



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

**LOS ANGELES COUNTY
AMERICA'S JOB CENTER OF CALIFORNIA**

APPENDIX A-2

LOS ANGELES COUNTY YOUTH@WORK

This Request for Proposals, and the attached model contract, model statements of work, and associated attachments and exhibits, employs the County of Los Angeles' standard contracting terms such as "contract", "Contractor", "Sub-Contractor", etc.; these terms will be replaced in any final documents with the terms and corresponding definitions, such as "agreement," "Subrecipient", "Lower-tier Subrecipient", etc., required under the United States Office of Management and Budget's Uniform Grant Guidance, codified at 2 CFR 200 et seq.

TABLE OF CONTENTS

PARAGRAPH	TITLE	PAGE
1.0	SCOPE OF WORK	1
2.0	ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS	2
3.0	QUALITY CONTROL	2
4.0	QUALITY ASSURANCE PLAN	3
5.0	DEFINITIONS	5
6.0	RESPONSIBILITIES	5
	<u>COUNTY</u>	
6.1	County Administrative Duties.....	5
	<u>CONTRACTOR</u>	
6.2	Contract Manager.....	6
6.3	Comprehensive AJCC and AJCC Accounting Staff.....	6
6.4	Youth@Work Other Personnel.....	6
6.5	Contractor Staff Training	9
6.6	Identification	9
6.7	Materials and Equipment.....	9
6.8	Contractor's Sites/Facilities and Resources	10
6.9	Multilingual and Multicultural Capabilities of Contractor Staff	10
7.0	INTENTIONALLY OMITTED	11
8.0	WORK SCHEDULES	11
9.0	INTENTIONALLY OMITTED	11
10.0	SPECIFIC WORK REQUIREMENTS.....	11
11.0	BRANDING	33
12.0	COMPREHENSIVE AJCC AND AJCC CERIFICATION	33
13.0	INTENTIONALLY OMITTED	33
14.0	GREEN INITIATIVES.....	33
15.0	PERFORMANCE REQUIREMENTS SUMMARY.	33

LOS ANGELES COUNTY AMERICA'S JOB CENTERS OF CALIFORNIA APPENDIX A-2: LOS ANGELES COUNTY YOUTH@WORK

STATEMENT OF WORK

1.0 SCOPE OF WORK

1.1 Introduction

This Request for Proposals, and the attached model contract, model statements of work, and associated attachments and exhibits, employs the County of Los Angeles' standard contracting terms such as "contract", "Contractor", "Sub-Contractor", etc.; these terms will be replaced in any final documents with the terms and corresponding definitions, such as "agreement," "Subrecipient", "Lower-tier Subrecipient", etc., required under the United States Office of Management and Budget's Uniform Grant Guidance, codified at 2 CFR 200 et seq.

This Statement of Work (SOW) establishes the minimum required tasks Contractor shall provide in support of the Los Angeles County Youth@Work Program (Program). The Program is the County of Los Angeles' youth workforce development program, administered by the County of Los Angeles, Community and Senior Services (County) and inclusive of Workforce Innovation and Opportunity Act (WIOA) Title I Youth Program, the County's Youth Subsidized Work Experience Program, herein referred to as Work Based Learning (WBL), and Youth/Young Adult Workforce Development special initiatives. Youth Program non-WIOA elements are supported by an array of braided funds from sources including, but not limited to: 1.) Local Sources: General County funds (NCC), Department of Public Social Services, Department of Probation, Department of Children and Family Services, Sheriff's Department, Department of Mental Health, Department of Public Health, 2.) Federal sources: including but not limited to: Department of Labor (DOL), Department of Education (DOE), Human Health Services (HHS), Department of Rehabilitation (DOR) grant funding, and 3.) Other State, private or discretionary fund sources. Los Angeles County has made a policy decision to use all of WIOA Youth funding on the Out-of-School Program component of Youth@Work. The WIOA In-School Youth Program component will be funded by non-WIOA funding.

1.1.1 The Program is provided through the County's America's Job Centers of California Comprehensive AJCCs or AJCCs (AJCCs) in accordance with the County's Integrated Services Delivery (ISD) model. The Program is available to eligible youth ages 14-24 who reside in Los Angeles County, otherwise referred to herein as "Participant(s)".

1.1.2 County has adopted an economic development model for regional planning that is comprised of eight (8) workforce regions that encompass all of Los Angeles County, as shown in *Appendix B-2, SOW Exhibits, Exhibit 5*. In order to effectively reach communities across our Local Workforce Development Area, these regions are further divided into ten (10) workforce sub-regions, as shown in *Appendix B-2, SOW Exhibits, Exhibit 6*, under which Contractor will be responsible for coordination of Program partners and services for all the Cities and Unincorporated areas attributed to the specific workforce sub-region, as listed in *Appendix B-2, SOW Exhibits, Exhibit 7*, through a Comprehensive AJCC or AJCC. Each Youth@Work provider will be

responsible for providing access and delivering Services exclusively to the Residents of all the Cities and Unincorporated Areas in the designated workforce sub-region as listed in *Appendix B-2, SOW Exhibits, Exhibit 7*. Enrollment of Participants outside of designated workforce sub-regions, will require County waiver.

- 1.1.3 Contractor shall provide Program Services (Services) at a County Comprehensive AJCC or AJCC (with the exception of the Veterans AJCC), as further defined in *Section 1.0 of Appendix A-1, Statement of Work for WIOA Title I Adult & Dislocated Worker*, on-site and in conjunction with the WIOA Adult and Dislocated Worker (ADW) Program and other mandated and non-mandated WIOA partner programs, as appropriate and as directed by County. Contractor shall ensure all Participants that are looking for long term unsubsidized employment register through the State Labor Exchange System (currently CalJOBS), or successor system, to properly determine and record program eligibility. Contractor shall adhere to all of the Integrated Services Delivery (ISD) model requirements as noted in *Section 10.7 of Appendix A-1, Statement of Work for WIOA Title I Adult & Dislocated Worker Program Services*. Contractor shall provide Services as specified herein and based on guidelines and standards established by the Los Angeles County Workforce Development Board (LACWDB) and County Program, Administrative or Fiscal Memoranda and Directives.

2.0 ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS

2.1 Modifications

Contractor is prohibited from modifying or terminating Services, forms, procedures, protocols, or revising hours of service delivery without the written consent of County. Contractor shall request permission at least thirty (30) days in advance and obtain written consent of County, and shall comply with Appendix C, Sample Contract, Subparagraph 9.9 (Modifications), as applicable and with Section 6.8 of this SOW, Contractor Sites/Facilities and Resources.

2.1.1 Contractor shall inform County in writing and receive written County approval at least 60 days prior to a relocation of Contractor's location(s).

2.1.2 Services or work hours shall not be modified or terminated throughout the entire Contract term. Should an emergency need arise, request for Service or work hour modifications will be reviewed by County on a case-by-case basis.

2.2 Amendments

All changes must be made in accordance with *Appendix C (Sample Contract) Subparagraph 8.1 (Amendments)*.

3.0 QUALITY CONTROL

3.1 Quality Control Plan

Contractor shall establish and utilize a comprehensive Quality Control Plan (Plan) to assure County a consistently high level of service throughout the term of the Contract. The Plan shall be submitted to the County Contract Project Monitor for review. Contractor shall follow the procedures set forth in Section 4.0 of this SOW (Quality Assurance Plan) below and the Plan shall include, but may not be limited to the following:

- 3.1.1 Method of monitoring to ensure that Contract requirements are being met;
- 3.1.2 A record of all inspections conducted by Contractor, 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. Contractor shall maintain all records consistent with *Appendix C, Sample Contract, Subparagraph 8.38 (Record Retention and Inspection/Audit Settlement)*, and shall make them available for audit, assessment, or inspection by authorized representatives of County, or designee.

