ORANGE COUNTY
Workforce Investment Board
Youth Council

REQUEST FOR PROPOSALS
PY 2006-2007

Workforce Investment Act (WIA)
Youth Program Services for
In-School-Youth and/or Out-of-School Youth

PROPOSAL DUE DATE: MARCH 13, 2006

BIDDER'S CONFERENCE: JANUARY 26, 2006

TABLE OF CONTENTS

I. WIA YOUTH RFP ESSENTIALS……4
A. PURPOSE OF SOLICITATION …… 4
B. ANTICIPATED FUNDING, SERVICE LEVELS AND CONTRACTING AVAILABILITY....7
1. Funding …….....……7
2. Service Levels .....……7
3. Contracting Availability..…….....7
C. WIA OVERVIEW.....8
1. The Workforce Investment Act (WIA)……...8
2. The Orange County Workforce Investment Board (OCWIB)/Youth Council……....8
3. The OCWIB/Youth Council's Work to Date…….……..9
D. PROJECT AND SCOPE 10
1. Guiding Principles for OCWIB Youth Programs……..10
2. Service Population 12
3. Program Components (WIA §129(c)(1)(A)(B)) 13
4. Program Elements (WIA §129(c)(2)) 14
5. Performance Accountability Measures (WIA §136) 15
6. Service Standards…… ……17
7. Informational References 18
E. RFP GENERAL INFORMATION……19
1. Who Can Apply 19
2. How to Obtain the RFP……...19
3. Estimated RFP Timeline 19
4. OCWIB Business Hours. 19
5. Proposal and Notice of Intent Due Dates 20
6. Bidder's Conference…… ……20
7. Questions Regarding the RFP and the RFP Process 20

II. PROPOSAL APPLICATION INSTRUCTIONS. 21
A. Proposal Materials……21
B. Proposal Format…… ……21
C. Proposal Evaluation……..22
D. Proposal Evaluation Criteria…… .22
E. Protests…… 22

III. REQUIREMENTS.....24
A. Administrative Requirements…….. .24
B. Contract Award, Terms and Conditions 25
C. Funding …….....27
D. Technology 27

IV. PROPOSAL RESPONSE SECTION… 27
I. Program Narrative 28
A. Program Design and Delivery.....28
B. Retention, Performance and Post-Exit 12-Month Follow-up.....28

II. Organizational Qualifications and Expertise 29
III. Budget 29

EXHIBITS:

EXHIBIT A – Proposal Cover Sheet.....30
EXHIBIT B – Assurances 31
EXHIBIT B-1 - Targeted Recruitment/Population.....32
EXHIBIT B-2 – Activity Matrix 33
EXHIBIT C - Performance Matrix.....34
EXHIBIT D-1 - Budget Summary and Detail 35
EXHIBIT D-2 – Expenditure Plan…….....37
EXHIBIT D-3 – Personnel Breakdown….....38
EXHIBIT D-4 – WIA Youth Partnerships.. 39

ATTACHMENTS:

ATTACHMENT 1 - Proposal Responsiveness Checklist 40
ATTACHMENT 2 - Insurance Requirements 41
ATTACHMENT 3 - Individual Service Plan 43
ATTACHMENT 4 - Glossary of Terms 49
ATTACHMENT 5 - Informational Chart.....63

ADDENDUM:

WIA YOUTH COST REIMBURSEMENT AGREEMENT

I. WIA YOUTH RFP ESSENTIALS

A. PURPOSE OF SOLICITATION

This Request for Proposals (RFP) for Title I Youth Funds is issued under the provisions of the Workforce Investment Act (WIA) of 1998. The County of Orange (hereinafter referred to as "County") reserves the right to make changes based on clarifications and/or changes in the regulations, state legislation, or other guidance provided by the state or federal government regarding the implementation of WIA.

This RFP solicits proposals that address employment, training needs and skill deficiencies of economically disadvantaged youth ages 16 to 21. Additionally, selected Orange County Workforce Investment Board (OCWIB) Youth Program Providers shall:

- provide access to services for eligible 14 and 15 year old individuals as needed by at least referring them to partner agencies and non-WIA programs as applicable; and
- provide other activities and services proposed through individual grants and other funding streams as directed by the OCWIB or the County of Orange.

The purpose of this RFP is to fund qualified organizations or individuals to provide youth services for:

- Out-of-School Youth (OSY), meaning all eligible youth except those who are attending any school and have not received a secondary school diploma or its recognized equivalent and except those who are attending post-secondary school and are not basic skills deficient (References: WIA §101 (33) and TEGL 14-00, Change 1).

- In-School Youth (ISY), meaning a) an eligible youth who has not received a secondary school diploma or its equivalent, and is attending secondary school, including alternative school; or b) an eligible youth who is attending post-secondary school, and is not basic skills deficient.

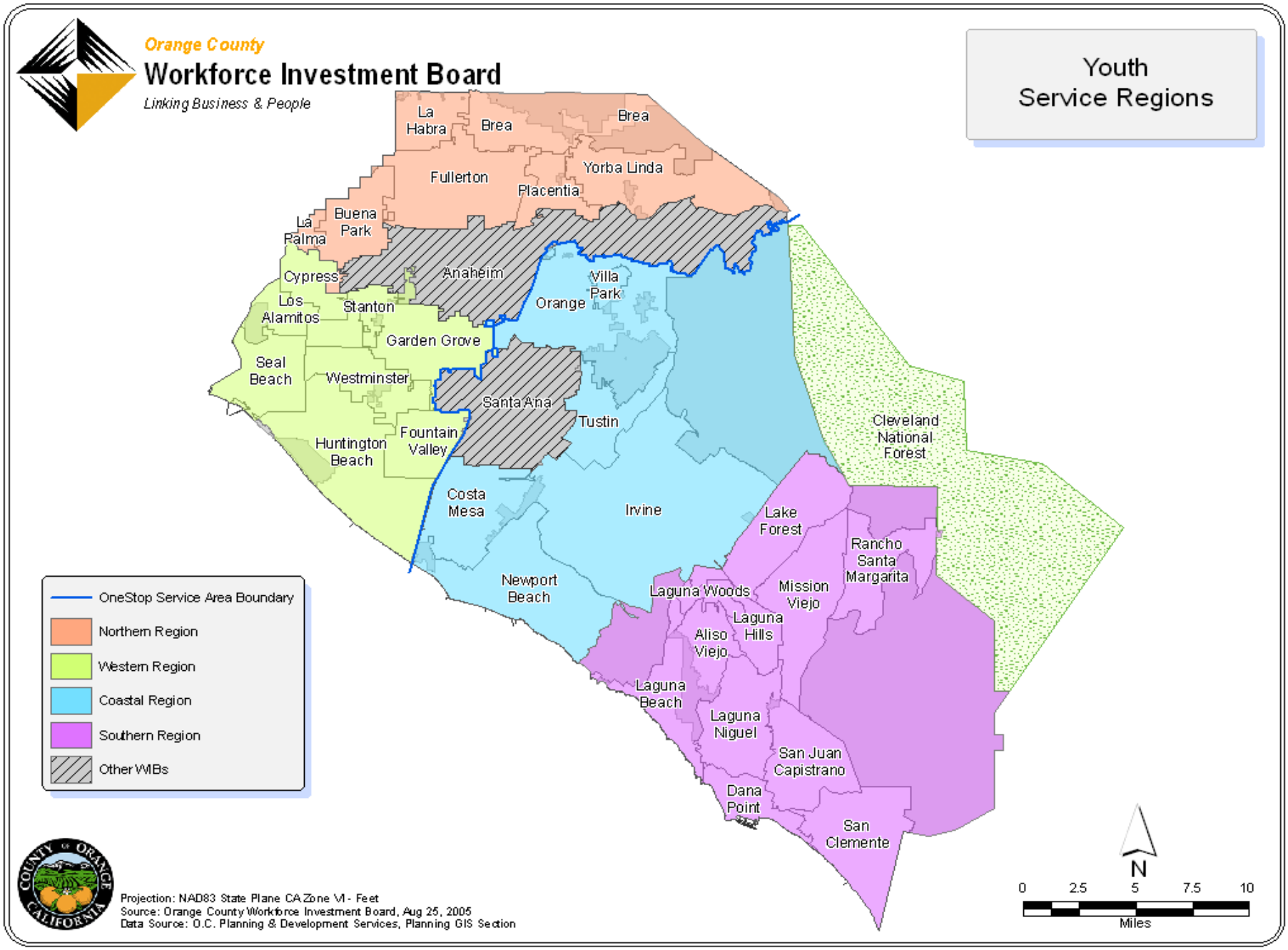
This RFP requires separate proposal applications to address OSY and/or ISY WIA eligible populations. Proposers may provide services for either OSY or ISY, or both. However, proposers must submit a separate and complete written proposal for each target group (OSY/ISY). Failure to submit separate proposals for each will result in a determination that the proposal is non-responsive and it will not be read, submitted to review, or considered for funding.

In alignment with OCWIB's current One Stop system, proposers shall serve youth within any/all of the following four specified youth regions that include all of Orange County with the exception of the cities of Santa Ana and Anaheim (which are governed by their own WIBs and Youth Councils):

One Stop and Business Center Areas	Youth Regions	Cities included	% of Economically Disadvantaged Youth estimated
North	Western	Cypress, Fountain Valley, Garden Grove, Huntington Beach, Los Alamitos, Rossmoor CDP, Seal Beach, Stanton, and Westminster (including adjacent unincorporated areas)	29.0%
	Northern	Brea, Buena Park, Fullerton, La Habra, La Palma, Placentia and Yorba Linda (including adjacent unincorporated areas)	22.1%
North Total			51.1%
South	Coastal	Costa Mesa, Irvine, Newport Beach, Newport Coast CDP, Orange, San Joaquin Hills CDP, Tustin, Tustin Foothills CDP, and Villa Park (including adjacent unincorporated areas)	27.8%
	Southern	Aliso Viejo, Coto de Caza, Dana Point, Foothill Ranch,Laguna Beach, Laguna Hills, Laguna Niguel, Lake Forest, Las Flores CDP, Mission Viejo, Portola Hills CDP, Rancho Santa Margarita, San Clemente and San Juan Capistrano (including adjacent unincorporated areas)	21.1%
South Total			48.9%

(Source: 2000 U.S. Census Summary File 1 (SF-1), 2001; CDP = Census Designated Place)

All cities within the proposed region(s) shall be served. A single proposal may specify service to youth in one or more regions. Proposers shall have the capacity to outreach and recruit for the entire region and must clearly indicate service strategies for youth in any/all regions to be served. The following map visually displays the youth regions delineated above:


Orange County
Workforce Investment Board
Linking Business & People
Youth
Service Regions
La Habra
Brea
Brea
Fullerton
Yorba Linda
Placentia
La Palma
Buena Park
Cypress
Anaheim
Villa Park
Orange
Los Alamitos
Stanton
Garden Grove
Seal Beach
Westminster
Santa Ana
Tustin
Fountain Valley
Huntington Beach
Cleveland National Forest
Costa Mesa
Irvine
Lake Forest
Rancho Santa Margarita
Newport Beach
Laguna Woods
Mission Viejo
Laguna Hills
Aliso Viejo
Laguna Beach
Laguna Niguel
San Juan Capistrano
Dana Point
San Clemente
OneStop Service Area Boundary
Northern Region
Western Region
Coastal Region
Southern Region
Other WIBs
Projection: NAD83 State Plane CA Zone VI - Feet
Source: Orange County Workforce Investment Board, Aug 25, 2005
Data Source: O.C. Planning & Development Services, Planning GIS Section
N
0 2.5 5 7.5 10
Miles

B. ANTICIPATED FUNDING, SERVICE LEVELS AND CONTRACTING AVAILABILITY

1. FUNDING

This RFP release is in anticipation of approximately $1,700,000 to be awarded for youth services to the County of Orange by the State of California for Program Year 2006-2007 (PY 06-07) from July 1, 2006 through June 30, 2007. This amount is subject to change without further notice to proposers.

The following chart displays potential funding availability for PY 06-07 and the breakdown of funds in proportion to the percentage of economically disadvantaged youth ages 14 to 21 residing in Orange County estimated by regions:

Youth Regions	% of Economically Disadvantaged Youth	Funding Allocations		
		OSY (60%): $1,020,000	**ISY (40%): $680,000**	**Total (100%): $1,700,000**
Western	29.0%	$295,800	$197,200	$493,000
Northern	22.1%	$225,420	$150,280	$375,700
Coastal	27.8%	$283,560	$189,040	$472,600
Southern	21.1%	$215,220	$143,480	$358,700

2. SERVICE LEVELS

Proposers shall serve new PY 06-07 enrollments (totals to be negotiated once selected), active participants transitioning from PY 05-06 (exact numbers to be determined) and exited participants still in the 12 month follow-up phase (exact numbers to be determined). The OCWIB reserves the right to adjust the funding allocations without further notice to proposers. The current estimated number of active participants to be carried into PY 06-07 is broken down as follows (exact numbers to be determined):

Regions	OSY Carry-ins to PY 06-07			ISY Carry-ins to PY 06-07		
	YY	OY	Totals	YY	OY	Totals
Western	23	45	68	12	24	36
Northern	11	23	34	9	13	22
Coastal	16	42	58	15	17	32
Southern	4	4	8	1	7	8
Totals	54	114	168	37	61	98

3. CONTRACTING AVAILABILITY

a) Contracts entered into as a result of this RFP will be for one year from July 1, 2006 through June 30, 2007. Based upon contractor performance and funding availability, contracts may be renewed for an additional four (4) consecutive one-year periods through June 30, 2011 as allowable under WIA, and at the discretion of the OCWIB and Orange County Board of Supervisors. Contractor performance includes but is not limited to meeting general program requirements, approved scope of work, WIA performance measures and enrollment plans.

b) As additional funding and/or funding streams become available, the OCWIB reserves the right to continue to fund existing Youth Contractors, competitively procure other providers, or fund additional activities that are in the best interest of the OCWIB.

c) The OCWIB retains the right to contract with the proposers selected for funding in the following ways:

- The OCWIB retains the right to contract directly with each joint proposing entity individually, if it is in the best interest of the OCWIB or the County.
- The OCWIB retains the right to contract directly with proposed subcontracted entities as identified in the proposal, if it is in the best interest of the OCWIB or the County.

