - 12.3.3 Public Health Permit: For every service site where Contractor provides Services that require a Public Health Permit issued by County of Los Angeles Department of Public Health, Contractor shall annually provide a current copy of such Permit.
  - 12.3.4 Health Department Inspection Report: For each service site where Contractor provides Services that require an inspection by County of Los Angeles Department of Public Health, Contractor shall annually provide a current copy of such Report. In the event that violations are noted on any Report, Contractor shall ensure that it complies with all corrective measures as directed by the Department of Public Health. Contractor shall provide to County written evidence of its compliance within five (5) days of receiving the evidence from Public Health.
  - 12.3.5 Fire Department Inspection Report: For each service site that Clients will visit, Contractor shall obtain an annual fire inspection of its facility(ies). The inspection shall be conducted by the Los Angeles County Fire Department or by the Contractor's local fire department and Contractor shall obtain a written Report of the inspection which shall be provided to County. In the event that violations are noted on any Report, Contractor shall ensure that it complies with all corrective measures as directed by the fire department. Contractor shall provide to County written evidence of its compliance within five (5) days of receiving the evidence from the fire department.
- 12.4 Business Forms: Contractor shall provide to CPM, by the deadline specified by County, the following Business Forms prior to the commencement of the Master Agreement, and thereafter when requested by County:

- 12.4.1 Board of Directors' Resolution: The Resolution provides written evidence to support the delegated authority that Contractor's organization has vested in its Authorized Representative, who will act on behalf of Contractor pursuant to the *Master Agreement, Paragraph 8.3 Authorization Warranty of the Agreement*. Such written evidence shall adhere to the following requirements:
- 12.4.1.1 If Contractor is a public entity (defined as the government of the United States; the government of a State or political subdivision of a State; or an agency of the United States, a State, or a political subdivision of a State; or any interstate governmental agency), Contractor shall submit a copy of its resolution, order or motion which has been approved by its Governing Body (e.g., Board of Supervisors) to County. If Contractor is a private nonprofit entity, Contractor shall submit a copy of written authorization from its Governing Body (e.g., Board of Directors) to County.
  - 12.4.1.2 Contractor's resolution, order, motion or other authorization shall contain the following elements: reference this Master Agreement number; authorize execution of this Master Agreement; identify Contractor's Authorized Representative who will execute the original Master Agreement and any subsequent amendments to this Master Agreement; and, approve and accept Master Agreement funds. In the event that there is a change in Contractor's Authorized Representative, Contractor shall notify County within five (5) days of the change pursuant to the *Master Agreement, Section 8.0 Standard Terms and Conditions, Paragraph 8.33 Notices*, and shall provide a revised resolution, order, motion or other authorization which reflects the new Authorized Representative.
- 12.4.2 Articles of Incorporation: These documents shall reflect Contractor's legal name; and, County shall use these as verification of Contractor's name. In the event there are any amendments, Contractor shall so notify County within five (5) days of said amendment being enacted.
- 12.4.3 Bylaws: The internal rules which govern Contractor's organization and are generally concerned with the operation of the organization, and setting out the form, manner or procedure in which the organization should operate. Contractor shall notify County in writing within five (5) days of the enactment of any amendments to its By-Laws.
- 12.4.4 Tax Status Letter: Written documentation that is obtained from the Internal Revenue Service, evidencing Contractor's tax exempt status. Contractor shall notify County in writing within five (5) days of any change in its tax status.

- 12.4.5 Organization Chart: Diagram of the Contractor's structure which outlines the hierarchy, relationships and relative ranks of its parts and positions/jobs. Contractor shall notify County in writing within five (5) days of any change in its organization chart.
  - 12.4.6 Subcontract(s): Third-party agreement as defined in the *Master Agreement, Paragraph 8.39 Subcontracting*. Contractor shall notify County in writing within five (5) days of the enactment of any amendments to its subcontracts.
  - 12.4.7 Complaints: Contractor shall provide its policy and procedures for receiving investigating and responding to Client complaints pursuant to the requirements outlined in the *Master Agreement, Section 8.0 Standard Terms and Conditions, Paragraph 8.4, Complaints*.
- 12.5 Contractor shall provide to County's Project Manager, by the deadline imposed by County, the following Reporting Documents prior to the commencement of the Master Agreement, and thereafter when requested by County:
- 12.5.1 Cost Allocation Plan: This Plan shall adhere to the requirements outlined in this *Scope of Work, Paragraph 11.1, Cost Allocation Plan for Reimbursement Activities*, above.
  - 12.5.2 Closeout Report: This Report shall adhere to the requirements outlined in this *Scope of Work, Paragraph 11.2, Close-Out Reports*, above.
  - 12.5.3 Program Income Statement Report: This report shall adhere to the requirements outlined in this *Scope of Work, Paragraph 11.3, Program Income Statement Report*, above.
  - 12.5.4 Other Reporting Documents which County may request from time to time relating to Contractor's performance, Work, and Services. County shall not be unreasonable in its request.

## **13.0 OTHER PROVISIONS**

### **13.1 Program Supervision, Monitoring and Review**

Services hereunder shall be provided by Contractor under the general supervision of County. County shall have the right to supervise, monitor, and specify the kind, quality, appropriateness, timeliness, and amount of the Services and the criteria for determining the persons to be served. Contractor agrees to extend to County, authorized State representatives, and authorized federal representatives, the right to review and monitor Contractor's facilities, programs, records, or procedures at the discretion of County, State and federal representatives.

## **EXHIBITS I-1 THROUGH I-5**

### **POSSIBLE TARGET POPULATIONS**

The following Exhibits I-1 through I-5 describes the potential Scope of Work for the possible target populations. The information described within these appendices are specific tasks that are to accompany Exhibit I, Scope of Work.

#### **EXHIBIT I-1**

### **SERVICES FOR ADULT AND DISLOCATED WORKERS**

## **1.0 OVERVIEW**

### **1.1 SCOPE OF WORK FOR ADULT SERVICES**

- 1.1.1 Contractor is obligated to provide Adult Services as defined herein. County has established a cost reimbursement agreement with Contractor.
- 1.1.2 Sections 1.0 through 13.0 of Exhibit I, Scope of Work, shall be applicable to this Exhibit I-1.
- 1.1.3 Contractor shall provide all Adult Clients access to Services as defined by the procured funding stream, as specified in any Word Order(s) issued.
- 1.1.4 Contractor shall assess Adult Services eligibility based on the respective funding source.