3.2 Customer Satisfaction Surveys

- 3.2.1 County will provide Contractor with Customer Satisfaction Surveys for Participants and Employer Participants to evaluate the quality of Services provided by Contractor and partner agencies. Contractor shall retain a copy on file and ensure completed surveys are accessible to County for review. The results of the Surveys will also be used by Contractor to make continuous quality improvements in Services and be visible to Participants. Contractor shall be required by County to develop and comply with resolutions for identified concerns as appropriate and develop outcome measures due to results from the Surveys. Further direction will be provided through County Directive.
- 3.2.2 The Survey shall be disseminated to all Participants and Employer Participants at least once a quarter, each fiscal year. County will provide Contractor with the tool(s) necessary to conduct the Survey. Further instructions will be delineated through County Directive.

3.3 Internal Protocols

Contractor shall establish internal protocols and processes to validate and confirm usage of Services for which Contractor staff has deemed Participants eligible and authorized to be rendered.

4.0 QUALITY ASSURANCE PLAN

County shall evaluate Contractor's performance under this Contract using the quality assurance procedures as defined in *Appendix C (Sample Contract) Subparagraph 8.15 (County's Quality Assurance Plan)*.

4.1 Establishment and Maintenance of Quality Assurance Plan

Contractor shall establish and maintain a Quality Assurance Plan (QAP) to assure the requirements of this Contract are met. A copy must be provided to County's Contracts

Management Manager (CMM) on the Contract start date and as changes occur. The original QAP and any revisions thereto, shall include, but not be limited to, the following:

- 4.1.1 Methods used to ensure that the quality of service performed fully meet the performance requirements set forth in this *Appendix A-2, Statement of Work* for Youth@Work Program Services. Contractor shall include methods for identifying and preventing deficiencies in the quality of Service performed before the level of performance becomes unacceptable including a reporting protocol notifying the CMM of any identified performance requirement issues within 24 hours of discovery.
- 4.1.2 Methods for ensuring uninterrupted service to County in the event of a strike by Contractor employees or any other potential disruption in Service.
- 4.1.3 Methods and frequency by which the qualifying knowledge, skills, experience, and appropriate licenses and/or credentials of professional staff are properly assured, supervised, and maintained during the life of the Contract.
- 4.1.4 Contractor's QAP shall include quality improvement strategies and interventions and include barriers/deficiencies/problems identified by County through County's technical assistance visits in this process.
- 4.1.5 Contractor shall include qualifications of monitoring staff, samples of monitoring forms and identification of related accountability reporting documents in the QAP.

4.2 Performance Requirements of QAP

If Contractor performance requirements are not met, the CMM may, in addition to all other remedies available under this Contract, telephone Contractor to alert Contractor of a deficiency; send Contractor a User Complaint Report (UCR), or both. Contractor shall respond to a telephone deficiency complaint within one (1) hour and respond to a UCR within twenty-four (24) hours of receipt.

- 4.2.1 Contractor shall not utilize any employee or sub-contractor whose work has been deemed deficient and unacceptable by the CMM.
- 4.2.2 Contractor shall report any staff changes, including separations, temporary leave (e.g. vacations) and indicate staff that will take over the functions of staff on separation or leave, and new hires to the CMM within five (5) business days of the occurrence. In addition, for new hires, Contractor shall include a current resume as part of the notification to County.

4.3 Meetings

Contractor is mandated to attend all scheduled meetings called by County, or as directed by County. Contractor shall be given at least three (3) days advance notice of all scheduled meetings with County. Contractor may also be required to attend emergency meetings without the above stated advance notice when necessary.

- 4.3.1 Contractor shall complete a sign-in sheet for face-to-face meetings. A roll call will be taken for meetings attended via WebEx. Penalties will apply for Contractor's

failure to attend either face-to-face or WebEx meetings pursuant to *Exhibit 2 of Appendix B-2 (SOW Exhibits), (Performance Requirements Summary Chart)*.

4.3.2 Contractor staff is also required to regularly attend meetings that offer ways to expand knowledge of and increase efficiency in the Services provided. These meetings may be called by County or a partner agency, or may be designated by County for Contractor participation. Contractor may also choose to attend meetings inside or outside of Los Angeles County at Contractor's own expense that Contractor reasonably deems to be beneficial for the delivery of Participant Services, as well as other meetings not designated as mandatory by County.

4.4 Contract Discrepancy Report (SOW Exhibit 1 of Appendix B-2)

Contractor's Contract Manager (defined in 6.2 below) shall provide verbal and written notification of a Contract discrepancy to the County Contract Project Monitor (CPM) as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by County and Contractor.

The County Contract Project Monitor will determine whether a formal Contract Discrepancy Report shall be issued. Upon receipt of this document, Contractor is required to respond in writing to the County Contract Project Monitor within five (5) workdays, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report shall be submitted to the County Contract Project Monitor within five (5) workdays.

4.5 County Observations

Other County personnel, in addition to County Contract staff, may observe performance, activities, and review documents relevant to this Contract at any time during normal business hours, as directed by County.

5.0 DEFINITIONS

For a listing of Definitions for this Program, refer to *Appendix C, Sample Contract, Exhibit P (Definitions)*.

6.0 RESPONSIBILITIES

The responsibilities of the County and Contractor are as follows:

COUNTY

6.1 County Administrative Duties

County will administer the Contract according to *Appendix C (Sample Contract) Paragraph 6.0 (Administration of Contract – County)*. Specific duties will include:

6.1.1 Monitoring Contractor's performance in the daily operation of this Contract. Performance monitoring includes programmatic and fiscal review.

- 6.1.2 Providing direction to Contractor in areas relating to policy, information, performance and procedural requirements.
- 6.1.3 Preparing Amendments in accordance with *Appendix C, Sample Contract Subparagraph 8.1 (Amendments)*.

CONTRACTOR

6.2 Contract Manager

- 6.2.1 Contractor shall refer to *Section 6.2 of Appendix A-1, WIOA Title I ADW Statement of Work*, for full description of the Contract Manager's role and responsibilities.

6.3 Comprehensive AJCC and AJCC Accounting Staff

- 6.3.1 Contractor shall refer to *Section 6.3 of Appendix A-1, WIOA Title I ADW Statement of Work*, for full description of the Accounting Staff's roles and responsibilities.

6.4 Youth@Work Other Personnel

- 6.4.1 Contractor shall assign at a minimum the number of staff indicated below with the appropriate education, licensure, and experience to perform the required work described in this Statement of Work, and capable of establishing effective communication with Participants, Partner agencies, and County. Contractor shall always have a staff member with the authority to act on behalf of Contractor in every detail, available during work hours. Contractor shall operate continuously throughout the entire term of this Contract with at least the minimum number of staff set forth below in Section 6.4.3, as well as any other applicable staffing requirements determined by County as necessary to provide Services herein. Such personnel shall meet all qualifications in the Contract, as well as those provided by County through Contract Amendments, Administrative Directives and Program Policy Memoranda. Required staffing must increase commensurate with any funding increases to Contractor, as directed by County.
- 6.4.2 Contractor shall adhere to professional core competency training requirements for all staff as defined by federal, State or County regulations and any County Directive(s).
- 6.4.3 Comprehensive AJCC Youth@Work Staff Requirements: Comprehensive AJCC Contractors shall have the following Youth@Work Program staff that meet the minimum requirements and qualifications for the program as defined below. All staff salaries shall be based on competitive, professional industry standards as set forth in the following resources: U.S. Department of Labor Employment and Training Administration, Bureau of Labor Statistics and Employment Development Department of California. Comprehensive AJCCs may staff the Affiliate sites using a mix of staffing out of any of the categories below, at levels

appropriate for the Affiliate based on the type and number of Services offered at the Affiliate.