C. WIA OVERVIEW

1. THE WORKFORCE INVESTMENT ACT (WIA)

The Workforce Investment Act (WIA) of 1998 is federal legislation that supersedes the Job Training Partnership Act (JTPA) and amends the Wagner-Peyser Act. WIA reforms federal job training programs and creates a new, comprehensive workforce investment system. The reformed system is intended to be customer-focused, to help Americans access the tools they need to manage their careers through information and high quality services, and to help U.S. companies find skilled workers.

For youth, WIA emphasizes the long-term development of young people by providing integrated year-round services to connect them successfully to the labor market, help them reach program goals, and positive outcomes. WIA is not an entitlement program. Selection for a youth's participation is a decision based on an assessment of the youth's needs, interests, abilities, motivation, prospect for successfully completing the program and available funding.

Successful WIA youth programs exhibit the following:

- Focus on performance and a continuous improvement strategy that collects and reviews performance data and customer feedback from both youth and business in order to continually refine the quality of the program.
- Emphasis on meeting the demands of business, especially high-growth industries and occupations.
- Clearly defined goals and an efficiently organized set of components and activities ensuring that participants can successfully achieve them.
- Collaborative partnerships with organizations from education, business, labor, social services, community-based organizations, higher education and government.

2. THE ORANGE COUNTY WORKFORCE INVESTMENT BOARD AND YOUTH COUNCIL

The Orange County Board of Supervisors and OCWIB work in partnership to administer the Workforce Investment Act (WIA) for eligible Orange County residents (note: the cities of Santa Ana and Anaheim are governed by their own Workforce Investment Boards). The OCWIB is comprised of business leaders and

representatives from labor, education, economic development, social services, community-based organizations, rehabilitative agencies, and other community entities. The Orange County Housing & Community Services Department/Special Programs Division (HCS/SPD) is the administrative entity of the OCWIB. HCS/SPD provides staff support to the OCWIB and its committees. Customer services are provided by organizations selected through a competitive application or proposal process.

The Youth Council is a committee of the OCWIB whose vision is a countywide coordinated continuum of services to provide youth with the resources they need to be successful (note: the cities of Santa Ana and Anaheim have their own Youth Councils within their WIBs).

The OCWIB/Youth Council is charged with both the responsibility to oversee youth funds and activities authorized by WIA to meet the needs of eligible youth ages 14 through 21, and to build a youth workforce development system that aligns the county's diverse youth related funding streams (WIA and non-WIA) in ways that support countywide efforts to build an effective service delivery system for all youth.

3. THE OCWIB/YOUTH COUNCIL'S WORK TO DATE

Countywide Resource Mapping results published in 2002 and late 2003 indicated the following critical issues, as reported by approximately 3,000 youth and over 200 youth-serving agencies surveyed:

- Substance abuse concerns
- Low service levels to out-of-school youth (OSY) and older youth (OY) ages 19-21
- Need to better coordinate services among organizations

Additionally, in youth forums conducted in 2003 and 2004 following the Resource Mapping project, the youth participants voiced the following needs:

- Youth voice and Community involvement
- Diversified educational and training opportunities
- Drug free environment
- Eliminate negative stereotyping
- Positive reinforcement
- Communication with family

Focusing on infusing the voice of youth in all program design and operations, the Youth Council has made considerable progress addressing these critical issues:

Critical issue	Action and Results to date
• Substance abuse • Drug free environment	✓Increased collaboration with substance abuse service partners such as Health Care Agency's Alcohol and Drug Abuse Services Division is providing on-going education, prevention and treatment options for youth.
• Low service levels to out-of-school youth (OSY) and older youth (OY) ages 19-21	✓Intensive outreach/recruitment has increased service to both OSY and OY starting in PY 03-04. Latest figures show 23% more OSY and 37% more OY were served in PY 04-05 than in PY 03-04. While addressing this harder to serve population, the OCWIB Youth Program is

	currently meeting/exceeding all established performance measures.
Better coordination of • Services among organizations • Youth voice and Community involvement	✓Sustained regional provider networks are facilitating consistent referrals and service between organizations. ✓System-wide increased coordination with social service agencies, juvenile justice system, domestic violence providers and faith and community based organizations is leveraging resources to reach the hardest to serve youth such as foster/emancipating youth, ex-offenders and homeless youth. ✓Increased youth leadership visible in Youth Council, community and special events (2005 and 2006 California Workforce Association's All Youth/One System conferences), and Youth Action Committees (YACs).
• Diversified educational and training opportunities	✓Implementation of youth Individual Training Accounts ✓System-wide participation in the Orange County Department of Education's ACCESS (Alternative Education Division) programs. ✓Increased awareness of related career paths, training levels and core skills for top industries that drive Orange County's economy.
• Negative stereotyping • Positive reinforcement • Communication with family	✓Participation of local law enforcement for increased awareness and improved relationships within the youth in their communities. ✓Widespread use of youth incentives and recognition. ✓Inclusion of family and friends in YAC activities.

D. PROJECT AND SCOPE

1. GUIDING PRINCIPLES FOR OCWIB YOUTH PROGRAMS

a) The U.S. Department of Labor's (USDOL) Employment and Training Administration (DOLETA)'s Strategic Vision for the Delivery of Youth Services under WIA and California's Two Year Plan. For further information, please refer to USDOL's Training and Employment Guidance Letter (TEGL) No. 3-04 at http://wdr.doleta.gov/directives/attach/TEGL3-04.pdf

VISION STATEMET	STRATEGIC FOCUS ON:
Out-of-school youth (and those most at risk of dropping out) are an important part of the new workforce "supply pipeline" needed by businesses to fill job vacancies in the knowledge economy. WIA-funded youth programs will provide leadership by serving as a catalyst to connect these youth with quality secondary and postsecondary educational opportunities and high-growth and other employment opportunities.	a) Alternative Education –ensure that youth served in alternative education programs receive a high quality education that adheres to the state standards developed in response to the No Child Left Behind (NCLB) Act. b) Meeting the demands of business, especially in high-growth industries and occupations – demand-driven investment of resources to assure that youth obtain the skills needed by businesses so they can succeed c) Neediest youth – prioritize foster/emancipating youth, offenders, and children of incarcerated parents. d) Improved Performance – assure that funding for youth programs is performance-based and systems/programs focus on outcomes.

b) Local Orange County (O.C.) workforce reports (2002-2005). For further information, please refer to www.ocwib.org and www.ocbc.org.

FINDINGS	CHALLENGES & OPPORTUNITIES
• Critical mismatch in the local workforce supply/demand mix – a shortage of workers in the occupational categories requiring an emphasis on science, math and computer skills that represent the most important needs of the high-tech, knowledge based economy of O.C. • Significant shortage of job seekers with at least a college degree. • Insufficient numbers of students are receiving preparation in science and mathematics that will enable them to fill the demand for all high-wage, high-growth occupations. • Hispanic students, who make up 30% of the total enrollment in Orange County, are not equipped to go to a state college- only one in six Hispanic graduates (less than 17%) are eligible to enter CSU/UC.	• Improving coordination of high schools, colleges and universities, and all other education/training programs to be more responsive to employer needs. • Providing proper communication on the significant opportunities in high-tech and high skilled occupations to education and training providers. • Disseminating career preparation information for OCWIB targeted three initial clusters: Biotechnical, Computer Software and Health Services. • Increasing the skills of workers who lack the basic education to participate in on-going training and skill development now needed by employers.

c) Youth driven services and YACs – Programs must be age sensitive, developmentally and culturally appropriate, and based on the assets, strengths and goals of the individual youth. Opportunities, services and supports must be tailored to meet the needs of youth to maximize their potential to achieve their goals. Programs must be developed so that young people can make informed choices when given proper information and guidance. Youth must be active partners in the design of the program and take leadership roles in its implementation and evaluation. The community (including but not limited to families and employers) will be informed of and invested in program activities and must be seen as important partners in the youth's development and success.

OCWIB Youth Providers shall develop and sustain a YAC in its geographical service region to provide a means whereby adults, policymakers, business and education will be able to hear the voice of youth. OCWIB Youth Providers shall encourage youth involvement in decision-making and youth's participation in the OCWIB/Youth Council through the YAC, and shall utilize staff and direct youth to support the regional YAC.

d) Integration of Program Components and Community Resources – Programs must clearly identify support agencies. Recognizing that WIA resources are limited, proposers shall demonstrate the support of appropriate partners to leverage monetary and non-monetary resources to meet the needs of the target population. Proposers shall establish operating agreements with One Stop and Business Service Centers in its geographical service area. Proposers shall establish and maintain on-going relationships with school districts and youth-serving entities in its geographical service area.

e) Defined goals and processes – Programs must have well defined goals and processes that are easily understandable, measurable and accountable.

Program benchmarks must emphasize participant progress and show how they will result in positive outcomes. Programs need to be flexible enough to accommodate change for established performance measures since performance goals and customer satisfaction measures issued by USDOL and the State of California may change.

f) Continuous Improvement Plan – WIA requires that programs be delivered in the context of a continuous improvement strategy. Programs need to reflect the following:
   - How the organization's leadership supports the program
   - How the program fits with the overall strategic plan for the organization
   - How staff will be supported, trained and motivated
   - How information will be collected and analyzed to track activities and assure success
   - How youth input and their satisfaction with the program will be measured on a continuous basis
   - How success in terms of WIA will be met
   - How the organization will ensure that it meets or exceeds all WIA performance measures

2. SERVICE POPULATION

a) Target population (WIA §664.200)

Eligibility for services funded under this RFP is limited to youth ages 16-21 who reside in the County of Orange, meet the low income youth eligibility criteria, [WIA, §127 (2)(c)(I)(ii) and updated by TEGL 14-00, Change 1], and have one or more of the following barriers to employment (refer to definitions in the Glossary of this RFP):

1) Basic Skills Deficient;
2) Out-of-School Youth;
3) Individuals who are homeless, a runaway or a foster child;
4) Offender;
5) Individuals who are pregnant or parenting; or
6) Individuals who require additional assistance to complete an educational program, or to secure and hold employment, including an individual who:
   a. Has repeated at least one secondary grade level or are one year over age for grade.
   b. Has a core GPA less than 1.5.
   c. For each year of secondary education, is at least two semester credits behind the rate required to graduate from high school.
   d. Is an emancipated youth.
   e. Is a previous drop-out, or has been suspended five or more times, or has been expelled.
   f. Is a court/agency referral mandating school attendance.
   g. Is deemed at risk of dropping out by a school official.
   h. Has been referred to or is being treated by an agency for substance abuse related problem.
   i. Has experienced a recent traumatic event, is a victim of abuse, or resides in an abusive environment as documented by a school official or professional.
   j. Is physically or mentally challenged.

k. Has never held a job (applies to older youth only).
l. Has been fired from a job within the 12 months prior to application (applies to older youth only).
m. Has never held a full-time job for more than 13 consecutive weeks (applies to older youth only).
n. Attends a continuation school.
o. Is involved in gang related activities.

Note: Access to services shall also be provided for eligible 14 and 15 year old individuals as needed by at least referring them to partner agencies and non-WIA programs as applicable.

b) Contractor shall target and/or serve any specific populations the OCWIB/Youth Council and/or U.S. Department of Labor (USDOL) identify as special or priority populations.
- The OCWIB/Youth Council has emphasized service to older youth ages 19-21.
- DOLETA's New Strategic Vision for the Delivery of Youth Services Under WIA as issued in TEGL No. 3-04 recommends that youth programs focus on serving the neediest youth, with priority given to out-of-school youth, high school dropouts, runaway and homeless youth, youth in foster care – particularly those aging out of foster care, youth offenders, and children of incarcerated parents (referenced above in Section I.D.1 of this RFP).
- Contractor agrees to adopt policies to ensure access for all youth including those with special needs, such as those with literacy deficits, physical or learning disabilities, limited English language proficiency, and substance abusers.