### **1.2 SCOPE OF WORK FOR DISLOCATED WORKER SERVICES**

- 1.2.1 Contractor is obligated to provide Dislocated Worker Services as defined herein. County has established a cost reimbursement agreement with Contractor.
- 1.2.2 Contractor shall provide all Dislocated Worker Clients access to Core, Intensive, Training, placement and post Follow-Up Services. Required elements will be specified in any Word Order(s) issued.
- 1.2.3 Contractor shall assess Dislocated Worker program eligibility based on the respective funding source.

### **1.3 SPECIFIC TASKS FOR ADULT SERVICES**

- 1.3.1 Contractor shall provide Adult Services, as detailed in 1.3.2, 1.3.3, 1.3.4, and 1.3.5, comprised of four levels of assistance: Core A, Core B, Intensive, and Training. As further illustrated below, Client registration

begins at the Core B level, which will rely on the Client's eligibility per the funding source, and requires a Client assessment to be completed.

1.3.2 **Core A Services.** Core A Services are available to all Clients and do not require program registration or enrollment. Contractor shall make available to all Clients the following for self-directed use:

- Computers and printers
- Internet access
- Phones and fax machines
- Job posting information
- Job clubs
- Informational workshops

This service level may also be referred to as Universal Access.

1.3.3 **Core B Services.** After determining eligibility and registering Clients into the respective Adult Program, Contractor shall provide one (1) or more of the following Core B Services, as deemed necessary:

1.3.3.1 Contractor shall provide outreach, intake and orientation at the Contractor's location where Services are being provided.

1.3.3.2 Contractor shall utilize the following principles as a comprehensive framework for developing and conducting an effective assessment program:

- a. Use only reliable assessment instruments and procedures;
- b. Use assessment tools and processes that are appropriate for the target population;
- c. Ensure staff is properly trained in assessment techniques and for the assessment tools they are using;
- d. Where testing is used, ensure testing conditions are suitable for all test takers;
- e. Ensure that results are interpreted properly; and
- f. Integrate assessment information with other knowledge about the Client.

1.3.3.3 Contractor shall provide initial assessments to assist Clients to identify strengths, transferable skills, interests, work values, and priorities.

1.3.3.4 Contractor shall utilize assessments as the underlying process in the development of an Individual Employment Plan (IEP), as defined in RFSQ *Appendix L, Glossary of Terms*, which serves

- as each Client's plan for Services, and has the goal of Client self-sufficiency.
- 1.3.3.5 Contractor shall provide staff-assisted job search, job referrals, workshops, career counseling, and placement assistance.
  - 1.3.3.6 Contractor shall provide employment statistics information to Clients.
  - 1.3.3.7 Contractor shall provide training, education, and rehabilitation provider performance cost information.
  - 1.3.3.8 Contractor shall provide information on and referral to Supportive Services including child care and transportation available in the local area.
  - 1.3.3.9 Contractor shall provide information on unemployment compensation.
  - 1.3.3.10 Contractor shall provide eligibility assistance for Welfare-to-Work activities.
  - 1.3.3.11 Contractor shall provide eligibility assistance for training and education.
  - 1.3.3.12 Contractor shall provide mandatory twelve months post-program Follow-Up Services.
  - 1.3.3.13 Contractor shall determine eligibility and need for Intensive Services, as defined below.
- 1.3.4 **Intensive Services.** Contractor shall provide one or more of the following Intensive Services identified below, as needed, in addition to Core B Services.
- 1.3.4.1 Contractor shall provide Intensive Services to Clients that receive at least one Core B service, as listed above, and are unable to obtain employment through Core B Services and are determined by the Contractor to be in need of more Intensive Services to obtain or retain employment.
  - 1.3.4.2 Contractor shall provide comprehensive and specialized assessments, such as diagnostic testing and interviewing to determine skill levels and service needs of the Clients.
  - 1.3.4.3 Contractor shall develop detailed Individual Employment Plan.
  - 1.3.4.4 Contractor shall provide access to group counseling.

- 1.3.4.6 Contractor shall provide individualized and intensive case management.
- 1.3.4.7 Contractor shall provide short-term pre-vocational services, as further defined in RFSQ *Appendix L, Glossary of Terms*.
- 1.3.4.8 Contractor shall provide Work Experience, as defined in *Appendix L, Glossary of Terms*.
- 1.3.4.9 Contractor shall provide mandatory twelve (12) months post-program Follow-Up Services.

**1.3.5 Training Services**

- 1.3.5.1 Contractor shall provide Training Services to Clients who have met the eligibility requirements for Intensive Services and have been unable to obtain employment or retain employment through such Services.
- 1.3.5.2 Contractor shall provide Training Services to Clients who are unable to obtain other grant/funding assistance for such Services or require additional assistance beyond the monies available from other grants.
- 1.3.5.3 Contractor shall ensure that in cases where an application for a federal Pell Grant is pending, Training Services may be utilized with reimbursement to the respective program upon approval of the Pell Grant.
- 1.3.5.4 Training Services include the following:
  - 1.3.5.4.1 Contractor shall provide occupational skills training to enable successful job performance. Such training may include the development of work attitudes, work habits, work tolerance, and social and behavior patterns.
  - 1.3.5.4.2 Contractor shall provide on-the-job training. On-the-job training is defined as training by an employer that is provided to a paid Client while engaged in productive work in a job that:
    - a. provides knowledge of skills essential to the full and adequate performance of the job;
    - b. provides reimbursement to the employer of up to 50 percent of the wage rate of the Client, for the extraordinary costs of providing the training and additional supervision related to the training; and

- c. is limited in duration as appropriate to the occupation for which the Client is being trained, taking into account the content of the training, the prior work experience of the Client, and the service strategy of the Client, as appropriate.

1.3.5.4.3 Contractor shall provide specialized workforce training, including, but not limited to, workplace training, skills upgrading and retraining, entrepreneurial training, private sector training, and job readiness training.