- 6.4.3.1 One (1) full-time, fully dedicated Youth@Work Program Supervisor. Contractor shall refer to *Section 6.4.3.1 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description of the Program Supervisor's role and responsibilities.
- 6.4.3.2 One (1) full-time, fully dedicated, Intake Specialist to serve as part of the (ISD Welcome/Talent Engagement Team): Contractor shall refer to *Section 6.4.3.2 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description of Intake Specialist's role and responsibilities.
- 6.4.3.3 Four (4) full-time, fully dedicated, Career Planner/Case Managers (Skills/Talent Development Team): Contractor shall refer to *Section 6.4.3.3 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description of Career Planner/Case Managers' role and responsibilities.
- 6.4.3.4 Two (2) full-time, fully dedicated, Trainers (Skills/Talent Development Team): Contractor shall refer to *Section 6.4.3.4 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description Trainers' role and responsibilities.
- 6.4.3.5 Two (2) full-time, fully dedicated, Business Services Representatives (BSRs). Contractor shall refer to *Section 6.4.3.6 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description of the Business Services Representatives' role and responsibilities.
- 6.4.3.6 One (1) full-time, fully dedicated, Clerical/Program Assistant: Contractor shall refer to *Section 6.4.3.7 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description of Clerical/Program Assistant's role and responsibilities.
- 6.4.3.7 Use of Youth@Work Participants: Contractor shall refer to *Section 6.4.3.9 of Appendix A1, WIOA Title I ADW Statement of Work* for full description of Use of Youth@Work Participants.
- 6.4.3.8 One (1) part-time Payroll staff: will process all payroll (wages and fringe benefits) of the Youth@Work Participants that receive subsidized work experience. The Payroll Staff must possess a bachelor's degree or higher in Accounting, Business Administration, or a related field and have a minimum of one year of experience in payroll processing and timekeeping. Payroll staff shall report directly to the designated Comprehensive AJCC Accounting staff (Accounting staff is defined in ADW SOW Section 6.3).

- 6.4.4 Use of Volunteers: Contractor shall refer to *Section 6.4.4 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description of the Use of Volunteers.
- 6.4.5 AJCC Youth@Work Staff Requirements: AJCC Contractors shall have the following Youth@Work Program staff that meet the minimum requirements and qualifications for the Program as defined below. All staff salaries shall be based on competitive, professional industry standards as set forth in the following resources: U.S. Department of Labor Employment and Training Administration, Bureau of Labor Statistics and Employment Development Department of California. AJCCs may staff the Affiliate sites (if applicable) using a mix of staffing out of any of the categories below, at levels appropriate for the Affiliate based on the type and number of Services offered at the Affiliate site.
- 6.4.5.1 One (1) full-time, fully dedicated Intake Specialist (ISD Welcome/Talent Engagement Team). Contractor shall refer to *Section 6.4.3.2 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description of the Intake Specialist.
- 6.4.5.2 One (1) full-time, fully dedicated Career Planner/Case Manager (Skills/Talent Development Team). Contractor shall refer to *Section 6.4.3.3 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description of the Career Planner/Case Manager.
- 6.4.5.3 One (1) full-time, fully dedicated Trainer (Skills/Talent Development Team). Contractor shall refer to *Section 6.4.3.4 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description of the Trainer.
- 6.4.5.4 One (1) full-time, fully dedicated Business Services Representative (BSR). Contractor shall refer to *Section 6.4.3.6 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description of the Business Services Representative.
- 6.4.5.5 One (1) full-time, fully dedicated, Clerical/Program Assistant. Contractor shall refer to *Section 6.4.3.7 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description of the Use of Volunteers.
- 6.4.5.6 Use of Youth@Work Participants – Contractor shall refer to *Section 6.4.3.9 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description of Use of Youth@Work Participants.
- 6.4.5.7 One (1) part-time Payroll staff: Contractor shall refer to *Section 6.4.3.8* above for full description of Payroll staff.
- 6.4.5.8 Use of Volunteers – Contractor shall refer to *Section 6.4.4 of Appendix A-1, WIOA Title I ADW Statement of Work* for full description of the Use of Volunteers.

6.5 Contractor Staff Training

- 6.5.1 Contractor shall provide training for all new staff and continuing in-service training for all staff. Contractor is responsible for ensuring its staff, including employees and volunteers, both existing and new, are properly trained in all areas related to providing Services. Staff must be qualified, sufficient in number to deliver Services adequately and promptly, and capable of establishing effective communication with Participants.
- 6.5.2 Contractor shall develop and implement an internal staff training policy, including the provision of an orientation to all new staff (which shall include employees and volunteers). Contractor shall provide its training policy to County for review at least once per program year.
- 6.5.3 Contractor's Contract Manager shall ensure that all appropriate Contractor employees and volunteers attend all training sessions as required by County, held at a County facility or another site, as determined by County for Contractor's benefit. Further, Contractor shall ensure that, at a minimum, a Contractor's designated, paid employee represents Contractor at each training session. Contractor may also choose to attend educational training opportunities inside or outside of Los Angeles County at Contractor's own expense that the Contractor reasonably deems to be beneficial for the delivery of Participant Services, as well as other trainings designated by County.
- 6.5.4 Training shall include, but not be limited to, providing information concerning new Directives and regulations issued by County. County shall provide relevant and applicable training, including instruction and guidance, as determined appropriate by County.
- 6.5.5 Contractor shall attend all mandated trainings called by County, or authorized designee. Contractor shall be given advance notice of three (3) to five (5) business days of all scheduled trainings with County. Contractor may also be required to attend emergency trainings without the above stated advance notice when necessary. Failure to attend all mandated trainings shall be considered non-compliance with the Contract, and may result in further action pursuant to *Appendix C (Sample Contract) Subparagraph 9.13 (Probation and Suspension)*, and any other applicable remedies.

6.6 Identification

- 6.6.1 Contractor shall ensure their employees and any volunteers are appropriately identified as set forth in *Appendix C (Sample Contract) Subparagraph 7.4 (Contractor's Staff Identification)*.

6.7 Materials and Equipment

The purchase of all materials/equipment to provide needed Services is the sole responsibility of Contractor, with the exception of computer and information technology related equipment which shall be purchased under the coordination and direction of

County. Contractor shall use materials and equipment that are safe for the environment and safe for use by employees and volunteers. Contractors may use WIOA funds to purchase materials and equipment. Any materials and equipment purchased with WIOA or other Youth@Work funds shall remain the property of County.

6.7.1 Contractors must obtain approval from County prior to charging funds for the following:

6.7.1.1 Purchase of property with a per-unit single cost totaling \$5,000 or more.

6.7.1.2 Purchase, rent, licensing, maintenance fees, or subscriptions of information technology applications/software/services with a per-unit single or cumulative cost totaling \$5,000 or more within a twelve (12) month period.

6.8 Contractor Sites/Facilities and Resources

6.8.1 Contractor shall operate under the auspices of the Comprehensive AJCC or AJCC, as such will be held to the provisions as stated in *Appendix A-1, WIOA Title I ADW Statement of Work, Section 6.8.*

6.9 Multilingual and Multicultural Capabilities of Contractor Staff

6.9.1 Contractor shall provide Services in English, but in areas where a significant number of Participants do not speak English as their primary language, Contractor shall make efforts to employ staff and recruit volunteers who are bilingual and fluent in American Sign Language and in addition, Los Angeles County's threshold languages of Arabic, Armenian, Chinese (Mandarin or Cantonese), Farsi, Khmer (Cambodian), Korean, Russian, Spanish, Tagalog (Filipino), Thai and Vietnamese, should one or more of these threshold languages be a predominate language used in the community served by Contractor.

6.9.2 Contractor must be committed and sensitive to the delivery of Services that are culturally and linguistically appropriate. To that end, Contractor must seek to hire qualified staff that is multilingual and/or multicultural in order to better reflect the communities served.

6.9.3 Contractor shall utilize professional translation services when assistance with another language is needed and no onsite staff speaks that language.

6.9.4 Contractor shall not require any Participant to provide his/her own interpreter.

6.9.5 Contractor shall adhere to Bilingual and Linguistic Program Services provisions as set forth in [Cal. Gov. Code § 11135 to 11139.5] [22 CCR 98211, 98310 to 98314, 98324 to 98326, 98340 to 98370].