3. PROGRAM COMPONENTS (WIA §129(c)(1)(A)(B))

All WIA youth programs must provide:

a) An Objective Assessment of the youth's readiness for meaningful work. This is an individual assessment of each participant's academic and employability skill levels with a review of basic and occupational skills, prior work experience, interests, and aptitudes (including interest in non-traditional jobs). It includes a time frame for anticipated involvement in the program and description of service needs, including but not limited to supportive services and developmental needs of each youth.

b) An Individual Service Plan (ISP) for each participant that shall identify appropriate goals and performance outcomes for youth with corresponding achievement objectives based on assessments (refer to Attachment 3 for OCWIB's ISP document). As the needs of the participant change, the ISP will be modified accordingly.

c) Preparation for post-secondary educational opportunities, strong linkages between academic and occupational learning, and/or preparation for unsubsidized employment opportunities with connections to the job market through local and regional employers.

d) Outreach and recruitment (inclusive of eligibility determination) conducted within the four established youth jurisdictional boundaries in order to attract a

sufficient number of youth who are in need of and would benefit from the services provided and who meet the eligibility requirements to receive such services.

e) On-going case management and counseling throughout the program and 12-month follow-up period geared toward the different needs of the participants. Case managers must contact participants at least one time per month; an actual service must be provided and documented (refer to definition of "service" in the Glossary of this RFP). The Case Manager will be responsible for tracking the youth's progress, assisting the youth in identifying and overcoming any barriers, providing career and motivational counseling, acting as an advocate on behalf of the youth and referring the youth to other resources that can meet their needs as identified in the ISP.

f) Supportive Services Coordination: The Contractor shall coordinate and manage the provision of supportive services to WIA registrants (subject to limitations in the Act and local OCWIB policies) to overcome barriers to youth's job search, training or placement. WIA supportive services shall only be issued after a need has been identified and when no other funding is available to pay for such services. The Contractor is responsible for managing the provision of supportive services in as cost efficient a manner as possible to ensure non-duplication of resources and services.

g) Retention and follow-up services to ensure continued success for youth upon exit and the attainment of established performance standards. Case Managers must provide support to youth and employers identifying and eliminating any barriers that may prevent a youth from attaining performance outcomes, enhancing their skills and staying on the course toward self-sufficiency.

4. PROGRAM ELEMENTS (WIA §129(c)(2))

WIA requires that youth have access to ten specific program elements as relevant to the participant's age, developmental and cultural needs:

1) Tutoring, study skills and instruction leading to completion of secondary school, including dropout prevention strategies.

2) Alternative secondary school services, as appropriate (available through school districts and/or the Orange County Department of Education).

3) Summer employment opportunities directly linked to academic and occupational learning.

4) Paid and unpaid work experiences including job shadowing and internships as appropriate. Work experience must be linked to activities which will result in meeting WIA performance measures and may not be provided on a stand-alone basis.

5) Occupational skills training as appropriate.

6) Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social behaviors during non-school hours as appropriate.

7) Supportive services (may include transportation, childcare, etc. that are necessary to enable the youth to participate in activities). The rationale for supportive services must be included in the individual service strategy and documented in the ISP.

8) Adult mentoring during the period of participation and follow-up.

9) Follow-up services for not less than 12 months after the completion of participation. (Activities such as alumnae groups or career planning, as well as connection to supportive services and counseling).

10) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referrals, as appropriate.

5. PERFORMANCE ACCOUNTABILITY MEASURES (WIA §136)

Beyond customer satisfaction, WIA legislates three (3) core performance measures for younger youth ages14-18 (YY) and four (4) measures for older youth ages 19-21 (OY). Additionally, USDOL has implemented a set of performance measures common across all employment and training programs. For further information, please refer to TEGL No. 28-04 at http://wdr.doleta.gov/directives/attach/TEGL28-04.pdf.

Due to the delay of the Reauthorization of WIA, both sets of measures, the Core Measures and new Common Measures, will be reported and Contractors will be required to meet both sets of measures until otherwise notified by USDOL.

At minimum, providers will be measured on their success in achieving each of these outcomes for youth and they must describe specific strategies to ensure meeting or exceeding established measures as quantified in Exhibit C.

a) Core Measures

Younger Youth (YY) ages 14-18

1) Attainment of basic skills and, as appropriate, occupational or work readiness skills. To measure skill attainments, youth must be assessed at intake to determine whether participants are in need of basic, occupational and/or work readiness skills. Skill attainment goals will be established from this initial assessment, and determining whether participants meet these goals will require a post-assessment of skill level. Pre and post assessment procedures, techniques and tools must be objective, unbiased and conform to accepted, clearly defined criteria, and must be field-tested for utility, consistency and accuracy. Standardized assessments, such as standardized tests or performance-based assessments with a standardized scoring method, must be used whenever available. All data and methods to determine achievement of skill attainment goals must be documented and are subject to audit.

2) Attainment of secondary school diplomas and their recognized equivalents by participants who register without a diploma or equivalent.

3) Placement and retention in post-secondary education, advanced training, military service, employment, or qualified apprenticeships third quarter after program exit.

Older Youth (OY) ages 19-21

1) Entry into unsubsidized employment by participants who are not employed at registration and who do not move on to post-secondary education or advanced training in the first quarter after program exit.
2) Retention in unsubsidized employment six (6) months after entry into employment.
3) Earnings change received in unsubsidized employment six (6) months after program exit.
4) Attainment of a recognized credential relating to achievement of educational skills, which may include attainment of a secondary school diploma or its recognized equivalent, or occupational skills, by participants who enter unsubsidized employment, or who enter post secondary education, advanced training, or unsubsidized employment.

b) <u>New Common Measures</u> (no distinction between YY and OY)

1) Placement in Employment or Education
The placement in Employment or Education Measure is based on the number of participants in employment or the military or enrolled in post-secondary education and/or advanced training/occupational skills training during the first quarter after exit. Unemployment Insurance Wage Records will be the only data source for employment related measures. Administrative records will be the data source for non-employment placements in education or training.

2) Attainment of a Degree/Certificate
The attainment of a Degree/Certificate Measures is based on the number attaining a diploma, General Educational Development (GED) credential or certificate by the third quarter after exit. Administrative records will be the data source for degrees and certificates.

3) Literacy/Numeracy Gains
The Literacy/Numeracy Gains Measure is based on the number of youth that are basic skills deficient and the number that increase one or more educational functioning levels (Adult Basic Education or English as a Second Language) within one year. The standard for success is much higher than with the current less defined skill attainment rate. Individuals with a learning disability will not be excluded from the measure and must increase one functioning level in one year to count as a positive.

The Literacy/Numeracy Gains Measure requires the use of the same standardized test for both pre and post assessment. The approved assessment tools are:

- Comprehensive Adult Student Assessment Instrument (CASAS)
- Test of Adult Basic Education (TABE)

- Adult Basic Leaning Exam (ABLE)
- Adult Measures of Educational Skills (AMES)
- Student Performance Levels for ESL
- Basic English Skills Test for ESL (BEST)
- Work Keys (for top three ABE levels only)

The OCWIB/Youth Council may establish additional performance measures beyond those required by WIA.

6. SERVICE STANDARDS

a) Staffing: The experience, abilities and motivation of the staff play a critical role in the ultimate success of the service delivery to youth. The Contractor shall ensure that staff and subcontractors/partner agency staff are properly trained to effectively carry out all activities described in this RFP. On-going staff training will ensure that staff is kept abreast of all new information and processes to effectively run a comprehensive and efficient operation. Those hired should possess the necessary skill sets to guide, counsel and direct service strategies for the youth. At a minimum, Contractor must have on its staff: personnel with the ability to speak Spanish and Vietnamese; and access to translators of other languages that reflect the applicable demography of their region. Case managers must be knowledgeable of the career development and training resources available in the Orange County Workforce Investment Area, and be able to identify resources that may be available and needed to enhance services provided to each youth.

b) Hours of operation: Youth should be able to access services beyond weekdays 8 a.m. to 5 p.m., on evenings, and weekends.

c) File Maintenance and Documentation: A case file shall be maintained for every registered customer. At a minimum, the case file will include information and documentation of each of the following: program eligibility and determination of need, plan of action for program and post-exit follow up, Management Information System (MIS) forms, assessments, ISP (including updates of service), computer generated case notes, and verification of outcomes.

d) Contractor's Participant Tracking, Data Management and Performance Monitoring: Contractor shall submit all required paperwork following OCWIB policies and procedures. Contractor shall conduct frequent internal monitoring of its program's data and systems to ensure full compliance with contractual and operational requirements. The OCWIB Administrative staff will monitor and measure the performance of Contractors at least during quarterly performance reviews. Contractors shall participate fully in the performance reviews and provide evidence they have reviewed and analyzed the performance information on an on-going basis. Contractors must demonstrate that the monthly and quarterly reports are used regularly as a management tool to comply with the commitment to continuous improvement. Contractors must also demonstrate that the reports and performance results are shared with the appropriate staff. Contractor's individual performance statistics will be evaluated and shall meet or exceed the performance targets on a quarterly basis.

e) Corrective Action Plans: Contractors performing at or below the contract level on a quarterly basis on any individual performance measure will be subject to corrective actions including intensive technical assistance and thorough assessment of the causes of the low performance; development and implementation of appropriate Corrective Action Plan(s) to raise performance; and close monitoring of subsequent performance to assess the impact of the corrective action plan(s). Contractor's performance trends and Contractor's full attention to corrective action plans will be critical to decisions regarding contract renewal. Failure to achieve the goals set forth in the corrective action plan may result in penalties such as de-obligation or revocation of the contract by the OCWIB.

f) Deliverables: Contractors are required to deliver services in accordance with all specific program components, service levels and performance standards established by the OCWIB. Contractor performance includes but is not limited to meeting all general program requirements, approved scope of work, WIA performance measures and enrollment plans. Contractors agree that lack of compliance with any of these may constitute grounds to reduce Contractor's payment level and budget. Contractor performance will be reviewed at least on a quarterly basis.

g) Incentives policy: Pending availability of funds, Contractors performing above the contracted level in established categories on a given year may be awarded an exemplary performance award at the beginning of the next program year pending verification of Contractors' final performance.

7. INFORMATIONAL REFERENCES

Proposers are encouraged to read and adopt appropriate strategies based upon available research in order to prepare their responses. The following is offered for general information.

Relevant Orange County statistics

	Total	**Orange County Workforce Delivery Area (OCWDA) excluding Santa Ana and Anaheim**
Total population	2,846,289	2,134,009
Total youth ages 0-24	1,036,600	744,581
Estimated youth ages 14-21	345,000	248,143
Estimated Youth Ages 14-21 below poverty level	51,390	39,431
School enrollment 2000 (ages 3+)	802,240	614,291
% High School Graduate or Higher	77.8%	84%
Language spoken at home – English	1,479,059	1,302,141
Language other than English spoken at home	1,108,919	696,802

(Source: Orange County Youth Council Resource Mapping Report, 2002)

Useful materials include but are not limited to those found on the following websites:

- Orange County Workforce Investment Board, www.ocwib.org
- Youth Systems Capacity Building Regional Network, www.youthsystems.com
- Orange County Business Council, www.ocbc.org
- WIA, www.doleta.gov/programs/factsht/wialaw.cfm

- USDOL, Employment and Training Administration, www.doleta.gov/youth_services
- California Employment Development Department, www.edd.ca.gov/wiacom.htm
- The National Youth Employment Coalition, www.nyec.org
- Promising and Effective Practices Network, www.nyec.org/pepnet
- American Youth Policy Forum, www.aypf.org
- New Ways to Work, www.nww.org
- Youth Council Network, www.lrginc.com/ycn
- Forum for Youth Investment, www.forumforyouthinvestment.org

E. RFP GENERAL INFORMATION

1. WHO CAN APPLY

Proposers to this RFP may be public agencies, business organizations, public or private not-for-profit corporations, community-based organizations, local educational agencies, or private for-profit corporations organized in accordance with state and federal laws.

The OCWIB will accept joint proposals (submitted by two or more entities) as long as the proposal identifies a lead agency to be the fiscal agent and responsible for the attainment of performance standards.

2. HOW TO OBTAIN THE RFP

The RFP is available through two different methods:

- It can be downloaded from www.ocwib.org in Adobe Acrobat pdf file or Word format.
- A hard copy can be picked up at the OCWIB offices at Housing and Community Services/Special Programs Division (HCS/SPD) on 1300 South Grand, Building B, 3rd Floor, Santa Ana, CA 92705.

Since the County intends to use email, Internet and computer technologies to facilitate communications regarding this RFP process and the operation of any programs funded through this RFP activity, proposers must have these capabilities as stated in Section III.D. of this RFP.

3. ESTIMATED RFP TIMELINE

The following dates are tentative and are subject to revision without further notice by the OCWIB:

ACTIVITY	TENTATIVE DATES
Release of RFP	January 12, 2006
Bidder's Conference	January 26, 2006
Due Date for Notice of Intent to Submit Proposal	March 6, 2006 @ 3:00 PM
Due Date for Proposals	March 13, 2006 @ 3:00 PM
Youth Council Recommendation	May 9, 2006
OCWIB Recommendation	May 24, 2006
Contract Negotiation	May-June, 2006

Board of Supervisor's Approval	June 20/27, 2006
Initial Contract Dates	July 1, 2006 –June 30, 2007

4. OCWIB BUSINESS HOURS

OCWIB/HCS-SPD regular business hours are:
Monday through Friday 8:00 a.m. to 5:00 p.m. Pacific Standard Time
OCWIB/HCS-SPD will be closed for the following holidays in 2006:

- January 16, 2006 — Martin Luther King, Jr. Day
- February 13, 2006 — Abraham Lincoln's Day
- February 20, 2006 — President's Day
- May 29, 2006 — Memorial Day
- July 4, 2006 — Independence Day
- September 4, 2006 — Labor Day
- October 9, 2006 — Columbus Day
- November 10, 2006 — Veteran's Day
- November 23-24, 2006 — Thanksgiving
- December 25, 2006 — Christmas Day

5. PROPOSAL AND NOTICE OF INTENT DUE DATES

Proposals must be received and date-stamped by OCWIB staff by **3:00 PM, March 13, 2006**, in order to be considered for funding. Proposals submitted after the closing date and time will not be considered for funding. Proposals shall be submitted to:

Orange County Workforce Investment Board
1300 South Grand, Building B, 3rd Floor
Santa Ana, CA 92705
Attention: Youth RFP Team

All who anticipate submitting a proposal(s) should forward a NOTICE OF INTENT with the subject "Notice of Intent" via e-mail: **RFP-Youth@csa.ocgov.com** **Attn: Youth RFP Team**, or **fax to: (714) 834-7132** by 3:00 PM, March 6, 2006. Notices shall state name of proposer and whether intended proposal to be submitted will be for OSY and/or ISY. This notice is for OCWIB planning purposes only. It does not obligate any proposer to submit a proposal following the notice of intent.