1.3.5.4.4 Contractor shall provide Adult Education and Literacy Activities combined with any of the above services. Such activities include workplace literacy services, family literacy services, and English literacy programs. Adult Education and Literacy Activities are defined as services or instruction below the post-secondary education level for Clients who:

- a. lack sufficient mastery of basic educational skills that enable them to function effectively in society;
- b. do not have a secondary school diploma or its recognized equivalent, and have not achieved an equivalent level of education; or
- c. for individuals, who are unable to speak, read, write, compute and solve problems in English at levels of proficiency necessary to function on the job, in their family and in society.

1.3.5.4.5 Contractor shall provide Customized Training to employers and Clients.

Customized Training is defined as training that is:

- a. designed to meet the special requirements of an employer (including a group of employers);
- b. conducted with a commitment by the employer to employ an individual on successful completion of the training; and

- c. at least 50 percent of the cost of the training is paid by the employer.

### 1.3.6 Supportive Services

- 1.3.6.1 Contractor shall provide Supportive Services, as defined in RFSQ *Appendix L, Glossary of Terms*, to enrolled Clients who are receiving Core B, Intensive, or Training Services and who are unable to obtain Services through other programs and are determined to be in need of such Services.
- 1.3.6.2 Contractor shall make available the following Supportive Services which may include, but are not limited to:
  - a. Transportation
  - b. Child-care and dependent care
  - c. Housing
  - d. Needs-related payments which are necessary to enable a Client to participate in training programs.

### 1.3.7 Performance Measures and Standards/Goals

- 1.3.7.1 Contractor shall meet the applicable performance requirements, as established by the prospective Work Order funding stream and its requirements.
- 1.3.7.2 Contractor shall cooperate with County during any monitoring visits to assess performance against the respective program performance requirements and Work Order specifications.

## 1.4 SPECIFIC TASKS FOR DISLOCATED WORKER SERVICES

- 1.4.1 Contractor shall provide Dislocated Worker Services, as detailed in 1.4.1, 1.4.2, 1.4.3 and 1.4.4, and are comprised of four levels of assistance: Core A, Core B, Intensive, and Training. Client registration begins at the Core B level, which will rely on the Client's eligibility per the funding source, and requires a Client assessment to be completed.
- 1.4.2 **Core A Services.** Core A Services are available to all individuals and do not require program registration or enrollment. Contractor shall make available to all Clients the following for self-directed use:
  - Computers and printers
  - Internet access
  - Phones and fax machines
  - Job posting information
  - Job clubs
  - Informational workshops

This service level may also be referred to as Universal Access.

- 1.4.3 **Core B Services.** After determining eligibility and registering Clients into the respective Adult program, Contractor shall provide one or more of the following Core B Services, as deemed necessary:
- 1.4.3.1 Contractor shall provide outreach, intake and orientation at the Contractor's location where Services are being provided.
  - 1.4.3.2 Contractor shall utilize the following principles as a comprehensive framework for developing and conducting an effective assessment program:
    - a. Use only reliable assessment instruments and procedures, such as those defined in *Appendix L, Glossary of Terms*.
    - b. Use assessment tools and processes that are appropriate for the target population;
    - c. Ensure staff is properly trained in assessment techniques and for the assessment tools they are using;
    - d. Where testing is used, ensure testing conditions are suitable for all test takers;
    - e. Ensure that results are interpreted properly; and
    - f. Integrate assessment information with other knowledge about the Client.
  - 1.4.3.3 Contractor shall provide initial assessments to assist Clients to identify strengths, transferable skills, interests, work values, and priorities.
  - 1.4.3.4 Contractor shall utilize assessments as the underlying process in the development of an Individual Employment Plan (IEP), as defined in RFSQ *Appendix L, Glossary of Terms*, which serves as each Client's plan for Services, and has the goal of Client self-sufficiency.
  - 1.4.3.5 Contractor shall provide staff-assisted job search, job referrals, workshops, career counseling, and placement assistance.
  - 1.4.3.6 Contractor shall provide employment statistics information to Clients.
  - 1.4.3.7 Contractor shall provide training, education, and rehabilitation provider performance cost information.
  - 1.4.3.8 Contractor shall provide information on and referral to Supportive Services including child care and transportation available in the local area.
  - 1.4.3.9 Contractor shall provide information on unemployment compensation.

- 1.4.3.10 Contractor shall provide eligibility assistance for Welfare-to-Work activities.
- 1.4.3.11 Contractor shall provide eligibility assistance for training and Contractor.
- 1.4.3.12 Contractor shall provide mandatory twelve months post-program Follow-up Services.
- 1.4.3.13 Contractor shall determine eligibility and need for Intensive Services.

1.4.4 **Intensive Services.** Contractor shall provide one or more of the following Intensive Services, as needed, in addition to Core B Services as specified below.

- 1.4.4.1 Contractor shall provide Intensive Services to Clients that receive at least one Core B service, as listed above, and are unable to obtain employment through Core B Services and are determined by the Contractor to be in need of more Intensive Services to obtain or retain employment.
- 1.4.4.2 Contractor shall provide comprehensive and specialized assessments, such as diagnostic testing and interviewing to determine skill levels and service needs of the Clients.
- 1.4.4.3 Contractor shall develop detailed Individual Employment Plans.
- 1.4.4.4 Contractor shall provide access to group counseling.
- 1.4.4.5 Contractor shall provide individual counseling and career planning.
- 1.4.4.6 Contractor shall provide individualized and intensive case management.
- 1.4.4.7 Contractor shall provide short-term pre-vocational services, as further defined in RFSQ *Appendix L, Glossary of Terms*.
- 1.4.4.8 Contractor shall provide Work Experience, as defined in RFSQ *Appendix L, Glossary of Terms*.
- 1.4.4.9 Contractor shall provide mandatory twelve months post-program Follow-up Services.

1.4.5 **Training Services**

- 1.4.5.1 Contractor shall provide Training Services to Clients who have met the eligibility requirements for Intensive Services and have

been unable to obtain employment or retain employment through such Services.

1.4.5.2 Contractor shall provide Training Services to Clients who are unable to obtain other grant/funding assistance for such Services or require additional assistance beyond the monies available from other grants.

1.4.5.3 Contractor shall ensure that in cases where an application for a federal Pell Grant is pending, Training Services may be utilized with reimbursement to the respective program upon approval of the Pell Grant.

1.4.5.4 Training Services include the following:

1.4.5.4.1 Contractor shall provide occupational skills training to enable successful job performance. Such training may include the development of work attitudes, work habits, work tolerance, and social and behavior patterns.