7.0 INTENTIONALLY OMMITTED

8.0 WORK SCHEDULES

- 8.1 Contractor shall operate under the auspices of the Comprehensive AJCC or AJCC, and shall be held to the provisions as stated in *Appendix A-1, WIOA Title I ADW Statement of Work, Section 8.0.*

9.0 INTENTIONALLY OMMITTED

10.0 SPECIFIC WORK REQUIREMENTS

The guidelines described below establish the standards, tasks and duties for the provision of all Youth@Work Program Services including the County's Subsidized Work Based Learning (WBL) Program, Workforce Development special initiatives, and the WIOA Title I Youth Programs. Los Angeles County has made a policy decision to use all of WIOA Youth funding on the Out-of-School Program component of Youth@Work. The WIOA In-School Youth Program component will be funded by non-WIOA funding.

10.1 Youth@Work Program General Eligibility Criteria

In addition to the following, Contractors shall ensure that all eligibility requirements are adhered to in accordance with WIOA law and regulations and County policies.

10.1.1 Eligibility Determination

10.1.1.1 Contractor shall determine the level of Services an individual Participant receives based on the Participant's employment and/or training needs, which shall be dependent on meeting eligibility requirements described herein.

10.1.1.2 Contractor shall ensure that integrated workforce services are available and accessible to eligible Participants not younger than age 14 or older than age 24 at time of eligibility determination.

10.1.2 Priority of Services

Contractor shall ensure it gives priority of services to Participants with disabilities, Participants who receive, or are a member of a family that receives CalWORKs/TANF/CalLEARN benefits, recipients of General Relief or other public assistance, veterans who otherwise fall within the scope of Youth Program age and eligibility requirements, low income Participants, Participants who are basic skills deficient (as defined in *Appendix C, Sample Contract, Exhibit P (Definitions)*), or others as directed by County and based on availability of funding.

10.1.2.1 In addition to the above, Contractor shall ensure that Youth@Work Services are prioritized to Disconnected Participants including:

- 10.1.2.1.1 Current, former and emancipated Foster youth;
- 10.1.2.1.2 Probation youth;
- 10.1.2.1.3 Homeless youth;
- 10.1.2.1.4 Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ)
- 10.1.2.1.5 Participants of the Youth Employment Opportunity Program administered by EDD
- 10.1.2.1.6 Other underserved youth as directed by the County.

10.1.3 Right to Work Requirement

- 10.1.3.1 Is a citizen of the United States, or an eligible non-citizen, as determined by Right-to-Work requirements, including the completion of Immigration and Naturalization Services (INS) Form I-9.

10.2 Youth@Work Program Specific Eligibility

10.2.1 **Work Based Learning (WBL)**: Contractor shall ensure that a Participant shall, at the time of eligibility determination, meet the following criteria:

- 10.2.1.1 Resides in an area served by the Los Angeles County Workforce Development Area (LACWDA);
- 10.2.1.2 Is aged 14-24 at time of eligibility determination;
- 10.2.1.3 If a CalWORKs, Probation, or Foster Youth, current status as such shall be substantiated, as directed by County.

10.2.2 **In School Youth (ISY)**: Contractor must substantiate that the following WIOA requirements have been met to qualify as an ISY:

- 10.2.2.1 Is between the ages of 16 and 21; **AND**, Meets the WIOA definition of an In School Participant:
 - (i) attending school (as defined by State law);
 - (ii) a low-income individual; **AND**,
 - (iii) **ONE OR MORE** of the following:
 - a. Basic skills deficient.
 - b. An English language learner.
 - c. An offender.
 - d. A homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6))), a homeless child or youth (as defined in section 725(2) of the

McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))), a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement.

- e. Pregnant or parenting.
- f. An individual with a disability.
- g. An individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

10.2.2.1.1 U.S. Selective Service Registration: All males who are at least 18 years of age and born after December 31, 1959, who are not in the armed Services on active duty, must be registered for Selective Service, or be able to demonstrate that they did not knowingly and willfully fail to register prior to enrollment in any WIOA activity. Applicant's lack of knowledge of the Selective Service registration requirement is insufficient evidence that the failure to register was not "knowing and willful." Males within 6 months of their 18th birthday may also register with Selective Service.

10.2.2.1.1.1 Contractor shall put in place a mechanism to ensure that male Participants turning 18 and receiving WIOA Services comply with the Selective Service registration requirement in order to continue to receive services.

10.2.2.1.1.2 Should any male WIOA Participant fail to register with Selective Service, WIOA services shall be terminated immediately. Failure to comply shall result in Contractor disallowed costs.

10.2.3 **Out-of-School Youth (OSY)**: Contractor must substantiate that the following WIOA requirements have been met to qualify as an OSY:

10.2.3.1 Is aged 17-24 at the time of WIOA enrollment;

10.2.3.2 Meets the General Eligibility criteria outlined in Section 10.1 of this SOW; **AND**

10.2.3.2.1 Meeting the WIOA definition of an Out-of-School Participant as follows:

- (i) not attending any school (as defined under State law); **AND**
- (ii) **ONE OR MORE** of the following:
 - a. A school dropout.
 - b. An individual who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter.
 - c. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual **AND IS**
 - (aa) basic skills deficient; or
 - (bb) an English language learner.
 - d. An individual who is subject to the juvenile or adult justice system.
 - e. A homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), a homeless child or youth (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))), a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or in an out-of-school placement.
 - f. An individual who is pregnant or parenting.
 - g. An individual with a disability.
 - h. A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

10.2.3.2.1.1 U.S. Selective Service Registration: All males who are at least 18 years of age and born after December 31, 1959, who are not in the Armed Services on active duty, must be registered for Selective Service, or be able to demonstrate that they did not

knowingly and willfully fail to register prior to enrollment in any WIOA activity. Applicant's lack of knowledge of the Selective Service registration requirement is insufficient evidence that the failure to register was not "knowing and willful." Males within 6 months of their 18th birthday may also register with Selective Service.

10.3 Levels of Service:

The Youth@Work Program shall be delivered according to a three (3) tiered level of Service structure. Participants shall engage in a level of Service(s) based on their age, eligibility, and Service needs. The Services may be rendered in a progressive or combined (co-enrolled) manner as appropriate to meet Participant and County needs. The available Service levels are: Level I – Work-Based Learning, Level II - Academic and Career Development, and Level III - Advanced Career Services.

It is not required that Contractors move, provide, or enroll Participants in sequence from level to level, and Service levels may be delivered simultaneously. Participants may enroll directly into a Level II or Level III, if deemed appropriate after assessment of Participant's Service needs. Participants can also enroll into Service Level II and then Level I, as concurrent participation. In addition, Participants may receive Services from more than one Service level, as appropriate.

Only Youth@Work Program Participants that meet WIOA Title I Youth eligibility **and** are assessed to have the need for and benefit from WIOA Title I Youth Program Services shall be enrolled in Level II Services. Contractor shall make the three levels of Service available to eligible Participants as outlined below:

10.3.1 **Level I: Work-Based Learning (WBL):** This level of Service is the Youth@Work's non-WIOA funded career exploration through Subsidized Work Experience.

10.3.1.1 Contractor shall ensure that WBL Participants are provided with work-based learning that introduces them to the world of work and to viable career pathways.

10.3.1.2 Participants aged 14-24 may participate in WBL as a stand-alone element (e.g. subsidized summer employment); however, this element is intended as a vital complement to the education, job training, career planning and unsubsidized employment program elements offered in the two (2) other levels of Service. In this way, any Participant who enters Youth@Work through WBL Services should be strongly

considered for Academic and Career Development (ACD), as described in Section 10.3.2 of this SOW, and Advanced Career Services (ACS) as described in Section 10.3.3 of this SOW, if they are deemed needed and appropriate. WBL Services consist of an average of 120 hours of work-based, subsidized work experience that is dense in career exploration and connected to an academic or educational component. The first 20 hours are paid Personal Enrichment Training (PET) in a classroom setting geared at preparing the Participant with basic soft skills and goal setting essential for success in the 21st Century workplace.