6. BIDDER'S CONFERENCE

A bidder's conference is scheduled to explain the application and review process. The conference will last approximately three hours. The date and the location are as follows:

January 26, 2006 at 9:00 AM
Orange County Workforce Investment Board Administration Offices
Housing and Community Services Department
"Conference Room A/B – 2nd Floor"
1300 S. Grand Ave., Bldg. B
Santa Ana, CA 92705

7. QUESTIONS REGARDING THE RFP AND RFP PROCESS

All questions must be in writing and e-mailed to rfp-youth@csa.ocgov.com according to the following timeframes:

- Questions received by January 25, 2006 at 3:00 p.m. may be answered at the Bidder's Conference but will be available at the latest by approximately 3:00 p.m. on January 31, 2006 by accessing the website at www.ocwib.org.
- Questions received in writing by March 1, 2006 at 3:00 p.m. will be answered and accessible by approximately 3:00 p.m. on March 6, 2006 by accessing the website at www.ocwib.org.
- Questions received after March 1, 2006 at 3:00 p.m. will not be answered.
- It is the proposer's sole responsibility to access the www.ocwib.org website throughout the entire process to obtain the most up-to-date information regarding this procurement. If, for some reason, an addendum or modification to the RFP needs to be issued, it will immediately be available on the www.ocwib.org website.

II. PROPOSAL APPLICATION INSTRUCTIONS

A. PROPOSAL MATERIALS

The following completed items shall be submitted with the proposal (s). If any item or section thereof is omitted, the proposal may be deemed non-responsive, eliminated from further review, and not considered for funding.

1) Proposal Cover Sheet – Exhibit A
2) Signed Assurances – Exhibit B
3) Proposal Response Section:
   I. Program Narrative with corresponding Exhibits B-2, B-3 and Exhibit I comprised of letters of commitment/Memoranda of Agreement (MOA) signed by each partner agency participating with proposer in the delivery of services.
   II. Organizational Qualifications and Expertise with required job descriptions, staff qualifications and Exhibit II-Organizational Chart.
   III. Budget with corresponding Exhibits D-1 through D-4
4) Signed Audit Plan (most recent)
5) If private non-profit agency, proof of non-profit status (most recent IRS 990). If private for profit agency, current business license. No proof is required from public schools or governmental agencies.

B. PROPOSAL FORMAT

The proposal(s) shall follow these format guidelines. If any guideline is omitted, the proposal may be deemed non-responsive, eliminated from further review, and not considered for funding.

- 12-pitch size, Arial
- Single spacing
- Pages numbered sequentially
- Response section shall be no more than 20 pages in length, not including required forms or attachments, letters of agreement, etc.
- One (1) original in hard copy and disk/e-version, and six (6) hard copies
- Single-sided (all copies and the original)

- Single-stapled or bound (all copies and the original)
- Divided and tabbed in sections in the order indicated in the Application Package requirement below, with all corresponding attachments as requested
- Proposers are asked to designate an Internet email address on their proposal cover sheet. Please notify the OCWIB immediately if at any time you cannot receive messages via e-mail. OCWIB will not return proposal responses or exhibits to proposers.

C. PROPOSAL EVALUATION

To avoid conflicts or the appearance of conflicts or undue influence over the process. proposers should not contact OCWIB, OCWIB/Youth Council members or elected officials charged with oversight of these programs during the review process. OCWIB staff retains the right to accept, reject, or negotiate proposals received as well as to vary or waive any provisions set forth in this RFP when it is in the best interests of the OCWIB, OCWIB/Youth Council and/or the Orange County Board of Supervisors.

D. PROPOSAL EVALUATION CRITERIA

The following criteria will be used to evaluate the proposals:

I. Program Narrative	70 points
A. Program Design and Service Delivery	
B. Retention, Performance and Post-exit Follow-up	
II. Organizational Qualifications and Expertise	15 Points
III. Budget	15 Points

It will be understood and accepted by the proponent that all decisions and the degree to which a proposal meets the evaluation criteria and the overall needs of the OCWIB are within the purview and judgment of the OCWIB and the Orange County Board of Supervisors.

A review panel will evaluate all proposals which pass the initial compliance review. Selected proposers may be invited to participate in oral presentations and/or interviews as deemed necessary by the proposal evaluation panel. All proposers are advised to be prepared to come in for a presentation and/or interview on short notice.

E. PROTESTS

1) Definition: Any actual or prospective bidder, proposer or contractor who is aggrieved in connection with the solicitation or award of a contract may submit such grievance to the contracting authority, i.e., the Purchasing Agent or appropriate Deputy Purchasing Agent.

2) Proposers are advised that protests of specifications, terms, conditions or any other aspect of this solicitation must be made prior to the closing date and deadline for receipt of proposals. Protest of specifications and solicitation terms and conditions made after that date and time will not be considered by the OCWIB.

3) Grievances filed for contracts related to this proposal must be filed in writing within five (5) working days of the public OCWIB meeting at which proposals are selected

for award, and must comply in all other respects to the information requested and other requirements as stated in the Orange County Contract Policy Manual. Copies of this document can be obtained from the Deputy Purchasing Agent or the County's CEO Purchasing Dept.

4) Protest of Award must be made immediately and in no event later than five (5) calendar days after the aggrieved party knows, or should have known, the facts giving rise thereto.

5) Protests must be in writing and may be transmitted by fax: (714) 834-7132 or mailed to the attention of Janine Boiarsky, Deputy Purchasing Agent; Special Programs Division, 1300 S. Grand Ave., Bldg. B, 3rd Floor; Santa Ana, CA 92705.

6) The Board of Supervisors may not consider protests if the described administrative procedure has not been followed.

7) All protests shall include the following information:
   - The name, address and telephone number of the protestor;
   - The signature of the protestor or the protestor's representative;
   - The solicitation or contract number;
   - A detailed statement of the legal and/or factual grounds for the protest; and
   - The form of relief requested.

8) The Purchasing Agent or the Deputy Purchasing Agent will, within ten working days, issue a decision in writing which shall state the reason for the actions taken. If the protestor wishes to appeal the decision of the Purchasing Agent or Deputy Purchasing Agent, the protest will be referred to the Procurement Appeals Board, chaired by the Purchasing Agent and comprised of County Management and a member of the public. A hearing will be held with both the protestor and the County presenting their positions to a representative group of members of the Procurement Appeals Board. Only those members with no conflict of interest in the contract solicitation or award process will be permitted to serve on the hearing panel. The Procurement Appeals Board, after hearing both sides of the appeal, will issue a decision in writing to the protestor with a copy to the Purchasing Agent or Deputy Purchasing Agent, the CEO, and the Board of Supervisors. If the protestor wishes to appeal the decision of the Procurement Appeals Board, the protest will be referred to the Board of Supervisors. The Board of Supervisors should consider protests only upon appeal after the protestor has followed the procedure described herein.

9) Finality of Decision - The decision by the Purchasing Agent or Deputy Purchasing Agent shall be final unless:
   - Overturned by the Procurement Appeals Board;
   - Overturned by the Board of Supervisors; or
   - Ruled upon by an appropriate court of law.

10) Stay of Procurement During Protests - In the event of a timely protest, the County shall not proceed with the solicitation or award of the contract until the Purchasing Agent or Deputy Purchasing Agent either successfully resolves the matter or, after consultation with the using agency, as appropriate, makes a written determination that the award of the contract, without delay, is necessary to protect the substantial interest of the County**.**

III. REQUIREMENTS

A. ADMINISTRATIVE REQUIREMENTS

1) Proposals that are submitted are not to be marked as confidential or proprietary. Proposals submitted in response to this RFP process are subject to public disclosure as permitted by the California Public Records Act. Additionally, all proposals shall become the property of the County. The County reserves the right to make use of any information or ideas in the proposals submitted.

2) All materials will be retained by the County of Orange. The County of Orange reserves the right to reject any or all proposals and to award and contract as is in its best interest. The County of Orange reserves the right to solicit additional information from any responding vendor after the proposals have been received, including the requesting of systems demonstrations by proposers.

3) This announcement and its attachments are an RFP and are an invitation for prospective firms to respond. Although this solicitation is in RFP format and we will adhere to RFP conventions, we expressly intend that this procurement is for human services and as such we are not bound solely by the lowest price.

4) This RFP does not commit the OCWIB or the County of Orange to award a contract, pay any costs incurred in the preparation of a proposal to this request, or to procure or contract for services and supplies.

5) The County reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel in part or in its entirety this RFP if it is in the best interest of the County to do so.

6) The County reserves the right to withdraw the RFP in the event that the OCWIB determines there is a failed competition defined as follows:

- Response to RFP is insufficient to proceed
- Responses to RFP make it economically unfeasible to proceed, or
- Any changing circumstances in status, as determined by the Orange County Youth Council or OCWIB that would negate the requirement of the RFP.

7) OCWIB staff will screen all proposals for completeness and compliance with the terms and conditions of the RFP (See “Attachment 1 – Proposal Responsiveness Checklist”). In the selection and award of services procured under this RFP, the OCWIB shall ensure that any award will be made only to responsible proposers

who have demonstrated ability to perform based upon delivering comparable or related services.

8) The scope of services to be provided shall be in accordance with WIA and its applicable federal, state, and local laws, regulations, rules and policies, and with specifications of this RFP.

9) Proposers are responsible for ensuring that their proposed uses of the funds are consistent with federal and state statutes and regulations.

10) Proposals must be competitive in terms of cost, performance and contribution to the OCWIB's Strategic Five-Year Local Plan and modifications (available at www.ocwib.org).

11) Proposers will be required to list the State of California, the County of Orange and the OCWIB as additional insureds on their general liability, umbrella and fidelity bond insurance policies. If there is a fee for adding the OCWIB and Orange County to proposer's policies, include the cost in the proposed budget. Insurance requirements are fully disclosed in ATTACHMENT 2 of this RFP (and included in the sample WIA Youth agreement as the addendum to this RFP).

12) Proposers may be subject to a pre-award survey and reference checks. Costs will be compared with pre-bid estimates collected by OCWIB staff. This may include but not be limited to a review of proposer's record keeping procedures, management systems, accounting and administrative systems.

13) All proposals may be subject to negotiation following selection by the OCWIB. Proposals which cannot be successfully negotiated will not be funded. The number of youth served through any contracts awarded through this proposal process will be negotiated at the point of contract. Proposers shall clearly indicate the numbers of youth they anticipate to serve with the requested funding. Specialized services and training as well as innovative proposals will be subject to grant funds available for the proposal.

B. CONTRACT AWARD, TERMS AND CONDITIONS

1) Contracts will be finalized following the selection process conducted by the Orange County Youth Council and OCWIB, and approved by the Orange County Board of Supervisors. Each proposal should be submitted in the most favorable terms, from a price and technical standpoint, which the proposer can make. However, the Orange County Youth Council, OCWIB and/or County reserves the right to request additional data, oral discussion or presentations in support of written proposals.

2) Contracts resulting from this RFP will be cost reimbursement with monthly billing required (please refer to model WIA Youth agreement as the addendum of this RFP). Expenditures will be reviewed at least on a quarterly basis. If Contractor's expenditures fall below 20% of planned expenditures for any cumulative period, Contractor may be subject to a 10% reduction in funding at any given time.

3) Initial contracts entered into as a result of this RFP will be for one year from July 1, 2006 to June 30, 2007 (please refer to model WIA Youth Agreement as the

addendum to this RFP). Based upon contractor performance and funding availability, contracts may be renewed for an additional four (4) consecutive one-year periods through June 30, 2011 as allowable under WIA, and at the discretion of the OCWIB and Orange County Board of Supervisors.

4) Indirect costs (those not directly able to be charged to program such as those related to payroll, risk management, processing, information services, accounting, etc.) are limited to 5% of total budget.

5) For private for profit businesses, profit is limited to 10%. Profit will be negotiated and is not guaranteed at 10% even if proposed and the proposal has been selected.

6) Contractors are required to deliver services in accordance with all performance standards established by the Orange County Youth Council. Contractor performance includes but is not limited to meeting general program requirements, approved scope of work, WIA performance measures and enrollment plans. The Youth Council customarily reviews funding recommendations for the following program's year contract renewal on or around May. At that time, any Contractor that has fallen below 20% of planned performance may be subject to a 10% holdback of its base allocation for the following program year's renewal. Contingent upon Contractor's improved performance, the OCWIB/Youth Council may release any held back funds no later than the end of the renewal year's thrid quarter.