1.4.5.4.2 Contractor shall provide on-the-job training. On-the-job training is defined as training by an employer that is provided to a paid Client while engaged in productive work in a job that:

- a. provides knowledge of skills essential to the full and adequate performance of the job;
- b. provides reimbursement to the employer of up to 50 percent of the wage rate of the Client, for the extraordinary costs of providing the training and additional supervision related to the training; and
- c. is limited in duration as appropriate to the occupation for which the Client is being trained, taking into account the content of the training, the prior work experience of the Client, and the service strategy of the Client, as appropriate.

1.4.5.4.3 Contractor shall provide specialized workforce training, including, but not limited to, workplace training, skills upgrading and retraining, entrepreneurial training, private sector training, and job readiness training.

1.4.5.4.4 Contractor shall provide Adult Education and Literacy Activities combined with any of the above

Services. Such activities include workplace literacy services, family literacy services, and English literacy programs. Adult Education and Literacy Activities are defined as services or instruction below the post-secondary education level for Clients who:

- a. lack sufficient mastery of basic educational skills that enable them to function effectively in society;
- b. do not have a secondary school diploma or its recognized equivalent, and have not achieved an equivalent level of education; or
- c. for Clients, who are unable to speak, read, write, compute and solve problems in English at levels of proficiency necessary to function on the job, in their family and in society.

1.4.5.4.5 Contractor shall provide Customized Training, to employers and Clients. Customized Training is defined as training that is:

- a. designed to meet the special requirements of an employer(including a group of employers);
- b. conducted with a commitment by the employer to employ an individual on successful completion of the training; and
- c. at least 50 percent of the cost of the training is paid by the employer.

#### 1.4.6 Supportive Services

1.4.6.1 Contractor shall provide Supportive Services, as defined RFSQ *Appendix L, Glossary of Terms*, to enrolled Clients who are receiving Core B, Intensive, or Training Services and who are unable to obtain Services through other programs and are determined to be in need of such Services.

1.4.6.2 Contractor shall make available the following Supportive Services which may include, but are not limited to:

- a. Transportation
- b. Child-care and dependent care
- c. Housing
- d. Needs-related payments which are necessary to enable a Client to participate in training programs.

**1.4.7 Performance Measures and Standards/Goals**

- 1.4.7.1 Contractor shall meet the applicable performance requirements, as established by the prospective Work Order funding stream and its requirements.
- 1.4.7.2 Contractor shall cooperate with County during any monitoring visits to assess performance against respective program performance requirements and Work Order specifications.

**1.5 PROGRAM ELIGIBILITY FOR ADULT SERVICES**

1.5.1 CONTRACTOR shall determine eligibility based on the information attained during the initial assessment. CONTRACTOR shall provide all clients with access to Core A Services, as described in 1.3.2. However, eligibility for registration into the Adult Program, and Services begin at the Core B service level as described in 1.3.3, is limited to individuals who are:

- a. Eighteen (18) years of age or older;
- b. Legally entitled to work in the United States; and
- c. If male, registered with the Selective Service. All males who are at least 18 years of age and born after December 31, 1959, and who are not in the armed services on active duty, must be registered for the Selective Service, or be able to demonstrate that the Client did not knowingly or willfully fail to register.

**1.6 PROGRAM ELIGIBILITY FOR DISLOCATED WORKER SERVICES**

1.6.1 CONTRACTOR shall determine eligibility based on the information attained during the initial assessment. Eligibility for Dislocated Worker Program Services is limited to individuals who meet one or more of the following six methods for determining that an eligible adult is a dislocated worker:

- a. Has been terminated, or laid off, or who has received a notice of termination or layoff from employment; AND
  - b. Is eligible for or has exhausted entitlement to unemployment compensation; OR
  - c. Has been employed for a period of time sufficient to demonstrate attachment to the workforce but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; AND
  - d. Is unlikely to return to a previous industry or occupation OR
- 1.6.2 Has been terminated, or laid off, or has received a notice of termination or layoff from employment as a result of any permanent closure of or any substantial layoff at a plant, facility, or enterprise; OR
- 1.6.3 Is employed at a facility which the employer has made a general announcement that such a facility will close in 180 days; OR

- 1.6.4 Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; OR
  - 1.6.4.1 Is a displaced homemaker; OR
  - 1.6.4.2 Has voluntarily terminated employment, and is receiving, or has been determined eligible to receive unemployment compensation or has subsequently exhausted entitlement to unemployment compensation since terminating employment voluntarily, and is unlikely to return to a previous industry or occupation.
- 1.6.5 Is legally entitled to work in the United States.
- 1.6.6 If male, registered with the Selective Service. All males who are at least 18 years of age and born after December 31, 1959, and who are not in the armed services on active duty, must be registered for the Selective Service, or be able to demonstrate that the Client did not knowingly or willfully fail to register.

## EXHIBIT I-2 PAROLEE RE-ENTRY SERVICES

### 2.0 OVERVIEW

#### 2.1 SCOPE OF WORK FOR PAROLEE RE-ENTRY SERVICES

- 2.1.1 Contractor is obligated to provide the Parolee Re-Entry Services and follow the requirements described herein.
- 2.1.2 Sections 1.0 through 13.0 of Exhibit I, Scope of Work, shall be applicable to this Exhibit I-2.
- 2.1.3 Contractor shall assess Client eligibility based on the respective funding source for Parolee Re-Entry Services.
- 2.1.4 Contractor shall serve the parolee population with Core, Intensive and Training services as defined in *Section 2.2, Specific Tasks* of this Appendix, and as deemed appropriate for the parolee. Services will be offered to Program Clients on a post-release basis. Services to parolees may include:
  - 2.1.4.1 **Job search seminars:** which include using labor market data to determine the types of jobs that will actually be available in each county, marketing the employability of parolees to prospective employers, develop brochures and other marketing tools to promote employment;
  - 2.1.4.2 **Individual Employment Plans:** which includes developing an individualized employment plan to identify a career path for the parolee and to guide placement decisions;
  - 2.1.4.3 Assistance in obtaining documents needed to secure employment, as needed, which includes- I-9 Right-to-Work documents, social security card, birth certification, selective service registration etc.;
  - 2.1.4.4 **Employment referrals:** which includes providing support to seek, secure and maintain employment through a collaborative partnership with the community to link offenders to jobs and a support system; create lists of employers ready to hire parolees and maintain the list as additional employers are identified;
  - 2.1.4.5 **Job development workshops:** which include focusing on basic skills such as completing a work application, preparing a resume and performing in a mock interview, and participating in employer stakeholder forums with the California Department of Corrections and Rehabilitation (CDCR).