10.3.1.2.1 The PET shall be followed by placement at a worksite in a public, non-profit, or private organization that is part of a high-growth, in-demand industry sector, as defined by County. Upon completing WBL Services, each Participant shall be assessed for eligibility and need of additional levels of Service.

10.3.2 **Level II: Academic and Career Development (ACD)** Contractor shall ensure that eligible Participants ages 16-24 receive ACD Services that consist of comprehensive workforce development services offered by the WIOA Title I Youth Program that aim to place Participants firmly on career paths in high growth, in-demand industry sectors. These are educational, academic, sector-driven job training, work-based learning, career planning, and additional services that include, as needed: summer work experience, paid and unpaid internships, case management, employment readiness workshops, financial literacy training, accelerated basic skills training, on-the-job training, pre-apprenticeships, tutoring, leadership opportunities, mentoring, career development and entrepreneurial training and Supportive Services. The end goal of Participants in ACD Services is to be placed in post-secondary education, training or unsubsidized employment, or attain a high school diploma, its equivalent, or a certificate. With respect to attainment of a high school diploma, its equivalent, or a certificate, participants must also have obtained or retained employment or are in an education or training program leading to a recognized postsecondary credential within one (1) year after exit from the program. Contractor shall make every effort to ensure that any Participant placed in training shall also secure unsubsidized employment in a sector related to the training.

10.3.3 **Level III: Advanced Career Services (ACS):** Contractor shall ensure that ACS Services are offered to eligible Participants ages 18 and older who are assessed as being able to benefit from additional, more rigorous career planning and training than offered in Level II. Contractors shall co-enroll appropriate ACS Participants into the WIOA Title I Adult Program, as appropriate, for additional

needed training and other services in conjunction with Youth@Work Program Services. Contractor shall make every effort to ensure that Participants in ACS Services are placed in advanced training and/or attain and retain unsubsidized employment along Participant's determined career path.

10.4 LEVEL I: WORK-BASED LEARNING (WBL) SERVICES

Contractor shall provide Participants who have little to no work experience the opportunity to engage in short-term work experience, learn about fundamental soft skills and behaviors that are important to be competitive in getting and keeping a job, and explore tangible career paths. Participants, who demonstrate a commitment to continued education and/or employment, may be referred by Contractor to ACD and/or ACS for more comprehensive levels of Service.

10.4.1 Contractor shall provide WBL Services within a designated County-funded Comprehensive AJCC, AJCC, and associated Affiliate sites (as applicable) or other Los Angeles County location as authorized and directed by County.

10.4.2 Contractor shall offer WBL Participants aged 16 and older access to, and provision of, WIOA Program Services under Level II, Academic and Career Development Services, further described below in Section 10.5, once the Participant has successfully completed at least sixty (60) hours of WBL activities and/or demonstrates interest, need, and ability to benefit from such services, and predilection to succeed in achieving a WIOA educational and/or employment outcome.

10.4.3 Contractor shall provide WBL Services that focus on work readiness, career exploration, and tangible career paths; in particular, careers founded in STE(a)M (Science, Technology, Engineering, Arts and Math).

10.4.4 WBL Personal Enrichment Training

10.4.4.1 Contractor shall ensure that 100% of WBL Participants complete paid Personal Enrichment Training (PET) prior to beginning a Work Experience (WEX). The PET shall consist of: financial literacy, work ethics, life skills, career exploration, and STE(a)M concepts. The number of allotted hours for PET will be provided to Contractor through County Directive.

10.4.4.2 Contractor shall ensure that 100% of Participants in PET are offered the book, *7 Habits of Highly Effective Teens*, that a supply of books is maintained, that the books are safeguarded in a secure and locked area, and that an inventory log of books is maintained for audit purposes.

10.4.4.2.1 Participants that already have a book, or refuse one, shall not be given a book, which shall be documented in case notes.

10.4.4.3 Contractor shall designate the two (2) staff from the Training Team (Section 6.4.3.4 of this SOW) to conduct the PET training. The staff shall be identified within ten (10) business days of contract execution and shall provide County with the name(s) of those staff at that time. Contractor shall ensure the designated staff attends all necessary training session(s) before PET Participant training can begin.

10.4.4.4 Contractor shall only utilize the approved PET materials developed by County. Contractor may add materials to augment the PET with prior written County approval. Requests for any such additional materials must be made to County in writing and maintained for recordkeeping purposes.

10.4.5 **WBL Work Experience (WEX)**

10.4.5.1 Contractor shall ensure that 100% of Participants enrolled in WBL are placed in paid WEX.

10.4.5.2 Contractor shall ensure the following documents are obtained from Participant and on file before the Participant begins his/her WEX:

10.4.5.2.1 **WEX Employment Eligibility Verification (Form I-9):** Contractor shall complete Form I-9 for all Participants to verify their identity and work authorization in the United States.

10.4.5.2.1.1 Contractor shall ensure that only the current form is utilized and completed as indicated on the I-9 form; the form shall be obtained from <http://www.uscis.gov/files/form/i-9.pdf>. No substitutions are permitted.

10.4.5.2.1.2 Contractor shall ensure a copy of the original I-9 form is on file, as the Contractor is the employer of record.

10.4.5.2.2 **Valid Work Permit:** Contractor shall ensure all Participants ages 14 to 17 obtain a valid work permit prior to beginning a WEX, and shall maintain a copy in each case file.

10.4.5.3 Contractor shall provide Participant with paid WEX, during the program year, at the current County minimum wage rate including appropriate income taxes, Workman's Compensation benefits and social security benefits. The number of allowable WEX hours will be provided through County Directive.

10.4.5.4 Should a Participant complete the PET and not utilize the full amount of allotted hours for the PET, Contractor may credit the variance in hours to the WEX.

10.4.6 **Payments to Participants**

10.4.6.1 Contractor shall ensure that any hours claimed are authorized and verified by the Worksite supervisor and are in accordance with State Child Labor Laws.

10.4.6.2 Contractor shall ensure that Participant and Participant's supervisor sign-off on all timecards reflecting the accurate number of hours that were worked.

10.4.6.3 Contractor shall maintain detailed payment documentation for each Participant, such as a timecard with documentation of actual hours worked. Contractor shall maintain a copy of the timecard and any related documentation in the case record, also ensuring that all records are consistent with Appendix C, Sample Contract, Subparagraph 8.38 (Record Retention and Inspection/Audit Settlement) and shall make them available for audit, assessment, or inspection by authorized representatives of County, or their designee.

10.4.6.4 Contractor shall allow payment for Participant time spent on authorized activities including, but not limited to the following: WEX, PET, and career exploration activities. Time spent in orientation and/or assessments will not be paid. Activities other than those listed must receive prior written approval from County.

10.4.6.5 Contractor shall ensure that all payments will be made on no less than a monthly basis and in accordance with Contractor's payroll policies for Contractor's employees.

10.4.6.6 Contractor shall ensure Participants understand when payday(s) occurs and the method of acquiring a paycheck.

10.4.7 **Work Experience Worksites**

10.4.7.1 Contractor shall develop work experience opportunities at a variety of approved Work Experience Worksites (Worksites) including, but not limited to:

10.4.7.1.1 Private businesses

10.4.7.1.2 Public agencies (e.g. County, City, State and Federal agencies)

10.4.7.1.3 Non-profit agencies (e.g. 501[c][3] public benefit corporations), and For-profit agencies

10.4.7.2 Contractor is prohibited from using the following as Worksites in accordance with federal and State policies and regulations for minors under the age of 18 years old: casinos or other gambling establishments, aquariums, zoos, golf courses or swimming pools as referenced in Training and Employment Guidance Letter (TEGL) No.14-08 released on March 18, 2009. (<http://wdr.doleta.gov/directives/attach/TEGL/TEGL14-08.pdf>).

10.4.7.2.1 Under certain circumstances and restrictions (e.g., structured vocational programs for Junior Life Guards) there may be permissible WEX opportunities for minors in the areas noted above. Contractor shall make a written request to County for authorization.