7) The Contractor agrees to deposit with the County prior to the provision of services under this Agreement, Certificates of Insurance, including all endorsements required herein necessary to satisfy the County that insurance provisions of this Agreement have been complied with, and to keep such insurance and the certificates therein on deposit with the County during the entire term of this Agreement. Please refer to complete County of Orange insurance requirements found in ATTACHMENT 2 of this RFP (and included in sample WIA agreement as the addendum to this RFP).

8) Subcontracting - The OCWIB retains authority before and during any contract period, to approve proposed subcontracts that amount to $10,000 or more prior to their execution. A "Subcontractor" is defined as any person undertaking part of the work under the terms of the contract, by virtue of an agreement with the contractor.

   - All Youth Contractors' subcontracts must be on file with the OCWIB.
   - The OCWIB retains full authority to enforce performance standards of the subcontractor on the Youth Contractor.
   - The OCWIB retains full authority to direct contractor in all matters pertaining to subcontractors, including cancellation of subcontractor's contract.

C. FUNDING

1) The anticipated initial amount of WIA program funds available for this solicitation is specified in Section I.B.1 of this RFP.

2) Proposers cost per participant are to remain in effect throughout the life of the program proposed.

3) The OCWIB reserves the right to adjust funding allocations without further notice to proposers submitting proposals.

4) As additional funding and funding streams become available, the OCWIB reserves the right to continue to fund the existing contracted Youth Program Providers, competitively procure other providers, or fund additional activities that are in the best interest of the OCWIB.

D. TECHNOLOGY

The County intends to use email, Internet and computer capabilities to facilitate communications regarding this RFP process and the operation of any programs funded through this RFP. All providers will maintain:

1) A high speed connection to the Internet suitable for the size of their organization
2) Email accounts
3) At least one PC Workstation with Microsoft Office Professional installed to ensure compatibility with the business documents utilized by the WIB Admin Office
4) Hardware and software necessary to accomplish the above three items as well as supporting the Information Technology needs of their staff and clients.
5) Take measures to protect client and program data, including but not limited to
   - Confidential client data should not be stored on a resource that can be accessed without utilizing a password.
   - Printed reports and documents containing client data should be kept in a secure/locked environment.

IV. PROPOSAL RESPONSE SECTION

Proposers must address all sections and respond to every question asked. Restate the question and follow with a response. All questions/responses should follow the order and numbers assigned in this RFP. Do not renumber or reorder the questions. Use the same number that appears in this RFP for the question prior to your answer (Note: The rating sheets are keyed to the question numbers). If you change or reorder the numbering system, raters will not be able to find your responses, and the proposal may be deemed non-responsive, may not be read, submitted for review or considered for funding. Cumulative response section shall be no more than 20 pages in length, not including required forms or attachments, letters of agreement, etc.

I. Program Narrative 70 points

A. Program Design and Service Delivery

This section should include a clear and detailed description of:

A-1. Identification of: a) target group(s), b) number of new enrollments and c) geographical region(s) to be served. If applying for more than one region, specify the same for each.

A-2. Outreach and recruitment strategies for target population(s). Complete Exhibit B-1.

A-3. Tools and techniques for: a) completing objective assessment(s), b) updating ISP and c) establishing criteria for meeting specific WIA Youth Performance measures at the time of enrollment.

A-4. Program components and flow, including specifics on: a) activities geared toward increasing youth's basic, occupational and work readiness skills; b) timeframe for the various activities; c) how participants transition from one activity to another; and d) program exit methodology.

A-5. Identification of specific resources in the region(s) to be served and framework for coordination with other regional youth-serving entities to deliver the 10 WIA youth elements. Create and attach Exhibit I: Letters of commitment/MOAs signed by each partner agency participating with proposer in the delivery of services.

A-6. Case management, including but not limited to how case managers will ensure that young people receive all planned services, coordinate and communicate such delivery of services with multiple entities as applicable, and ensure that young people make timely progress toward established goals.

A-7. Youth and employer input throughout the program.

A-8. How program will positively affect the target group(s) beyond the prescribed WIA standards.

A-9. A continuous improvement plan indicating how proposer will evaluate their operating program's progress and participants' success on a monthly, quarterly, and annual basis.

A-10. Complete Exhibt B-2: Youth Activity Matrix. (Note: Form may be manipulated to include additional pages if necessary)

B. Retention, Performance and Post-Exit 12-Month Follow-Up

This section should include a clear and detailed description of:

B-1. Strategies to maintain participants engaged in the program after initial enrollment. Specify strategies appropriate to younger and older youth, respectively, that will result in meeting all WIA youth performance measures.

B-2. Relationships with workplace partners and regional employers, how these will result in job placement opportunities for youth and different forms of employer involvement in the program.

B-3. Activities to maintain youth engaged throughout the 12-month post-exit follow-up period.

B-4. Complete Exhibit C: Youth Performance Matrix. If applying to serve youth in more than one youth geographical region, then submit a separate Exhibit C for each region.

II. Organizational Qualifications and Expertise 15 points

Organizational Qualifications and Expertise

This section should include a clear and detailed description of:

II-1. The proposer's past and/or potential ability to perform successfully, including but not limited to: a) proposer's integrity, b) record of past performance as it relates to the WIA Youth performance measures, and c) financial and technical resources. If proposer is submitting a joint proposal or subcontracting any of the services under this proposal, describe the same for partner agencies. Proposer with no experience in providing WIA services must indicate what added value this proposal will bring to the youth system.

II-2. A staffing plan for conducting the program, including a) brief job descriptions of positions, and b) staff qualifications. Proposer must have the ability to provide services to Limited English Proficient populations.

II-3. Create and attach Exhibit II: Organizational Chart.

III. Budget 15 points

Budget

- Submit separate budgets for OSY and/or ISY to match proposed program.
- If applying to serve youth in more than one youth geographical region, then submit a separate budget section for each region (with all corresponding exhibits) so that the OCWIB/Youth Council may assess cost effectiveness accordingly.

This section should include a clear and detailed description of:

III-1. Complete Exhibits D-1: Budget Summary and Detail, and D-2: Expenditure Plan. (Note: Form for Budget Detail may be manipulated to include additional pages if necessary)

III-2. Complete Exhibit D-3: Personnel Breakdown. Include the full-time equivalents/ percent of time and costs for each staff member allocated to the program

III-3. Complete Exhibit D-4: WIA Youth Partnerships. Because of the limited amount of youth funds, the OCWIB/Youth Council is interested in program designs that are able to leverage funds from other non-WIA sources. Ensure that entries match to those included in Response Section A-5.

III-4. Any relevant narrative to explain/expand on the cost effectiveness of the line items as illustrated in the Budget Exhibits.

PROPOSAL COVER SHEET

EXHIBIT A

(Lead) Organization Name: _____

Address: _____

_____

Contact Person and Title: _____

_____

Telephone Number: _____ **Fax Number:** _____

Email Address(es): _____

Indicate if Proposal is for: ☐OSY ☐ISY

Indicate Region(s): ☐Western ☐Northern ☐Coastal ☐Southern

Specify breakdown of funds and enrollments.

	Western	Northern	Coastal	Southern	TOTALS
Funds requested					
Estimated total # of youth to be served, including:					
a) Number of new enrollments					
b) Estimated # of carry-ins from table on p.7 of this RFP					
Estimated cost per participant (total funds requested divided by total # of youth to be served)					

Federal ID #:_____ Certifying Agency:_____

By signing this proposal, the Corporate Officer or Public Officer certifies that no representative of the corporation has exerted any undue influence on the procurement process, violated any federal or state procurement, conflict of interests or ethics law in seeking funding for this proposal.

Corporate/Public Officer Signature: _____

Print/Type Name and Title: _____

Date: _____

Check all applicable:

☐ Corporation ☐ Sole Proprietorship ☐ Partnership ☐ Other _____
☐ For-Profit ☐ State Agency ☐ Other Public Agency (Specify) _____
☐ Labor Organization ☐ Community-Based Organization ☐ Not-for-Profit ☐ Business Organization

EXHIBIT B

ASSURANCES

I recognize that I must give assurance for each item below. If I cannot, this proposal will be automatically rejected. The assurances are:

1. I am authorized by my Board of Directors, Trustees, other legally qualified officer, or as the owner of this agency or business to submit this proposal on behalf of the "Proposer."

2. The submitted proposal shall remain valid for a period of at least 120 calendar days.

3. Proposer is not currently on any Federal, State of California, or local Debarment List.

4. Proposer will provide records to show fiscal solvency, if needed.

5. Proposer has/will have all of the fiscal control and accounting procedures needed to ensure that WIA funds will be used as required by law and contract.

6. Proposer has additional funding sources and will not be dependent on WIA funds alone to carry out the proposed program(s).

7. Proposer will meet all applicable federal, state, and local compliance requirements. These include, but are not limited to:
   - Meeting County of Orange Insurance requirements (see Attachment Two herein)
   - Ensuring that records accurately reflect actual performance
   - Maintaining record confidentiality, as required
   - Reporting financial, participant, and performance data, as required
   - Complying with Federal and State non-discrimination provisions
   - Meeting requirements of Section 504 of the *Rehabilitation Act of 1973*
   - Meeting all applicable labor law, including Child Labor Law standards
   - Meeting all child support enforcement certification requirements
   - Meeting all lobbying certification and disclosure of lobbying activities requirements

8. Proposer will not:
   - Place a youth in a position that will displace a current employee.
   - Use WIA money to assist, promote, or deter union organizing.
   - Use funds to employ or train of persons in sectarian activities.
   - Use funds for youth in the construction, operation, or maintenance of any part of a facility to be used for sectarian instruction or religious worship.
   - Use WIA funds for activities that would interfere with or replace regular academic requirements for eligible youth who are not dropouts.

I hereby assure that all of the above are true.

_____	_____	_____
Name	Title	Date

EXHIBIT B-1

PY 06-07 WIA YOUTH
Targeted Recruitment/Population

Provider: _____

On the chart below, please

- Enter the total number of youth to be enrolled during PY 06-07:_____
- Indicate the number in each barrier category that you will target for the year and the specific outreach strategies.

Note: Some youth may have multiple barriers and overlap in several categories. Therefore, the tally may be greater than the actual total number of youth proposed to be enrolled above.

TARGET GROUP	TOTAL	% of Total Enrollments from above	Outreach Strategies
Out of School			
High School Drop-Out			
Foster Youth			
Emancipated Youth			
Homeless/Runaway			
Offender			
Children of Incarcerated Parent(s)			
Pregnant or Parenting Youth			
Substance Abuse			
Basic Skills Deficient			
Gang Affiliated			
Other High Risk			

Note: Lack of compliance with final negotiated recruitment plan may constitute grounds for de-obligation of funds.

EXHIBIT B-2

PY 06-07 WIA YOUTH ACTIVITY MATRIX					
Activity	**Description**	**Duration of Activity**		**Partners Involved**	**Funding Source**
		Hours	**Months**		
1. Tutoring/Drop-out prevention strategies					
2. Alternative/Secondary School Services					
3. Summer Employment					
Paid & Unpaid Work Experience					
Internships					
Job Shadowing					
4. Work Activities					
Paid & Unpaid Work Experience					
Internships					
Job Shadowing					
5. Occupational Skills Training					
6. Leadership Development					
7. Supportive Services		N/A	N/A		
8. Adult Mentoring					
9. Follow-up					
10. Comprehensive Guidance and Counseling					

EXHIBIT C

PY 06-07 WIA YOUTH PERFORMANCE MATRIX

Provider: _____

Region: _____

NUMBER OF YOUTH TO BE ENROLLED/SERVED	Carry-Ins PY 05-06	1st Qt 7/1-9/30	2nd Qt 10/1-12/31	3rd Qt 1/1-3/31	4th Qt 4/1-6/30	TOTAL NEW ENR	TOTAL SERVED
Younger Youth (ages 14-15)							
Younger Youth (ages 16-18)							
Total Younger Youth							
Older Youth (ages 19-21)							
TOTALS							

PERFORMANCE MEASURES
YOUNGER YOUTH (AGES 14-18)
Skill Attainment Rate - At least **84%** of all youth must attain a basic, occupational or work readiness skills goal during program participation **(Exiters 4/1/05-3/31/06)**
Diploma or Equivalent Rate - At least **66%** of all youth who register without a high school diploma or equivalent must attain a diploma or equivalent by 1st quarter after exit **(Exiters 4/1/05-3/31/06)**
Retention Rate - At least **63%** of all youth who exit from 10/1/02 through 9/30/03 must be found in one of the following activities in the 3rd. Qt. after exit: postsecondary education, advanced training, employment, military service, or qualified apprenticeship **(Exiters 4/1/04-3/31/05)**
OLDER YOUTH (AGES 19-21)
Entered Employment Rate – At least **72%** of all youth who are *not* employed at registration and do *not* move onto postsecondary education/advanced training must be employed in the 1st quarter after exit **(Exiters 10/1/04-9/30/05)**
Employment Retention Rate – At least **80%** of all youth who are *employed* in the 1st quarter after exit *and* do not move onto post-secondary education/advanced training must be retained in employment in the 3rd. quarter after exit **(Exiters 4/1/04-3/31/05)**
Earnings Gain – Youth who are *employed* in the 1st quarter after exit *and* do not move onto postsecondary education/advanced training must show an **average earnings gain of $3,700** in the 3rd quarter after exit **(Exiters 4/1/04-3/31/05)**
Employment and Credential Attainment Rate – At least **38%** of youth who are in employment/ post-secondary education/advanced training by the end of the 1st quarter after exit must receive a credential by the end of the 3rd quarter after exit **(Exiters 10/1/04-9/30/05)**
COMMON YOUTH MEASURES
Placement in Employment or Education - Of those who are not in post-secondary education, employment, or the military at the date of participation: [# of participants who are in employment or the military or enrolled in post-secondary education and/or advanced training/occupational skills training in the 1st quarter after the exit quarter] *divided by* [# of participants who exit during the quarter]
Attainment of a Degree or Certificate – Of those enrolled in education at the date of participation or at any point during the program: [# of participants who attain a diploma, GED or certificate by the end of the 3rd quarter after the exit quarter] *divided by* [# of participants who exit during the quarter]
Literacy and Numeracy Gains – Of those out-of-school youth who are basic skills deficient: [# of participants who increase one or more educational functioning levels] *divided by* [# of participants who have completed a year in the program (i.e., one year from the date of program participation) plus (+) the # of participants who exit before completing a year in the program]

Notes: 1) The number of active, carry-in participants transitioning into PY 06-07 from PY 05-06 will be estimated at time of contract negotiations. 2) Lack of compliance with final negotiated performance plan may constitute grounds for de-obligation of funds.