## 2.2 SPECIFIC TASKS

2.2.1 Contractor shall provide services, which are comprised of four levels of assistance: Core A, Core B, Intensive, and Training. Client registration begins at the Core B level, which will rely on the Client's eligibility per the funding source, and requires a Client assessment to be completed.

2.2.1.2 **Core A Services.** Core A Services are available to all individuals and do not require registration or enrollment into the respective Program. Contractor shall make available to all Clients for self-directed use the following services:

- Computers and printers
- Internet access
- Phones and fax machines
- Job posting information
- Job clubs
- Informational workshops

This service level is more commonly referred to as Universal Access.

2.2.1.3 **Core B Services.** After determining eligibility and registering Clients to receive Parolee Re-Entry Services, Contractor shall provide the following Core B Services:

2.2.1.3.1 Contractor shall provide outreach, intake and orientations.

2.2.1.3.2 Contractor shall utilize the following principles as a comprehensive framework for developing and conducting an effective assessment program:

- a. Use only reliable assessment instruments and procedures;
- b. Use assessment tools and processes that are appropriate for the target population;
- c. Ensure staff are properly trained in assessment techniques and for the assessment tools they are using;
- d. Where testing is used, ensure testing conditions are suitable for all test takers;
- e. Ensure that results are interpreted properly; and

- f. Integrate assessment information with other knowledge about the Client.
- 2.2.1.3.3 Contractor shall provide initial assessments to assist Clients to identify strengths, transferable skills, interests, work values, and priorities.
- 2.2.1.3.4 Contractor shall utilize assessments as the underlying process in the development of an Individual Employment Plan (IEP), as described in *RFSQ Appendix L, Glossary of Terms*.
- 2.2.1.3.5 Contractor shall provide staff-assisted job search, job referrals, workshops, career counseling, and placement assistance.
- 2.2.1.3.6 Contractor shall provide employment statistics information to Clients.
- 2.2.1.3.7 Contractor shall provide training, education, and rehabilitation provider performance and cost information to Clients.
- 2.2.1.3.8 Contractor shall provide information on and referral to Supportive Services including child care and transportation available in the local area.
- 2.2.1.3.9 Contractor shall provide information on unemployment compensation.
- 2.2.1.3.10 Contractor shall provide eligibility assistance for Welfare-to-Work activities.
- 2.2.1.3.11 Contractor shall provide mandatory twelve months post-program follow-up services.
- 2.2.1.3.12 Contractor shall determine eligibility and need for Intensive Services.
- 2.2.1.4 **Intensive Services.** Contractor shall provide the following Intensive Services, in addition to Core B Services as specified below:
  - 2.2.1.4.1 Contractor shall provide Intensive Services to Clients that have received at least one Core B service, as listed above, and are unable to obtain employment through Core B Services and are determined to be in need of more Intensive Services to obtain or retain employment.

- 2.2.1.4.2 Contractor shall provide comprehensive and specialized assessments, such as diagnostic testing and interviewing to determine skill levels and service needs of the Clients.
- 2.2.1.4.3 Contractor shall develop detailed individual employment plans, as defined in RFSQ *Appendix L, Glossary of Terms*.
- 2.2.1.4.4 Contractor shall provide access to group counseling.
- 2.2.1.4.5 Contractor shall provide individual counseling and career planning.
- 2.2.1.4.6 Contractor shall provide individualized and intensive case management.
- 2.2.1.4.7 Contractor shall provide short-term pre-vocational services, as defined in RFSQ *Appendix L, Glossary of Terms*.
- 2.2.1.4.8 Contractor shall provide work experience.
- 2.2.1.4.9 Contractor shall provide mandatory monthly post-program Follow-up Services through the life of the respective Program.

**2.2.1.5 Training Services**

- 2.2.1.5.1 Contractor shall provide Training Services Clients who have met the eligibility requirements for Intensive Services and have been unable to obtain employment or retain employment through such Services.
- 2.2.1.5.2 Contractor shall provide Training Services to Clients who are unable to obtain other grant/funding assistance for such Services or require additional assistance beyond the monies available from other grants.
- 2.2.1.5.3 Contractor shall ensure that in cases where an application for a federal Pell Grant is pending, Training Services may be utilized with reimbursement to the respective Program upon approval of the Pell Grant.
- 2.2.1.5.4 Training Services include the following:

2.2.1.5.4.1 Contractor shall provide occupational skills training to enable successful job performance. Such training may include the development of work attitudes, work habits, work tolerance, and social and behavior patterns.

2.2.1.5.4.2 Contractor shall provide on-the-job training. On-the-job training is defined as training by an employer that is provided to a paid Client while engaged in productive work in a job that:

a. provides knowledge of skills essential to the full and adequate performance of the job;

b. provides reimbursement to the employer of up to 50 percent of the wage rate of the Client, for the extraordinary costs of providing the training and additional supervision related to the training; and

c. is limited in duration as appropriate to the occupation for which the Client is being trained, taking into account the content of the training, the prior work experience of the Client, and the service strategy of the Client, as appropriate.

2.2.1.5.4.3 Contractor shall provide specialized workforce training including but not limited to workplace training, skills upgrading and retraining, entrepreneurial training, private sector training, and job readiness training.

2.2.1.5.4.4 Contractor shall provide Adult Education and Literacy Activities combined with any of the above Services. Such activities include workplace literacy services, family literacy services, and English literacy programs.

Adult Education and Literacy Activities are defined as services or instruction

below the post-secondary education level for individuals who:

- a. lack sufficient mastery of basic educational skills that enable them to function effectively in society;
- b. do not have a secondary school diploma or its recognized equivalent, and have not achieved an equivalent level of education; or
- c. for individuals who are unable to speak, read, write, compute and solve problems in English at levels of proficiency necessary to function on the job, in their family and in society.

2.2.1.5.4.5 Contractor shall provide Customized Training, which is defined as training that is:

- a. designed to meet the special requirements of an employer (including a group of employers);
- b. conducted with a commitment by the employer to employ an individual on successful completion of the training; and
- c. at least 50 percent of the cost of the training is paid by the employer.