10.4.7.3 Contractor shall ensure that all individuals providing supervision to Participant at worksites are provided with an orientation concerning the WBL objectives, worksite regulations, and policies and procedures before any Participant begins the WEX.

10.4.7.4 Contractor shall maintain appropriate documentation substantiating that all Supervisors are aware of their responsibilities and that at least one (1) orientation occurred per site. Contractor shall only utilize the standardized orientation materials provided by County.

10.4.7.5 Contractor shall ensure that Payroll and Worker's Compensation Costs are administered through Contractor's payroll services.

10.4.7.6 Worksite Agreements: Contractor shall execute a Worksite Agreement for Worksites detailing the operational specifics, minimum requirements, and the program procedures for the Worksite Supervisor(s). County shall provide Worksite Supervisor(s) with a Worksite Supervisor's Manual.

10.4.7.6.1 Contractor shall ensure that one of the following protocols are utilized:

- 1) Contractor shall complete a Worksite Agreement with each individual work location and keep proper documentation on file; or
- 2) In lieu of completing individual Worksite Agreements, Contractor shall provide County with a complete list of Worksites that the Participant(s) shall report to for the WEX upon contract execution. Participant shall only be allowed to work in the identified Worksites for the remainder of this contract. Should additional Worksites be identified after contract execution, Contractor shall follow option number one.

10.4.7.6.2 Contractor shall maintain a master file with all originals and a log of all Worksite Agreements including the following:

- 1) Name and address of Worksite;
- 2) Agreement execution date; and
- 3) Agreement end date (if appropriate).

10.4.7.6.3 Contractor shall ensure the Worksite Agreement is signed by both Contractor and Worksite Supervisor or authorized designee. The original is maintained in a master file and a copy in the case file as well as at the worksite.

10.4.7.6.4 Participants shall not begin the WEX until the Worksite Agreement is completed, executed, and the basic safety and health screening of is conducted.

10.4.7.7 Contractor shall ensure the proposed Worksite meets basic safety and health requirements in accordance with the Americans With Disability Act (ADA), as indicated in the WBL Technical Assistance Guide (TAG).

- 10.4.7.8 Employer-of-Record: Contractor shall function as the Employer-of-Record for all WEX. Contractor shall assume all responsibilities and liabilities associated with being the Employer-of-Record including, but not limited to, the following:
- 10.4.7.8.1 Contractor shall select Worksites that meet safety and health standards and support work-based learning, earn and learn models, career pathways and STE(a)M concepts.
 - 10.4.7.8.2 Contractor may work with existing Worksites that have previously served as a WEX site as long as the Worksite Agreement is current and valid.
 - 10.4.7.8.3 Contractor shall utilize only the forms provided by the County and as prescribed in the WBL TAG or County Directive.
 - 10.4.7.8.4 Contractor shall comply with federal and State overtime and time earned requirements.
 - 10.4.7.8.5 Contractor shall cover all expenses associated with Income Tax, Worker's Compensation and other related benefits with County, State, and federal requirements as specified under this Contract.
 - 10.4.7.8.6 Contractor shall comply with Cal/OSHA requirements, and will implement policies regarding smoking, drugs and alcohol abuse.
 - 10.4.7.8.7 Contractor shall also ensure the Worksite is safe for Participant in accordance with existing California Labor and Health and Safety laws and regulations.
 - 10.4.7.8.8 Contractor shall implement policies on preventing, and reporting, sexual harassment and discrimination based on age, race, pregnancy, sexual orientation and national origin.
 - 10.4.7.8.9 Contractor shall orient and educate both the Worksite supervisor and the Participant on effective practices and protocols that aim to prevent wage theft.

10.4.7.8.10 Contractor shall have processes and protocols in place to terminate Participants who either violate the Worksite rules or fail to comply with WBL and Youth@Work policies.

10.4.7.8.10.1 Contractor shall only utilize this option if the Participant's behavior was so egregious that termination is warranted. Examples include, but are not limited to: inflicting physical or verbal harm against another, bullying, or theft. Contractor will need to substantiate the reason for the termination in the case file.

10.4.7.8.10.2 Contractor may reassign Participants to another Worksite if the behavior is not as extreme as in the examples above but requires corrective action. Contractor will need to substantiate the reason for the reassignment in the case file.

10.4.8 Work Readiness Assessment and Performance Evaluation

10.4.8.1 Contractor shall ensure that each Participant is assessed once a month to gauge the attainment of work readiness skills by utilizing County approved Performance Evaluation (PE) form, which will be provided by County.

10.4.8.2 Each Participant shall receive a monthly PE completed by the Worksite Supervisor. The PE shall be discussed by the Case Manager and Participant. The monthly PE will aid the Participant in identifying strengths and weaknesses and in developing basic employability skills. The PE shall assess for basic employability skills including: following instructions, completing tasks accurately, demonstrating a "Learner's Attitude", being a team player; accepting constructive criticism, punctuality, consistency, presenting self appropriately, drug/alcohol free behavior, having a positive attitude, and developing a positive work ethic. A copy of each PE shall be a part of the permanent case record.

10.4.8.3 Post-Employment Evaluation:

- 10.4.8.3.1 Contractor shall ensure that each Participant who completes a minimum of 80 hours of WEX shall also receive a Final Performance Evaluation (FPE). A copy of the FPE shall be a part of the permanent case record. The FPE form shall be provided to Contractor by County.
- 10.4.8.3.2 The FPE shall be completed by the Worksite Supervisor who directly supervised the Participant while participating in the work experience. The FPE will also be reviewed by the Youth@Work Career Planner/Case Manager.
- 10.4.8.3.3 The FPE shall consist of the same elements that were monitored during the monthly PE. The FPE is a real-time and contextualized assessment of how the Participant performed his or her duties.
- 10.4.8.3.4 Contractor shall ensure that the FPE is discussed and presented to the Participant *prior* to the distribution of the last paycheck. Notwithstanding the foregoing, payment cannot be withheld if the Participant refuses to review the FPE. In such instances the Youth@Work CareerPlanner/Case Manager shall make note of the behavior in the case notes.

10.5 LEVEL II: ACADEMIC AND CAREER DEVELOPMENT (ACD) SERVICES

- 10.5.1 Contractor shall ensure that Participants in ACD Services have met and documented WIOA Title I Youth Program eligibility criteria prior to receiving the more rigorous services offered by the WIOA Title I Youth Program. Contractor shall enroll ACD Participants into the WIOA Title I Youth Program as either an In School Youth (ISY) or as an Out-of-School Youth (OSY), as appropriate.
- 10.5.2 Contractors will be held to WIOA Title I Youth Program performance goals for in accordance with Section 15.0 of this SOW (Performance Requirements Summary).
- 10.5.3 Given that under WIOA, fewer resources are available to serve ISY, Contractor should identify resources and/or establish partnerships with youth providers whose services and resources shall be leveraged to provide augmented services to ISY that are consistent with WIOA goals and expectations.
- 10.5.4 Contractor shall ensure that Participants in ACD services complete an Application for Services in accordance with WIOA Title I Section 129 as it

relates to WIOA Title I Youth Program and that eligibility requirements are met and substantiated prior to the rendering of any services. Contractor shall ensure the eligibility determination process is conducted thoroughly and in accordance to program time limits.

10.5.5 Youth@Work Program ACD WIOA-Specific Elements and Activities

10.5.5.1 Contractor shall ensure their Services include the following required elements of the Youth@Work Program ACD WIOA-Specific Elements and Activities:

10.5.5.1.1 An Objective Assessment (OA) of the academic levels, skill levels, and service needs of each Participant.

10.5.5.1.1.1 The OA shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs, supportive service needs, and developmental needs for the purpose of identifying appropriate Services, resources and career pathways for Participants.

10.5.5.1.1.2 A new OA is not required if Contractor determines it is appropriate to use a recent assessment (within the last 6 months) of the Participant conducted pursuant to another partner program.