PROVIDER NAME:_____

REGION:_____

WIA YOUTH BUDGET SUMMARY: 7/1/06-6/30/07

	PROGRAM COSTS	TOTAL
1.	Salaries	
2.	Benefits	
3.	Operations	
4.	Consultant/Subcontract	
5.	Employer Reimbursement (OJT)	
6.	Miscellaneous Client Fees	
7.	Student Supplies	
8.	Participant Wages	
9.	Equipment: $5,000 or Over	
10.	Equipment: Computer Related - $1,000 - 4,999	
11.	Equipment: Non Computer - $1,000 - 4,999	
12.	Indirect (not to exceed 5% of total budget)	
	TOTAL	
	ADMINISTRATION (ALLOWABLE ONLY FOR OCWIB ONE-STOP OPERATORS AND NA FOR ALL OTHERS)	
	GRAND TOTAL	

Note: If Contractor's expenditures fall below 20% of approved expenditures for any cumulative period, Contractor may be subject to de-obligation of funds.

PROVIDER NAME:_____

REGION:_____

WIA BUDGET DETAIL: 7/1/06-6/30/07

PROGRAM COSTS	TOTAL $
SALARIES: (Include titles and FTEs)	
SUBTOTAL - SALARIES	
BENEFITS	
SUBTOTAL – BENEFITS	
OPERATIONS (Include facility lease and utilities, supplies, mileage, postage, equipment, etc. as applicable)	
SUBTOTAL - OPERATIONS	
MISCELLANEOUS CLIENT FEES (Include supportive services, incentives, etc. as applicable)	
SUBTOTAL - MISC CLIENT FEES	
STUDENT SUPPLIES	
PARTICIPANT WAGES __ Youth X average of ___ hrs x $___ Work experience and/or internships Participant benefits:	
SUBTOTAL - PARTICIPANT WAGES	
EQUIPMENT: $5,000 and OVER	
EQUIP: COMPUTER RELATED ($1,000-4,999)	
EQUIP: NON COMPUTER ($1,000-4,999)	
INDIRECT (not to exceed 5%)	
TOTAL	
ADMINISTRATION **(ALLOWABLE ONLY FOR OCWIB ONE-STOP OPERATORS)**	
GRAND TOTAL	

EXHIBIT D-2

PROVIDER NAME:_____

REGION:_____

WIA YOUTH EXPENDITURE PLAN: 7/1/06-6/30/07

COST CATEGORIES	Qtr 1 7/1/06-9/30/06	Qtr 2 10/1/06-12/31/06	Qtr 3 1/1/07-3/31/07	Qtr 4 4/1/07-6/30/07	Total
PROGRAM					
1. Salaries					
2. Benefits					
3. Operations					
4. Consultant/Subcontract					
5. Employer Reimbursement (OJT)					
6. Miscellaneous Client Fees					
7. Student Supplies/Supportive Services					
8. Participant Wages					
9. Equipment: $5,000 or Over					
10. Equipment: Computer Related - $1,000 -$4,999					
11. Equipment: Non Computer - $1,000 - $4,999					
12. Indirect (not to exceed 5%)					
TOTAL					
ADMINISTRATION (Allowable only for OCWIB One Stop Operators/NA for all others)					
GRAND TOTAL					

Note: If Contractor's expenditures fall below 20% of approved expenditures for any cumulative period, Contractor may be subject to de-obligation of funds.

EXHIBIT D-3

PROVIDER NAME:_____

REGION:_____

WIA PERSONNEL BREAKDOWN: 7/1/06-6/30/07

			PERCENT OF TIME SPENT ON WIA YOUTH		
Name	**Position Title***	**Full Salary**	**WIA Youth Full Time Equivalent**	**WIA Youth Salary Portion**	**Total $**
		0		0	0
					0

*Job Descriptions for each position title must be attached as required in Response Section II-2.

EXHIBIT D-4

WIA YOUTH PARTNERSHIPS

PROVIDER:_____

ORGANIZATION	DESCRIPTION OF ORGANIZATION	MONTHLY CASH	MONTHLY VALUE OF IN-KIND	DESCRIPTION OF IN-KIND

Note: Entries must match Response Section A-5 with corresponding letters of commitment/MOAs submitted.

PROPOSAL RESPONSIVENESS CHECKLIST
(FOR OCWIB STAFF USE)

ATTACHMENT 1

This form will be used by OCWIB staff prior to submitting the proposal to the Evaluation Team for review. You may wish to use it before submitting the proposal to assure that all required documents have been submitted and required elements have been addressed. Proposals found lacking any item or section thereof may not be considered for review.

☐ Proposal met all format specifications.

☐ Proposal included all parts of required application package, with exhibits signed as appropriate:

☐ Proposal Cover Sheet (Exhibit A)

☐ Signed Assurances (Exhibit B)

☐ Program Narrative, including sections on

- ☐A) Program Design and Delivery Service with Exhibits B-1 and B-2, and Exhibit I: Letters of commitment/MOAs.
- ☐B) Retention, Performance and Post-exit Follow-up with Exhibit C

☐ Program Budget Forms with Exhibits D-1 through D-4

☐ Organizational Qualifications with

- ☐ Job descriptions
- ☐ Staff qualifications
- ☐ Exhibit II: Organizational Chart

☐ Signed Audit Plan (most recent)

☐ If applicable, proof of non-profit status or business license for other than public schools or governmental agencies

☐ RFP response issues that will have to be clarified prior to contract finalization:

_____

_____

COUNTY OF ORANGE INSURANCE REOUIREMENTS

ATTACHMENT 2
2 Pages

30. INDEMNIFICATION

CONTRACTOR agrees to indemnify, defend with counsel approved in writing by COUNTY, and hold COUNTY, the State of California, and the Orange County Workforce Investment Board, their elected and appointed officials, officers, employees, agents and those special districts and agencies which COUNTY's Board of Supervisors acts as the governing Board ("COUNTY INDEMNITEES") harmless from any claims, demands or liability of any kind or nature, including but not limited to personal injury or property damage, arising from or related to the services, products or other performance provided by CONTRACTOR pursuant to this Agreement. If judgment is entered against CONTRACTOR and COUNTY by a court of competent jurisdiction because of the concurrent active negligence of COUNTY or COUNTY INDEMNITEES, CONTRACTOR and COUNTY agree that liability will be apportioned as determined by the court. Neither party shall request a jury apportionment.

31. INSURANCE

(a) Prior to the provision of services under this Agreement, the CONTRACTOR agrees to purchase all required insurance at CONTRACTOR's expense and to deposit with DIRECTOR Certificates of Insurance, including all endorsements required herein, necessary to satisfy COUNTY that the insurance provisions of this Agreement have been complied with and to keep such insurance coverage and the certificates therefore on deposit with DIRECTOR during the entire term of this Agreement. In addition, all subcontractors performing work on behalf of CONTRACTOR pursuant to this Agreement shall obtain insurance subject to the same terms and conditions as set forth herein for CONTRACTOR.

(b) All insurance policies required by this Agreement shall declare any deductible or self-insured retention (SIR) in an amount in excess of $25,000 ($5,000 for automobile liability), which shall specifically be approved by the County Executive Office (CEO)/Office of Risk Management. CONTRACTOR shall be responsible for reimbursement of any deductible to the insurer. Any self-insured retentions (SIRs) or deductibles shall be clearly stated on the Certificate of Insurance. If the CONTRACTOR fails to maintain insurance acceptable to the COUNTY for the full term of this Agreement, the COUNTY may terminate this Agreement.

(c) If CONTRACTOR is a governmental entity, CONTRACTOR may elect to self-insure for the insurance coverage required by this Agreement.

(d) The policy or policies of insurance required herein must be issued by an insurer licensed to do business in the State of California (California Admitted Carrier). If the insurer is not licensed to do business in the State of California, CEO/Office of Risk Management retainsthe right to approve or reject the insurer after a review of the insurer's performance and financial ratings.

(e) The policy or policies of insurance required herein must be issued by an insurer with a minimum rating of "A- (Secure Best's Rating)" and a minimum financial rating of "VIII (Financial Size Category)," as determined by the most current edition of the **Best's Key Rating Guide/Property-Casualty/United States** or by going on-line to "ambest.com."

(f) The policy or policies of insurance maintained by CONTRACTOR shall provide the minimum limits and coverage as set forth below:

Coverage	Minimum Limits
Commercial General Liability with Broad Form Property Damage Endorsement and Contractual Liability	$ 1,000,000 combined single limit per occurrence $ 2,000,000 Aggregate
Automobile Liability including all owned, non-owned and hired vehicles	$1,000,000 combined single limit per occurrence
Workers' Compensation	Statutory
Employer's Liability	$1,000,000 per occurrence

Sexual Misconduct Insurance $1,000,000 per occurrence

(g) All liability insurance required by this Agreement shall be at least $1,000,000 combined single limit per occurrence. The minimum aggregate limit for the Commercial General Liability policy shall be $2,000,000.

(h) The County of Orange, Orange County Workforce Investment Board, and State of California shall be added as additional insureds on all insurance policies required by this Agreement with respect to the services provided by CONTRACTOR under the terms of this Agreement (except Workers' Compensation/Employers' Liability). An additional insured endorsement evidencing that the County of Orange is an additional insured shall accompany the Certificate of Insurance.

(i) All insurance policies required by this Agreement shall be primary insurance, and any insurance maintained by the County of Orange shall be excess and non-contributing with insurance provided by these policies. An endorsement evidencing that CONTRACTOR's insurance is primary and non-contributing shall specifically accompany the Certificate of Insurance for the Commercial General Liability and Sexual Misconduct Insurance.

(j) All insurance policies required by this Agreement shall give the County of Orange 30 days notice in the event of cancellation. This shall be evidenced by an endorsement separate from the Certificate of Insurance. In addition, the cancellation clause must include language as follows, which edits the pre-printed ACORD certificate:
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT.

(k) All insurance policies required by this Agreement shall waive all rights of subrogation against the County of Orange and members of the Board of Supervisors, its elected and appointed officials, officers, agents and employees when acting within the scope of their employment or appointment.

(l) The Commercial General Liability policy shall contain a severability of interests clause.

(m) CONTRACTOR is aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for Workers' Compensation or be self-insured in accordance with provisions of that code. CONTRACTOR will comply with such provisions and shall furnish COUNTY satisfactory evidence that CONTRACTOR has secured, for the period of this Agreement, statutory Workers' Compensation insurance and Employers' Liability insurance with minimum limits of $1,000,000 per occurrence.

(n) If CONTRACTOR fails to provide the insurance certificates and endorsements within seven (7) days of notification by CEO/Risk Management or by DIRECTOR, award may be made to the next qualified proponent.

(o) COUNTY expressly retains the right to require CONTRACTOR to increase or decrease insurance of any of the above insurance types throughout the term of this Agreement. Any increase or decrease in insurance will be as deemed by CEO/Risk Management as appropriate to adequately protect COUNTY.

(p) COUNTY shall notify CONTRACTOR in writing of changes in the insurance requirements. If CONTRACTOR does not deposit copies of acceptable certificates of insurance and endorsements with DIRECTOR incorporating such changes within thirty (30) days of receipt of such notice, this Agreement may be in breach without further notice to CONTRACTOR, and COUNTY shall be entitled to all legal remedies.

(q) The procuring of such required policy or policies of insurance shall not be construed to limit CONTRACTOR's liability hereunder or to fulfill the indemnification provisions and requirements of this Agreement.

(r) The County of Orange Certificate of Insurance and the Special Endorsement for the County of Orange can be utilized to verify compliance with the above-mentioned insurance requirements in place of commercial insurance certificates and endorsements.