#### 2.2.1.6 **Supportive Services**

2.2.1.6.1 Contractor shall provide Supportive Services, as defined RFSQ *Appendix L, Glossary of Terms*, to enrolled Clients who are receiving Core B, Intensive, or Training Services and who are unable to obtain services through other programs and are determined to be in need of such Services.

2.2.1.6.2 Contractor shall make available the following Supportive Services which may include the following services:

- a. Transportation
- b. Child-care and dependent care

- c. Housing
- d. Needs-related

2.2.1.7 Contractor shall participate in Parole and Community Team Local meetings coordinated by the CDCR Division of Adult Parole Operations (DAPO) and further, Contractor shall encourage relationship-building and help identify future coordination needs. Participation is defined as designating a single point of contact with a *staff* person or persons to act as liaison with parole staff.

2.2.1.8 **Performance Measures and Standards/Goals**

2.2.1.8.1 Contractor shall meet the applicable performance requirements, as established by the prospective Work Order funding stream and its requirements. Future Work Orders for Parolee Re-Entry Services will provide all required performance outcomes as applicable to the funding stream.

2.2.1.8.2 Contractor shall cooperate with County during any monitoring visits to assess performance against the respective Program performance requirements and the Scope of Work.

2.2.2 **PROGRAM ELIGIBILITY**

2.2.2.1 Contractor shall determine Client's initial (and on-going) eligibility to receive Parolee Re-Entry Services by adhering to the procedures outlined herein relating to information attained during the initial assessment and the maintenance of documentation.

2.2.2.2 Parolee will qualify to receive Services if they are referred to the Contractor by a Parole Officer by way of the completed California Department of Corrections Activity Report (Form 1502), and meet the following criteria:

- a. Be eighteen (18) years of age or older;
- b. Is legally entitled to work in the United States; and
- c. If male, registered with the Selective Service (applies only to applicants who are 18-21 at the time of application)
- d. A recent parolee, Referred to the Program by one of the following entities:
  - 1. Client self-declaration;
  - 2. California Department of Corrections and Rehabilitation Division of Adult Parole Operations (DAPO)
  - 3. Los Angeles County Department of Public Social Services (DPSS)

## **EXHIBIT I-3 VETERANS SERVICES**

### **3.0 OVERVIEW**

#### **3.1 SCOPE OF WORK**

- 3.1.1 Contractor is obligated to provide the Services and follow the requirements described herein.
- 3.1.2 Sections 1.0 through 13.0 of Exhibit I, Scope of Work, shall be applicable to this Exhibit I-3.
- 3.1.3 Contractor shall assess Client eligibility based on the respective funding source for Veterans' services.

#### **3.2 SPECIFIC TASKS**

##### **3.2.1 Point of Entry and Initial Services**

- 3.2.1.1 Contractor must have intake forms or sign-in sheets to identify Veterans and eligible spouses when they visit service delivery points.
- 3.2.1.2 Contractor must develop and prominently display signs that clearly describe priority of service for Veterans and the registration process in order to encourage individuals to self-identify.
- 3.2.1.3 Contractor is encouraged to create Veteran only sign-in sheets or designate Veteran areas within its facility
- 3.2.1.4 "Point of Entry" can include Reception Areas, Resource Areas, Web sites, Self-service Kiosks, and Informational bulletin boards, etc.

##### **3.2.2 Integration of Priority of Services**

- 3.2.2.1 Contractor must develop local policies and procedures to improve integration of priority of service into existing service delivery strategies.
- 3.2.2.2 Contractor shall establish business processes to ensure that Veterans and eligible spouses are identified at the "point of entry" and to facilitate the implementation of priority of service by informing Veterans and eligible spouses of:
  - 3.2.2.2.1 Their entitlement to priority of service;

3.2.2.2.2 The full array of employment training and placement Services available under priority of service; and

3.2.2.2.3 Any applicable eligibility requirements for those Services.

### **3.2.3 Assessment and Testing**

3.2.3.1 Contractor shall utilize assessment and testing tools to ensure that Veterans and eligible spouses receive the Services they need to be successful.

3.2.3.2 Contractor shall utilize results of the assessments to ensure that Veterans and eligible spouses receive priority in accessing training.

3.2.3.3 Contractor shall initiate verification of Veteran status when a veteran or eligible spouse undergoes eligibility determination for enrollment.

3.2.3.4 If a Veteran or an eligible spouse, at the point of eligibility determination and enrollment, does not have documentation verifying his/her eligibility for priority of service, he/she is to be afforded access on a priority basis to all services provided by Program staff (including intensive services) while awaiting verification.

### **3.2.4 Core, Intensive and Training Services**

3.2.4.1 Contractor shall put in place procedures that allow Veterans and eligible spouses to receive priority of service at all stages of Core, Intensive and Training Services.

3.2.4.2 Contractor shall offer training which may include:

- a. Occupational skills training
- b. On-the job training
- c. Job readiness training
- d. Adult education and literacy
- e. Employer customized training
- f. Programs that combine workplace training with related instruction
- g. Training programs operated by the private sector
- h. Skill upgrading and retaining
- i. Entrepreneurial Training

### **3.2.5 Job Search Workshops**

3.2.5.1 Contractor shall consider developing job search workshops that are specific to the needs of veterans and eligible spouses. These workshops may be held in conjunction with the Transition Assistance Program (TAP) employment workshop sessions or in conjunction with orientations offered by Local Veterans' Employment Representative (LVER)/ Disabled Veterans' Outreach Program (DVOP) staff.