10.5.5.1.2 Individual Service Strategies (ISS) for each Participant that:

10.5.5.1.2.1 Are directly linked to one or more of the indicators of WIOA Title I Youth performance as described in Section 15.0 of this SOW;

10.5.5.1.2.2 Connect to clearly identified career pathways;

10.5.5.1.2.3 Include education and employment goals (including, in appropriate circumstances,

nontraditional employment), appropriate achievement objectives, and appropriate Services for the Participant taking into account assessment results. County shall provide additional guidance through County Directive(s).

10.5.5.1.2.4 A new ISS for a Participant is not required if Contractor determines it is appropriate to adopt or augment a recent ISS developed for the participant under another partner program.

10.5.5.1.3 Activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized post-secondary credential;

10.5.5.1.4 Preparation for postsecondary educational and training opportunities;

10.5.5.1.5 Strong linkages between academic instruction and occupational education that lead to the attainment of recognized post-secondary credentials;

10.5.5.1.6 Preparation for unsubsidized employment opportunities, in appropriate cases; and

10.5.5.1.7 Effective connection to employers, including small employers, in in-demand industry sectors and occupations of the local and regional labor markets.

10.5.5.1.8 Contractor shall ensure that the 14 WIOA Program elements outlined below are available to all WIOA Participants. Contractors are not required to provide all 14 elements to an individual Participant and shall identify appropriate partners to leverage the Program elements, as appropriate. Contractors have the flexibility to determine what specific Program elements a Participant shall receive based on the Participant's OA and ISS (WIOA Section 129(c)(2)). These include:

- 10.5.5.1.8.1 Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential;
- 10.5.5.1.8.2 Alternative secondary school Services, or dropout recovery Services, as appropriate;
- 10.5.5.1.8.3 Paid and unpaid work experiences that have as a component academic **and** occupational education, which may include:
 - 10.5.5.1.8.3.1 Summer employment opportunities and other employment opportunities available throughout the school year,
 - 10.5.5.1.8.3.2 Pre-apprenticeship programs,
 - 10.5.5.1.8.3.3 Internships and job shadowing, and
 - 10.5.5.1.8.3.4 On-the-job-training opportunities.
- 10.5.5.1.8.4 Occupational skills training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area as approved by County and meets quality criteria under WIOA Title I Section 123;

- 10.5.5.1.8.5 Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
- 10.5.5.1.8.6 Leadership development opportunities, which may include community services and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate;
- 10.5.5.1.8.7 Supportive Services, as delineated in Section 10.5.5.3 of this SOW;
- 10.5.5.1.8.8 Adult Mentoring for the period of participation and a subsequent period for a total of not less than 12 months, Contractor shall ensure the mentor is someone other than the assigned Youth@Work Career Planner/Case Manager;
- 10.5.5.1.8.9 Post-program Follow-ups to ascertain the employment and/or education status of Participants, using the State's Labor Exchange System (currently CalJOBS), or successor system, for all exited Participants once a quarter, for 12 months after program exit and Follow-up Services offered as appropriate;
- 10.5.5.1.8.10 Comprehensive guidance and counseling, which can include drug and alcohol abuse counseling and referrals, as appropriate. **NOTE:** This program element does not imply that WIOA funds shall be utilized to conduct formal drug, alcohol abuse, or mental health services;
- 10.5.5.1.8.11 Financial literacy education;
- 10.5.5.1.8.12 Entrepreneurial skills training;

10.5.5.1.8.13 Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness career counseling, and career exploration Services;

10.5.5.1.8.14 Activities that help Participants prepare for and transition to postsecondary education and training.

10.5.5.1.9 Contractor shall provide additional Services including:

10.5.5.1.9.1 Information and referrals on the full array of available services through the Comprehensive AJCC or AJCC Collaborative Partners;

10.5.5.1.9.2 Referrals to appropriate training and educational programs that have the capacity to service the Participant either on a sequential or concurrent basis; and

10.5.5.1.9.3 Referrals for further assessment, as necessary, and to appropriate programs for eligible applicants who do not meet enrollment requirements of the WIOA program or who cannot be served for another reason.

10.5.5.2 **WIOA Work Based Training:**

10.5.5.2.1 Contractor shall ensure that emphasis is placed on providing WIOA Participants with WIOA work-based training that provides Participants who have little or no work experience the opportunity to develop work place skills.

10.5.5.2.2 Contractor shall ensure that paid and unpaid work based training work experience provided to Participants shall include an academic and occupational education (e.g., workforce preparation activities, basic academic skills, and hands-on occupational skills training) that must be taught within the same timeframe and connected to training in a

specific occupation, occupational cluster, or career pathway as referenced in WIOA Section 129 (c)(2)(E).

10.5.5.2.3 Work Based Training opportunities can include:

- 10.5.5.2.3.1 Summer subsidized employment
- 10.5.5.2.3.2 Internships
- 10.5.5.2.3.4 Job Shadowing
- 10.5.5.2.3.5 Pre-apprenticeship opportunities
- 10.5.5.2.3.6 On-the-job training opportunities.

10.5.5.2.4 Contractor shall adhere to guidance on WIOA Work Based Training provided through County Directive.

10.5.5.3 **WIOA Supportive Services and Incentives**

10.5.5.3.1 Contractor shall provide Supportive Services and incentives as determined appropriate through assessment. Supportive Services are needs based and are intended to assist the Participant to complete an authorized WIOA activity that is documented on the ISS. Supportive Services may also be provided during Follow-up. Supportive Services include, but are not limited to:

- 10.5.5.3.1.1 Assistance with transportation (e.g., bus passes);
- 10.5.5.3.1.2 Assistance with child care and dependent care;
- 10.5.5.3.1.3 Assistance with housing referrals;
- 10.5.5.3.1.4 School supplies (e.g., books, backpacks,) for Participants in a training or educational activity;
- 10.5.5.3.1.5 Background checks for employment;
- 10.5.5.3.1.6 Needs-related payments for Participants living on their own;
- 10.5.5.3.1.7 Educational testing and accommodations;
- 10.5.5.3.1.8 Assistance with uniforms or other appropriate work attire; and
- 10.5.5.3.1.9 Work related tools including protective eyewear and glasses.

10.5.5.3.2 Contractor may also provide incentives to reward Participants for completing or achieving a milestone or goal. County shall provide guidance as to the limitations on incentives.

10.6 LEVEL III: ADVANCED CAREER SERVICES (ACS)

- 10.6.1 Contractor shall ensure that ACS Services are made available to eligible Participants ages 18 and older who are assessed as being able to benefit from additional training and career planning beyond what is offered in the ACS level of service.
- 10.6.2 Contractors shall co-enroll appropriate, and as deemed necessary, ACD Participants into the WIOA Adult Program for additional training and other services beyond those found in the Youth@Work Program and in doing so, ensure eligibility for Services as defined in *Appendix A-1, WIOA Title I Adult and Dislocated Worker Program Statement of Work* is met.

10.7 OUTREACH

- 10.7.1 Contractor shall ensure an emphasis is placed on outreach to ensure Youth in need of Youth@Work Program Services, particularly hard-to-reach Youth, are aware of Program and have access to Services.
- 10.7.2 Contractor shall ensure it conducts outreach and recruitment in all the cities and unincorporated areas in Contractor's assigned service sub-region as outlined in *Appendix B-2, SOW Exhibits, Exhibit 6, Los Angeles County AJCC Sub-Region's Service Areas*.
- 10.7.3 Contractor shall conduct outreach activities at assigned County offices, high schools, teen clubs, adult schools, community colleges, libraries, or other places where youth, particularly disconnected youth, would be found.
- 10.7.4 Contractor shall identify and partner with organizations to assist in the recruitment and/or referral of youth isolated from mainstream organizations, e.g., youth with disabilities, homeless and runaway youth, teen parents, youth on probation, and youth with limited English proficiency.

10.8 PARTNERSHIPS AND COLLABORATIONS

- 10.8.1 Contractor shall operate under the auspices of the Comprehensive AJCC or AJCC, as such will be held to the provisions as stated in section **10.5.20** of Appendix A1, WIOA Title I Adult and Dislocated Worker Statement of Work.