ORANGE COUNTY WORKFORCE INVESTMENT AREA

WIA Title I – Youth Individual Service Plan

Date:_____
Age:_____

Name:_____
SSN:_____

Case Manager's Name: _____

OBJECTIVE ASSESSMENT

MIS Activity Code 71
MIS Goal Codes 001, 002, 003, 004, 005, 006, 013, 015

EDUCATION: **Current Grade Level:** _____

School Attending: ☐ **Comprehensive** ☐ **Alternative Ed** ☐ **Community College** ☐ **Drop-Out**

BASIC SKILLS/GRADE LEVEL:
___ **ABLE** ___ **TABE** ___ **CASAS** ___ **WRAT** ___ **Other** **Date Tested:**_____

Reading Grade Level:_____ **Math Grade Level:** _____

Assessment Recommendation (include remediation plan): _____

_____

Basic Skills Activity: Start Date_____ **End Date**_____

EWIE Form – Codes Being Used

MIS Activity Code_____MIS Goal Code_____

WORK HISTORY (include VOLUNTEER WORK)			
Dates	**Employer**	**Position/Duties**	**Wage**

Labor Market Awareness

MIS Activity Code **72** -- MIS Goal Code **010**

Career Goal: _____

Youth will conduct Labor Market Information research by: Date_____ Completed: ☐YES ☐NO

EWIE Form – Code Being Used: MIS Activity Code_____MIS Goal Code_____

Non-Traditional Jobs for Men and Women:

☐ Youth is interested in training for non-traditional employment opportunities.
Non-Traditional Employment interest:_____

☐ Youth is not interested in training for a non-traditional occupation.

☐ Youth requested more information: Information Given ☐Verbal ☐Written Date:_____

INDIVIDUAL SERVICE PLAN

Asset Inventory

Youth Asset Development	Planned Activity	Outcome	Dates
☐ Basic Skills Deficient			Start: End:
☐ Out of School Youth			Start: End:
☐ High School Drop-out			Start: End:
☐ Foster Child/Living in Group Home			Start: End:
☐ Emancipated Youth			Start: End:
☐ Pregnant/Parenting Teen			Start: End:
☐ Runaway/Homeless			Start: End:
☐ Gang Affiliated			Start: End:
☐ Ex-offender			Start: End:
☐ Substance Abuse			Start: End:
☐ Family Drug /Alcohol			Start: End:
☐ Child Abuse			Start: End:
☐ Emotional, Medical, or Psychological Issue			Start: End:
☐ Lack of Child Care			Start: End:
☐ Deficient in Occupational Skills			Start: End:
☐ Requires Additional Assistance			Start: End:

ATTACHMENT 3

PLANNED ACTIVITIES

Circle appropriate MIS Codes as they relate to the youth's activities

Activity	Progress/Update	Outcome	Date
☐ Tutoring, Study Skills Training (MIS Activity Code 71/Goal Codes 001, 002, 003, 004, 005, 006, 013, 015)			
			Start: **End:**
☐ Alternative School Services (MIS Activity Code 71/Goal Code 015)			
			Start: **End:**
☐ Summer Employment ☐ WIA ☐ Non-WIA (MIS Activity Code 70, 75 (for TANF Summer Activity)/Goal Code 007)			
			Start: **End:**
☐ **Occupational Skills Training** (MIS Activity Code 72/Goal Code 007, 008, 016, 019**)**			
			Start: **End:**
☐ Paid/Unpaid Work Experience (MIS Activity Code 72/Goal Code 007, 008)			
			Start: **End:**
☐ Leadership Development (MIS Activity Code 73/Goal Code 014)			
			Start: **End:**
☐ Supportive Services (MIS Activity Code 81/link to primary goal code)			
			Start: **End:**
☐ Adult Mentoring (MIS Activity Code 74/Goal Code 020)			
			Start: **End:**
☐ Follow Up Activity			
			Start: **End:**
☐ Comprehensive Guidance & Counseling (MIS Activity Code 74/Goal Code 006)			
			Start: **End:**
☐ **Work Readiness** (MIS Activity Codes 72, 73, 74/Goal Codes 009, 010, 011, 012, 014, 017, 018, 020)			
			Start: **End:**

NOTE: Youth will have access to above program elements/activities based on youth's needs.

Goals

Check-Off appropriate MIS Goal Code as it applies to youth's goals

Note: (1) Goals must be achieved within 12 months of the date the goal was set.
(2) Minimum of one goal/Maximum of 3 goals per year.
(3) Any combination of 'skill' goals may be set.
(4) Goal(s) must be specific and measurable
(5) For younger youth: If participant is basic skills deficient, then primary goal must address basic skills.

☐ **Basic Skills Goal**

Goal Type #1☐

MIS Goal Code ☐ 001☐ 002 ☐ 003 ☐ 004 ☐ 005 ☐ 006 ☐ 013 ☐ 015

DATE

1._____Set:_____Achieved:_____

2._____Set:_____Achieved:_____

3._____Set:_____Achieved:_____

☐**Occupational Skills**

Goal Type #2☐

MIS Goal Code ☐ 007 ☐ 008 ☐ 016 ☐ 019

DATE

1._____Set:_____Achieved:_____

2._____Set:_____Achieved:_____

3._____Set:_____Achieved:_____

☐**Work Readiness**

Goal Type #3☐

MIS Goal Code 009 ☐ 010 ☐ 011 ☐ 012 ☐ 014 ☐ 017 ☐ 018 ☐ 020

DATE

1._____Set:_____Achieved:_____

2._____Set:_____Achieved:_____

3._____Set:_____Achieved:_____

Projected Outcomes

Youth Ages 14-18

Basic Skills Attainment

Job Readiness Skills Attainment

Occupational Skills Attainment

High School Diploma/GED Attainment

Enter into Post-Secondary Ed.
or
Advanced training
or
Placement in military services
or
Employment
or
Qualified apprenticeship

Retention Post-Secondary Ed., advanced training (6 months after entry)

Retention in military services, employment or qualifired apprenticeship (6 months after entry)

Youth Ages 19-21

Enter into Unsubsidized employment

Employer: _____

Date Employed:_____

Entry Wage:_____

Unsubsidized job retention (6 months after entry)

Earnings received in unsubsidized employment (6 months after entry)

Attain credential relating to achievement of educational skills

Credential:_____

SUPPORTIVE SERVICES

Supportive Services Needed: ____Yes____No ____Referred to Other Agency

DATE	AMOUNT (Optional for Referrals)	ITEM	FUNDING SOURCE

Follow-Up Activities

Follow-Up	Date	Comments:
30 Days		
60 Days		
90 Days (1st Quarter)		
2nd Quarter month of_____ month of_____ month of_____		
3rd Quarter month of_____ month of_____ month of_____		
4th Quarter month of_____ month of_____ month of_____		

Exit Date:_____

Follow-Up Examples

SCHOOL BASED

Job Shadowing
Youth Day
Group Meetings
One-on-One Meetings
Phone Calls
Adult Mentoring
Peer Mentoring
Team Leadership
Educational Opportunity
Other _____

WORK BASED

Employer Contact
Job Search Assistance
Other _____

NOTES:
1) Ensure to follow up with participants on a monthly basis or more often as needed.
2) State reporting requires four quarters of follow up.

ATTACHMENT 4

GLOSSARY OF TERMS

- **ACADEMIC CREDIT:** Credit received while a participant is in training which is applicable toward a secondary school diploma, a post-secondary degree, or a certificate of completion, consistent with State laws and the requirements of an accredited educational agency.

- **ADMINISTRATIVE COST:** The portion of the budget which is associated with the overall management and administration of the proposed program and which is not directly related to the provision of services to participants.

- **ADULT:** The term "adult" means an individual who is age 18 or older. Youth are defined as 14 through 21 years of age. Thus, individuals ages 18 through 21 may be eligible for both youth and adult programs, concurrently. Individuals ages 18 through 21 must meet the eligibility criteria applicable to the services received.

- **ADULT MENTORING (YOUTH):** Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.

- **ASSESSMENT OBJECTIVE:** The ongoing participant centered diagnostic evaluation of a participant's employability, interests, values, aptitudes, abilities, educational and vocational history, barriers, motivation and existing skills that le the development of an on-going, comprehensive Self Sufficiency Plan for the removal of barriers employment and the attainment of the individual's career goals. Assessment first occurs at intake an ongoing, continuous collection of information to evaluate the effectiveness of support services, training and education and to monitor the participant's progress.

- **BARRIERS to EMPLOYMENT:** Characteristics that hinder an individual's ability to participate in the labor market. An eligible youth is defined as an individual who: is age 14-21; is a low income individual; and is within one or more of the following categories:
  - Deficient in basic literacy skills;
  - School dropout
  - Homeless, runaway, or foster child;
  - Pregnant or parenting;
  - Offender; or
  - Is an individual (including a youth with a disability) who requires additional assistance to complete an educational program, or to secure and hold employment.

- **BASIC SKILLS:** Those academic skills that include reading, writing and speaking English, and the skills involved in applications, computing and solving problems.

- **BASIC SKILLS DEFICIENT:** Must include a determination that an individual:

A. Computes or solves problems, read, writes, or speaks English at or below grade level 8.9; or
B. Is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family or in society.

- **BASIC SKILLS TRAINING:** Training provided to enhance locally defined inadequacies in levels of basic literacy skills (as defined above) which would improve an individual's ability to function in the labor market and in society.

- **BELOW GRADE LEVEL:** One or more levels or credits below that which is appropriate for the person's age. (Can be calculated from the highest grade completed and reading/math levels).

- **CAREER EXPLORATION, PLANNING & COUNSELING (YOUTH):**
Activities which:
  A. assist youth to gain career awareness, make career decisions and plans, and understand I market needs, trends, and opportunities;
  B. assist youth in making and implementing informed educational and occupational choices; and,
  C. aide youth to develop career options with attention to surmounting gender, race, ethnic, disability, language, or socioeconomic impediments to career options and encouraging careers in non-traditional employment.
  D. orientation to skills and knowledge specific to career path and/or industry, based on SCANS career related learning standards and industry-specific skills, if relevant.

- **CAREER RELATED MENTORING (YOUTH):** An employee or other individual, approved by the employer at a worksite, who possesses the skills and knowledge to be mastered by a student; who provides the student with instruction and challenges the student to perform well: works in consultation with program staff, classroom teachers and the employer as appropriate.

- **CASE MANAGEMENT:** The provision of a client-oriented approach in the delivery of services, designed to:
  A. prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and support services, using, where flexible, computer-based technologies; and
  B. to provide job and career counseling during program participation and after job placement.
  C. Case Managers and youth work together in a documented, goal oriented, participant-centered program that extends from recruitment through follow up/retention. The case manager motivates coordinates services and information to prepare participants for post secondary educational opportunity provide linkages between academic ad occupational learning, and/or preparation for unsubsidized employment/training opportunities, as appropriate.

- **CITIZENSHIP TRAINING:** Includes life skills training such as parenting, work behavior training, budgeting of resources, and an ethic of civic responsibility. Citizenship training is one aspect of the required youth program element broadly termed "Leadership Development Opportunities".

- **CLASSROOM TRAINING:** Academic and/or occupational training conducted in an institutional setting. Effective classroom training will provide linkages between academic and occupational learning.

- **COLLABORATION:** A mutually beneficial alliance of groups or organizations that come together to achieve common goals. This alliance is characterized by well-defined relationships that include a commitment to: mutual authority and accountability for success; and sharing of resources. It is expected that transcends individual agency strategies, and will integrate diverse missions, language and cultural concerns to focus on the needs of the customers. Collaboration is strengthened by a formal written agreement, which delineates the responsibilities of each group, organization or entity.

- **COMMUNITY-BASED ORGANIZATION (CBO):** A private nonprofit organization that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce investment.

- **COMMUNITY SERVICE LEARNING (YOUTH):** A structured work experience, through which students learn and develop by participating in organized community service work activities that meet actual community needs, are designed collaboratively by the program and student(s) and may be paid stipends to apply toward future studies.

- **COST REIMBURSEMENT CONTRACT:** A contract format which provides for the reimbursement of allowable costs which have been identified and approved in the contract budget, and incurred in the operation of the program. Back-up documentation is required to justify payments made under this type of contract.

- **CUSTOMIZED TRAINING:**

  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. For which the employer pays for not less than 50 percent of the cost of the training.

- **DROPOUT (YOUTH):** An individual no longer attending school whom has not received a secondary school diploma or GED (note: a youth attending an alternative school is not a dropout for the purposes of this program).

- **ELIGIBLE or ELIGIBILITY:** Refers to an individual's status in relation to his/her qualification to participate in a WIA funded program. The following are examples of eligibility criteria for various programs: residency, age, economic status, Selective Service registration, serious barriers to employment, plant closures, layoffs, long term unemployment, etc. Specific youth eligibility requirements are defined at 20 CFR, 664.2000.

- **ELIGIBLE YOUTH:** Except as provided in subtitles C and D, the "eligible youth" means an individual who:
  A. is not less than age 14 and not more than age 21;
  B. is a low-income individual; and
  C. is an individual who is one or more of the following:
     (i) Deficient in basic literacy skills.
     (ii) A school dropout.
     (iii) Homeless, a runaway, or a foster child.
     (iv) Pregnant or a parent.
     (v) An offender
     (vi) An individual who requires additional assistance to complete an educational program, or secure and hold employment.

- **EMPLOYABILITY:** A demonstrated level of knowledge, skills, abilities, work behaviors and attitudes necessary to become successful in the labor market.

- **ENROLLMENT**: An eligible participant who has been referred for WIA services and for whom enrollment documents have been completed and entered into the Workforce Investment Areas (WIA) Management Information System (MIS). See "registration" and "participant" for clarification relating to performance measures.