**3.2.6 Training and Employment**

3.2.6.1 Contractor's main goal shall be assisting Veterans obtain training and employment.

**3.2.7 Employer Outreach**

3.2.7.1 Contractor staff must review and update current employer outreach strategies to ensure that Veterans and eligible spouses are integrated into the service delivery strategies. Some suggestions for providing priority of service when working with employers include:

3.2.7.1.1 Coordinating the employer outreach and job development activities undertaken by business service units with the related responsibilities of Local Veterans' Employment Representative (LVER) staff;

3.2.7.1.2 "Flagging" of federal job opportunities, in order to guide Veterans to these listings;

3.2.7.1.3 Use of "Veteran-only" electronic employment resources;

3.2.7.1.4 Identifying employers who are interested in hiring Veterans;

3.2.7.1.5 Identifying federal Contractors required by the Department of Labor's Office of federal Contract Compliance Programs (OFCCP) to provide hiring preference to veterans and promote the hiring of Veterans;

3.2.7.1.6 Inviting employers to workshops that promote the benefits of hiring Veterans;

3.2.7.1.7 Working with industry sectors that include occupations that integrate well with military training, education and experience; and

3.2.7.1.8 Promoting job fairs for Veterans and eligible spouses.

**3.2.8 Making Connections with Military and Civilian Jobs**

3.2.8.1 Contractor shall work closely with the State of California, Employment Development Department (EDD) and its Veteran Specialists to ensure that eligible Veterans have access to both military and civilian jobs

3.2.8.2 Contractor staff will be familiar with CalJOBS, “Veterans Only” Job orders, Veterans Employment Coordination Service with the Department of Veterans Affairs (VA), Occupation Translators, and Veteran Preference Points.

**3.2.9 Recruitment Efforts**

3.2.9.1 Contractor will establish partnerships with Veterans Affairs in the recruitment of Veterans for the Program.

3.2.9.2 Contractor staff will work closely with the Veteran Affairs Case Managers to recruit Veterans that need additional assistance for job placement and retention.

3.2.9.3 Contractor shall outreach to other community-based organizations that serve veterans, such as the U.S. VETS and Department of Military and Veterans Affairs (DMVA) to offer veterans assistance in employment and training, benefits assistance, counseling assistance and other Veteran-based Programs.

**3.2.10 Performance Measures and Standards/Goals**

3.2.10.1 Contractor shall meet the applicable performance requirements, as established by the prospective Work Order funding stream and its requirements.

3.2.10.2 Contractor shall cooperate with the County during any monitoring visits to assess performance against the respective Program performance requirements and Work Order specifications.

**3.2.11 PROGRAM ELIGIBILITY FOR VETERAN SERVICES**

3.2.11.1 A Veteran who is eligible and who is entitled to receive priority of service is a person who has served at least one day in the active military, naval, or air service, and who was discharged or released from service under any condition other than a condition classified as dishonorable.

3.2.11.2 The above definition includes Reserve units and National Guard units activated for Federal Service.

3.2.11.3 Veteran eligibility will be verified through Veterans' Certificate of Release or Discharge from Active Duty (DD-214)

**EXHIBIT I-4  
OLDER YOUTH TRANSITIONING TO ADULTS SERVICES**

**4.0 OVERVIEW**

**4.1 SCOPE OF WORK**

- 4.1.1 The Scope of Work defines the minimum required tasks for the provision of services to Older Youth Transitioning to Adults Services. Contractor is obligated to provide the Services and follow the requirements described herein.
- 4.1.2 Sections 1.0 through 13.0 of Exhibit I, Scope of Work, shall be applicable to this Exhibit I-4.
- 4.1.3 Contractor shall assess Client eligibility based on the respective funding source for Older Youth Transitioning to Adult Services.

**4.2 SPECIFIC TASKS**

- 4.2.1 Contractor shall provide comprehensive and specialized assessments, such as diagnostic testing and interviewing to determine skill levels to identify strengths, transferable skills, interests, work values, and priorities of the Clients.
- 4.2.2 Contractor shall utilize the following principles as a comprehensive framework for developing and conducting an effective assessment program:
  - 4.2.2.1 Use only reliable assessment instruments and procedures;
  - 4.2.2.2 Use assessment tools and processes that are appropriate for the target population;
  - 4.2.2.3 Ensure staff are properly trained in assessment techniques and for the assessment tools they are using;
  - 4.2.2.4 Where testing is used, ensure testing conditions are suitable for all test takers;
  - 4.2.2.5 Ensure that results are interpreted properly; and
  - 4.2.2.6 Integrate assessment information with other knowledge about the Client.
- 4.2.3 Contractor shall utilize assessments as the underlying process in the development of an Individual Employment Plan (IEP), which serves as

each Client's plan for services, and has the goal of Client self-sufficiency.

4.2.3.1 Contractor shall develop an IEP as an ongoing strategy jointly between the Client and case manager that identifies the Client's employment goals, the appropriate achievement objectives, and the appropriate combination of services for the Client to achieve the employment goals.

4.2.3.2 Contractor shall provide subsidized employment which includes the wages and fringe benefits a Client will be paid for, involving one or more of these services:

4.2.3.2.1 **Work Experience** is defined as paid work in a public or private sector designed to introduce Clients who have little or no experience to the work environment.

4.2.3.2.2 **On-the-job training** is defined as training by an employer that is provided to a paid Client while engaged in productive work in a job that:

- a. provides knowledge of skills essential to the full and adequate performance of the job;
- b. provides reimbursement to the employer of up to 50 percent of the wage rate of the Client, for the extraordinary costs of providing the training and additional supervision related to the training; and
- c. is limited in duration as appropriate to the occupation for which the Client is being trained, taking into account the content of the training, the prior work experience of the Client, and the service strategy of the Client, as appropriate.

4.2.3.2.3 **Customized Training** is defined as training that is:

- a. designed to meet the special requirements of an employer (including a group of employers);
- b. conducted with a commitment by the employer to employ an individual on successful completion of the training; and
- c. at least 50 percent of the cost of the training is paid by the employer.

4.2.3.3 Contractor shall provide the following job related education and training services that may be paid by the applicable Program but do not include subsidized wages and fringe benefits:

4.2.3.3.1 **Career Exploration Training:** Provides Clients with ways to do a computerized job search and information on what types of jobs are in demand and, and if needed, the types of training that may be needed to get that job. Although driven by the needs of each youth, this initial assessment process is accomplished generally in three week or less.

4.2.3.3.2 **Job Readiness Training:** Job readiness training teaches skills such as office communication, punctuality, and how to conduct oneself with supervisors and co-workers. This preparation helps Clients find ways to behave and react that helps them to become more familiar with specific methods and behaviors for dealing with an industrial and technological world.

4.2.3.3.3 **Occupational skills training/vocational classroom training** includes:

- a. Workplace training: Activities that combine workplace training with related instruction, which may include cooperative education programs.
- b. Private sector training program: training program operated by the private sector.
- c. Skill upgrading and retraining: training which enhances job-specific skills or provides retraining in new areas (i.e. Microsoft Office).
- d. Entrepreneurial training: Training that provides job related skills to pursue self-employment.
- e. Adult education and literacy activities in combination with training: Providing basic skills enhancement in such areas as, reading, writing and basic math.