10.9 WIOA MANDATED PARTNER PROGRAMS

10.9.1 Contractor shall operate under the auspices of the Comprehensive AJCC or AJCC, as such will be held to the provisions as stated in section **10.5.21** of *Appendix A-1, WIOA Title I Adult and Dislocated Worker Statement of Work.*

10.10 ADDITIONAL PARTNER PROGRAMS

10.10.1 Contractor shall operate under the auspices of the Comprehensive AJCC or AJCC, as such will be held to the provisions as stated in *Appendix A-1, WIOA Title I ADW SOW, Section 10.5.22.*

10.11 LEVERAGED RESOURCES

10.11.1 Contractor shall operate under the auspices of the Comprehensive AJCC or AJCC, as such will be held to the provisions as stated in *Appendix A-1, WIOA Title I ADW SOW, Section 10.5.23.*

10.12 BUSINESS SERVICES REQUIREMENT

10.12.1 Contractor shall operate under the auspices of the Comprehensive AJCC or AJCC, as such will be held to the provisions as stated in *Appendix A-1, WIOA Title I ADW SOW, Section 10.5.18.*

10.13 STRATEGIC PLANNING AND WORKFORCE INTELLIGENCE/LABOR MARKET

10.13.1 Contractor shall operate under the auspices of the Comprehensive AJCC or AJCC, as such will be held to the provisions as stated in *Appendix A-1, WIOA Title I ADW SOW, Section 10.5.19.*

10.14 INTEGRATED SERVICES DELIVERY MODEL

10.14.1 Contractor shall operate under the auspices of the Comprehensive AJCC or AJCC, as such will be held to the provisions as stated in *Appendix A-1, WIOA Title I ADW SOW, Section 10.7.*

11.0 BRANDING

11.1 Contractor shall operate under the auspices of the Comprehensive AJCC or AJCC, as such will be held to the provisions as stated in *Appendix A-1, WIOA Title I ADW SOW, Section 11.0, Branding.*

12.0 COMPREHENSIVE AJCC AND AJCC CERTIFICATION

12.1 Contractor shall operate under the auspices of the Comprehensive AJCC or AJCC, as such will be held to the provisions as stated in *Appendix A-1, WIOA Title I ADW SOW, Section 12.0, Comprehensive AJCC and AJCC Certification.*

13.0 INTENTIONALLY OMMITTED

14.0 GREEN INITIATIVES

- 14.1 Contractor shall operate under the auspices of the Comprehensive AJCC or AJCC, as such will be held to the provisions as stated in Appendix A-1, WIOA Title I ADW SOW, Section 14.0, Green Initiatives.

15.0 PERFORMANCE REQUIREMENTS SUMMARY

- 15.1 All listings of Services used in the Performance Requirements Summary (PRS) chart (see *Appendix B-2, SOW Exhibits, Exhibit 2, Performance Requirements Summary Chart*) are intended to be completely consistent with this Contract and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Contract and the SOW. In any case of apparent inconsistency between Services as stated in the Contract and the SOW and this PRS, the meaning apparent in the Contract and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly set forth in the Contract and the SOW, that apparent service will be null and void and place no requirement on Contractor.
- 15.1.1 Contractor shall serve the number of customers and enroll the number of Participants delineated in *Appendix B-2, SOW Exhibits, Exhibit 4, Performance Measures & Goals*.
- 15.1.2 Contractor acknowledges that performance measures may change on a year-to-year basis at the direction of County.
- 15.1.3 Contractor also acknowledges that at the start of each Program Year (PY) performance standards or goals are set by the United States Department of Labor (DOL), California Employment Development Department (EDD), and LACWDB, which Contractors are required to meet.
- 15.1.4 Contractor acknowledges that the DOL WIOA Accountability Measures are calculated on a quarterly basis and finalized at the end of each PY. These measures include program data from multiple Program Years as they are used by the federal government to evaluate the efficacy of the WIOA Program. Program performance is measured by the PY that begins on July 1st and ends on June 30th. Contractor further acknowledges the County Youth Program Performance Measures, in combination with, and including the DOL Measures, which will be reflected in *Appendix C, Sample Contract, Appendix C, Sample Contract, Exhibit X1, Santa Clarita AJCC and Ptichess Affiliate Performance Measures and Goals, and/or, Exhibit X3, Comprehensive AJCC Performance Measures and/or Goals and/or Exhibit X4, South Los Angeles AJCC and Westside AJCC Performance Measures and Goals*, and gauge key program performance indicators, including evaluation of Contractor performance in the following:
- 15.1.4.1 DOL Youth Accountability Measures

- 15.1.4.1.1 Entered Unsubsidized Employment, Education, or Training Rate (2nd Quarter after Exit)
- 15.1.4.1.2 Entered Unsubsidized Employment, Education, or Training Rate (4th Quarter after Exit)
- 15.1.4.1.3 Median Earnings
- 15.1.4.1.4 Attainment of a Recognized Post-Secondary Credential or Secondary School Diploma
- 15.1.4.1.5 In-Program Skills Gain
- 15.1.4.1.6 Indicators of Effectiveness in Serving Employers

15.1.4.2 County Local Performance Measures

- 15.1.4.2.3 WIOA Carryover Enrollments
- 15.1.4.2.4 WIOA New Enrollments
- 15.1.4.2.5 WIOA Total Enrollments
- 15.1.4.2.6 WIOA Training Enrollments
- 15.1.4.2.8 WIOA Priority Population Enrollments
- 15.1.4.2.10 WIOA Exits
- 15.1.4.2.11 WIOA Placements
- 15.1.4.2.12 % of Required Follow-ups Due that are Completed

15.1.5 Contractor shall measure Participant outcomes by obtaining, tracking, and reporting the performance data of the core indicators for its Participants. DOL, State, or County, in conjunction with the Los Angeles County LACWDB and/or the Los Angeles County Board of Supervisors, may establish additional performance measures that Contractor shall comply with once the additional measures are promulgated.

15.1.5.1 Contractor shall, at a minimum, be held to the yearly DOL Accountability Measures, as published by the State, regardless of when the State notifies County of the required measures.

15.1.6 Contractor performance will be reviewed by County on a quarterly basis at a minimum.

15.1.6.1 At 3/6/9 month review from award of Contract, if Contractor is not satisfactorily progressing, technical assistance will be provided and a Corrective Action Plan (CAP) requested.

15.1.6.2 At 12 months from award of Contract, if annual performance goals are not met, Contractor will be placed on probation in accordance with Appendix C, Sample Contract, Subparagraph 8.15, (County's Quality Assurance Plan), and advised that performance standards/satisfactory progress must be made at the end of 18

months or Contract will not be renewed after the initial 24 month term.

- 15.1.6.3 At 15 months from award of Contract, if Contractor is not satisfactorily progressing, technical assistance will continue and an additional CAP shall be required.
- 15.1.6.4 At 18 months from award of Contract, if Contractor's performance is not satisfactory County may formally notify Contractor that the Contract may not be renewed at the end of initial term.
- 15.1.6.5 Contractor acknowledges that any Contractor deficiencies that County determines are severe or continuing which may place the performance of this Contract and any amendments hereto in jeopardy if not corrected, may be reported to the County's databases that track/monitor performance history, as further defined in *Appendix C, Sample Contract, Subparagraph 4.3*.
- 15.1.6.6 Any such report as referenced above shall include improvement/corrective action measures taken by County and Contractor.
 - 15.1.6.6.1 Notwithstanding the performance requirements and corrective steps specified above, if improvement does not occur consistently with the corrective action measures, County may terminate this Contract with Contractor, and/or any amendments in whole or in part, or take other action as specified in the Contract.
- 15.1.6.7 Contractor acknowledges that satisfactory performance under this Contract does not automatically guarantee any renewal or extended performance and that any such decision to offer a renewal or extension lies solely with County.