#### 4.2.4 **Performance Measures and Standards/Goals**

4.2.4.1 Contractor shall meet the applicable performance requirements, as established by the prospective Work Order funding stream and its requirements.

4.2.4.2 Contractor shall cooperate with County during any monitoring visits to assess performance against the respective Program performance requirements and Work Order specifications.

**4.3 PROGRAM ELIGIBILITY**

4.3.1 CONTRACTOR shall enroll eligible Clients referred by the Department of Children and Family Services (DCFS) and the Department of Probation utilizing the authorized attached Referral Form. Only Clients referred by DCFS/Probation may be eligible for this Program.

**EXHIBIT I-5  
LAYOFF AVERSION SERVICES**

**5.0 OVERVIEW**

**5.1 SCOPE OF WORK**

- 5.1.1 The Scope of Work defines the minimum required tasks for the provision of Services for Lay-Off Aversion to affected businesses and workers. Contractor is obligated to provide the services and follow the requirements described herein.
- 5.1.2 Sections 1.0 through 13.0 of Exhibit I, Scope of Work, shall be applicable to this Exhibit I2.
- 5.1.3 Contractor shall assess Client eligibility based on the respective funding source for Lay-Off Aversion Services.

**5.2 SPECIFIC TASKS**

- 5.2.1 Contractor shall be the designated entity to receive all WARN/Non-WARN notices received by County.
  - 5.2.1.1 Contractor must respond to a WARN **within 24 hours** of being notified by County.
  - 5.2.1.2 Contractor must provide Lay-Off Aversion Services directly to the affected businesses and employees.
  - 5.2.1.3 Contractor shall accommodate all work hour shifts, including day, evening and night shifts in order to be responsive to the companies' needs and to accommodate the employees' work schedules.
  - 5.2.1.4 Contractor shall implement an emergency back-up plan which includes, but is not limited to, providing 24/7 coverage, cross-training staff on lay-off aversion activities and/or hiring additional staff, in the event of multiple WARNs.
- 5.2.2 If the Contractor becomes aware of a non-WARN dislocation (under 75 employees over a sixty-day (60) period), the Contractor shall advise the County designated Lay-Off Aversion Services coordinator within 24 hours.
- 5.2.3 Contractor shall conduct an assessment, which shall include on-site visits/planning meetings with the employer. Representatives of the affected workers and the local community may be present. The assessment may include:
  - a. Employer's layoff plans and scheduled layoff dates;

- b. An analysis of the potential of averting the layoff;
  - c. Development of re-employment prospects for workers in the local community; and
  - d. Linking of affected workers with all available resources to meet their short and long-term assistance needs.
- 5.2.4 Contractor shall describe all Services available to impacted workers which may include, but are not limited to:
- a. Employment listings, job banks, pre-screened qualified candidates;
  - b. Customized training sessions for new or incumbent employees;
  - c. Free, full-service technical center, including computer, Internet, fax, copier and telephone access;
  - d. Workshops or seminars on critical employment themes, resume writing, job search strategies and interviewing techniques; and
  - e. Personalized career counseling and planning.
- 5.2.5 Contractor shall coordinate with the local EDD Lay-Off Aversion Coordinator to provide orientations (on-site, group activities) to impacted workers and assess transferable skills. Accepted activities at orientations and assessments include informing impacted workers of the following:
- a. Unemployment Insurance Benefit information;
  - b. Job Services;
  - c. NAFTA and Trade Adjustment Act (TAA); and
  - d. Consolidated Omnibus Budget Reconciliation Act (COBRA)
- 5.2.5.1 In addition, Contractors shall offer the following:
- a. Referral to financial counseling/planning resources;
  - b. Access to various training opportunities and training programs that will help successfully transition the impacted worker to other in demand jobs and industries that are on the rise; and
  - c. Exploration of customized training opportunities through the workforce development system and other available resources through the State and/or other funding organizations that can be leveraged to benefit the impacted organization.
- 5.2.6 Contractor shall provide a full-time Program Manager or designated alternate. Contractor shall provide a telephone number where the Program Manager may be accessible to accommodate all work hour shifts, including day, evening and night shifts in order to be responsive to an employer's needs and to the employees' work schedules.
- 5.2.6.1 The Program Manager/Alternate shall act as a central point of contact with County. The Program Manager/Alternate shall have a minimum of three (3) years' experience in providing Lay-Off Aversion Services or equivalent or similar services

- 5.2.6.2 The Program Manager/Alternate shall have full authority to act for Contractor on all matters relating to the daily operation of the Contract. Program Manager/Alternate shall be able to effectively communicate, in English, both orally and in writing
- 5.2.7 Contractor shall be responsible for all training of new personnel and shall issue all related Lay-Off Aversion materials, as specified in this Contract. It is the responsibility of the Contractor to disseminate information to all personnel working on this Contract, including all revisions, additions or deletions to Lay-Off aversion tasks at the request of the County.
- 5.2.8 Contractor shall use all applicable materials approved by County in providing Layoff Aversion Services.
  - 5.2.8.1 Contractor shall provide businesses and Lay-Off Aversion Clients with appropriate and relevant materials to accompany the activities and Services being provided.
  - 5.2.8.2 Contractor will be responsible for purchasing Lay-Off Aversion related materials, such as brochures, etc.
- 5.2.9 Contractor and Contractor's personnel are required to follow all federal, State and local laws that apply to the providing of Lay-Off Aversion Services under this Contract.
- 5.2.10 Contractor must comply with all applicable federal regulations, State and County directives.
- 5.2.11 Contractor's sites, where Services are provided, must be compliant with the Americans with Disabilities Act (ADA).
- 5.2.12 Contractor shall prominently post U.S. Department of Labor, Occupational Safety & Health Administration (OSHA) poster 3165, informing personnel of their rights and responsibilities.
- 5.2.13 **Performance Measures and Standards/Goals**
  - 5.2.13.1 Contractor shall meet the applicable performance requirements, as established by the prospective Work Order funding stream and its requirements.
  - 5.2.13.2 Contractor shall cooperate with County during any monitoring visits to assess performance against the respective program performance requirements and Work Order specifications.