- **ENTERED EMPLOYMENT RATE**: The category is for participants who exit from the program and enter (through the efforts of the WIA, Service Provider, or through their own efforts) into regular employment. For WIA purposes, this outcome includes: employment in the public, private nonprofit, or private for-profit sector. This is one of the performance measures for adult, dislocated worker, and youth programs. State Unemployment Wage records will be the primary data source for tracking this outcome, therefore, employment is currently defined as an individual showing any amount of earnings in the quarter following exit. Supplemental data sources for verification of employment may be used, i.e., telephone verification, pay stub.

- **ENTREPRENEURIAL WORK EXPERIENCE (YOUTH)**: A program-based business venture (not a simulation) which is striving for economic viability and operation by students. School-based enterprises are generally directed by a business, which sponsors enterprise and supervises the student staff. School may also direct school-based enterprises, in the absence of business sponsorship.

- **EXITER:** (point of exit for counting performance outcomes) A participant who has a termination date within the quarter and has not received any WIA service for 90 days, except follow-up, and there are no future services scheduled, then that participant has exited WIA for the purposes of performance measurement.

- **FAMILY:** Two or more persons related by blood, marriage, or decree of court, who are living in a single resident and are included in one or more of the following. Categories:
  A. A husband, wife, and dependent children
  B. A parent or guardian and dependent children
  C. A husband and wife.

- **FOLLOW-UP SERVICES:** All youth participants must receive some form of follow-up services for a minimum duration of 12 months after exiting the program (termination). The types of services provided must be based on the needs of the individual. Follow-up services my include: leadership development; supportive services; regular contact with the youth's employer, including addressing work-related problems that arise; assistance with job development, career development and further education; work-related peer support groups; adult mentoring; and tracking the progress of youth in employment after training.

- **HOMELESS/RUNAWAY (YOUTH):** A youth who lacks a fixed, regular, adequate nighttime residence. Includes those who have a primary nighttime residence that is a public or private shelter, an institution providing temporary residence, public or private place not designated or ordinarily used as a regular sleeping accommodation. Runaway is defined as a person under 18 years of age that absents themselves from home or place of residence with out permission of parent or legal guardian.

- **INCENTIVES (YOUTH):** Incentives are usually awarded to youth for successful completion of one or more components of a program. Incentives can be cash, gift certificates or other items the program feels are motivator youth (T-shirts, field trips, etc.)

- **INDIVIDUAL SERVICE PLAN (YOUTH):** A written outline of employment and training goals needed a youth to attain self-sufficiency by finding and maintaining employment. The Individual Service Plan establishes short-term and long-term goals around post-secondary education and/or career employment. An Individual Service Plan may include activities to prepare the participant employment, services to remove barriers to employment, training and job search. Individual Service Plans must be regularly reviewed and updated as changes occur in employment goals, barriers, and program services or support services needs.

- **INDIVIDUAL WITH A DISABILITY:** In general: an individual with any disability as defined in Section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101).

- **IN-KIND CONTRIBUTION:** Contributions provided by a service provider from non-WIA sources to support a WIA training program. In-kind contributions must be itemized in the proposal and contract budgets and are subject to audit.

- **IN-SCHOOL YOUTH:** Refers to a youth, age 14-21, who has not received a high school diploma or equivalent, and is attending school, including alternative school; or a student in post-secondary school who is not basic skills deficient.

- **INTERMEDIARY:** Any entity or organization which brokers and supports relationships between schools and employers for the purpose of providing students with real work experience. Intermediary organizations may recruit employers for schools, match students with work-based learning opportunities, provide technical assistance to teachers, employers, parents or other stakeholders, and help students connect what they are learning on the job with the classroom activities. Youth programs must provide effective connections to intermediary organizations with strong links to the job market and employers.

- **INTERNSHIP (YOUTH):** A structured work experience involving specific occupational skills development goals in addition to learning goals; includes the expectation that the student, upon completion of the internship, will demonstrate skills necessary for entry-l level employment in the occupational area of the internship.

- **INTAKE:** Includes the screening and determination of an applicant for eligibility and: (1) a determination of whether the program can benefit the individual; (2) an identification of the employment and training activities and services which would be appropriate for that individual; (3) a determination of the availability of an appropriate employment and training activity; (4) a decision on selection for participation and (5) the dissemination of information on the program.

- **JOB DEVELOPMENT:** The planned and organized effort by WIA representatives to encourage employers or business organizations to make jobs available for WIA participants.

- **JOB SEARCH ASSISTANCE:** Job search skills training including job club, which provides the participant with the instruction and necessary to obtain full time employment. These skills may include resume writing, interviewing skills telephone techniques, and job acquisition skills, Job search assistance must be offered to all customers.

- **JOB SHADOW:** Competency-based educational experiences that occur at a worksite but are tied to the classroom curriculum that coordinates and integrates school-based instruction with work site experiences.

- **LABOR MARKET INFORMATION:** Occupational supply and demand information identifying a growth or decline for the labor market and assessment of the effects of such growth or decline. Evaluation of an area's employment possibilities, including projected openings, new employment skills needed, available training programs, wages and labor supply.

- **LEAD AGENCY:** The organization submitting the proposal requesting a direct contract with the WIB. The Lead Agency will be responsible for ensuring compliance with all terms and conditions of the contract, administration and fiscal management of the contract, and will be held accountable for program results. Lead agencies submitting proposals that incorporate a collaborative relationship with other entities in the provision of comprehensive and integrated youth services, must clearly identify the collaborating organization(s), the services they will provide, and the funding to support those services.

- **LEADERSHIP DEVELOPMENT:** Leadership development opportunities are one of the ten required youth program elements. Leadership development may include: exposure to post-secondary educational opportunities; community and service learning project; peer centered activities, including peer mentoring and tutoring; organizational and team work training; decision-making and setting priorities; citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources; employability (pre-employment skills); and positive social behaviors (soft skills), i.e., positive attitudinal development, self esteem, cultural diversity, and work simulation activities (work maturity skills). Leadership skills might be viewed as those skills characteristic of productive workers and good citizens.

- **LIFE SKILLS (YOUTH):** Activities and/or training that assist youth to develop marketable work habits. May include modules/training/curriculum instruction in Personal Finance & Budgeting, parenting/pregnancy prevention, Self-leadership (e.g. conflict resolution, public speaking, a management), cultural history and diversity, Nutrition/Fitness, and health).

- **LIMITED ENGLISH SPEAKER:** An individual whose native language is not English or who has an inability to communicate in English orally or in writing, resulting in a barrier to employment or training.

- **LIMITED INTERNSHIPS:** A type of work experience conducted at the site of a private sector employer, which provides exposure to work and the requirements for successful job retention. Internships may be paid or unpaid but they are intended to result in unsubsidized employment. Internships are designed to improve skill competencies and assist youth in achieving employment success.

- **LINKAGE:** Any mechanism that connects or ties services together.

- **LITERACY:** The term "literacy" is an individual's ability read, write, and speak in English, compute, and solve problems, at levels of proficiency necessary function on the job, in the family of the individual, and in society.

- **LOCAL AREA:** A local workforce investment board established under section 116.

- **LOCAL BOARD:** A local workforce investment board established under section 117.

- **LOCAL PERFORMANCE MEASURE:** A performance measure established under section 136(c).

- **LOWER LIVING STANDARD INCOME LEVEL:** Income level determined annually by the Secretary based on the most recent lower living family budget issued by the Secretary.

- **LOW INCOME INDIVIDUAL:** An individual who—
  - (A) receives, or is a member of a family that receives, cash payments under a Federal, State, or income-based public assistance program;
  - (B) received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, payments describe subparagraph (A), and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402) that, in relation to family size, does not exceed the higher of—
    - (i) the poverty line, for an equivalent period; or
    - (ii) 70 percent of the lower living standard income level, for an equivalent period;
  - (C) is a member of a house hold that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1997 (7 U.S.C. 2011et seq.);
  - (D) qualifies as a homeless individual, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302);
  - (E) is a foster child on behalf of whom State or local government payments are made; or
  - (F) in cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described in subparagraph (A) or of subparagraph (B), but who is a member of a family whose income does not meet such requirements.

- **MENTORING**: The process of matching an advisor with a participant in order to assist the participant in successfully completing training. The role of a mentor may also include assisting the participant in transitioning into employment with the ultimate aim of job satisfaction and retention. Adult mentoring for a minimum duration of 12 months, is one of the ten required youth program elements.

- **MINIMUM WAGE:** The wage established as the lowest hourly salary that can legally be paid for labor.

- **NON-TRADITIONAL EMPLOYMENT:** Occupations or fields of work for which individuals from one gender comprise less than 25% of individuals employed in each such occupation or field of work.

- **OBJECTIVE ASSESSMENT (YOUTH):** An assessment of the academic levels, skill levels, and service needs of each participant, which 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 of the participant. A new assessment of a participant is not required if the provider determines it is appropriate to use a recent service strategy developed for the participant under another education or training program.

- **OCCUPATIONAL SKILLS:** Those skills identified as necessary to successfully perform work-related functions with an industry sector. Occupational skills can be attained through activities such as:
  1. Entry into an apprenticeship or internship program
  2. Complete a career specific, professional technical or advanced job skill-training program.
  3. Complete a college degree.

- **OCCUPATION TRAINED FOR:** A placement shall be considered to be in the occupation trained for (i.e., training related) if the skills, abilities, knowledge, work habits and/or procedures acquired during the participant's training are used by the participant on the unsubsidized job into which he/she is placed. Such training must be documented in the participant's file.

- **OFFENDER:** Any adult or juvenile who—
  1. is or has been subject to any stage of the criminal justice process, for whom services under Act may be beneficial; or
  2. requires assistance in overcoming artificial barriers to employment resulting from a recent arrest or conviction.

- **ON-THE-JOB TRAINING**: Training by an employer in the private sector, that is provided to a participant that has been referred to, and hired by that employer. Training occurs while the participant is engaged in productive work that: provides knowledge and/or skills essential to the full and adequate performance of the job; provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the cost of providing training; and is limited in duration as appropriate to the occupation for which the participant is being trained.

- **ORIENTATION:** Provides information about the types of services available, develops motivation and interest in the program explains the application, selection and eligibility process, and assists applicants in preparing for the process.

- **OUTCOME:** Documented effect or impact of a service or intervention on an individual. Outcomes are what the program efforts are designed to achieve. Proposed outcomes must be stated in terms of measurable indicators.

- **OUT-OF-SCHOOL YOUTH:** Out-of-School Youth (OSY), meaning all eligible youth except those who are attending any school and have not received a secondary school diploma or its recognized equivalent and except those who are attending post-secondary school and are not basic skills deficient (References: WIA §101 (33) and TEGL 14-00, Change 1).

- **OUTREACH (RECRUITMENT):** Activity involves the collection, publication and dissemination of information on program services directed toward economically disadvantaged and other individuals eligible to receive WIA training and support services.

- **PLACEMENT:** A client securing employment while participating in the WIA program. To be counted as a place employment must be 20 hours or more per week, with wages equal to or greater than the higher of e the state or federal minimum wage per hour, and be an unsubsidized position.

- **PARTICIPANT:** An individual who has registered and has been determined eligible to participate in, and who is receiving services under a program authorized by WIA. Participation shall be deemed to commence on the first day, following eligibility, on, which the participant begins receiving core, intensive, training, or other services provided under WIA Title 1.

- **PERFORMANCE MEASURES:**
  - Core Measures

    Younger Youth 14-18
    1. Skill Attainment Rate
    2. Diploma or Equivalent Attainment Rate
    3. Retention Rate
    4. Customer Satisfaction Measure (all youth and employers)

    Older Youth 19-21
    1. Entered Employment Rate
    2. Employment Retention Rate
    3. Earnings Gain Rate
    4. Credential Rate
    5. Customer Satisfaction Measure (all youth and employers)
  - New Common Measures
    1. Placement in Employment or Education
    2. Attainment of a Degree/Certificate
    3. Literacy/Numeracy Gains

- **POST-SECONDARY INSTITUTION:** A private or public non-profit institution that is authorized within a State to provide a program of education beyond secondary education, including community colleges, technical colleges, post-secondary vocational institutions, or tribally controlled community colleges.

- **POSTSECONDARY EDUCATIONAL INSTITUTION:** An institution of higher education, as defined in section 481 of the Higher Education Act of 1965 U.S.C. 1088).

- **POTENTIAL DROPOUT (AT RISK OF DROPPING OUT):** A youth who is experiencing a lack of academic success as evidenced by basic skills deficiency, be at least one school year in school credit as determined by school records, failing grades, or below GPA.

- **PRE-EMPLOYMENT & WORK MATURITY TRAINING:** A progression of instructional modules in which youth master and demonstrate proficiency in areas as: identification and resolution of employment and personal barriers; interview protocol and skills, resume skills; general (non-industry specific) workplace-readiness skills and standards; and workplace-readiness skills.

- **PREGNANT/PARENTING YOUTH:** A youth who is under 22 years of age and is either pregnant or providing custodial care for one or dependents that are under 18 years old.

- **PROGRAM COMPLETION:** Refers to the successful achievement of the pre-specified, overall training objective(s). Completion of a training program will be included in the calculation of the appropriate performance measurement.

- **PROJECT-BASED LEARNING:** Learning experiences which engage students in complex, real-world projects through which they develop and apply skills and knowledge, which take effort and persistence over time, result in the creation something that matters to them and has an external audience. Employment and community partners provide students with ongoing coaching and expert advice on projects, particularly in regard to effective strategies and tools used in the workplace. Projects should be authentic, involve academic rigor, applied learning, active exploration, adult connection and assessment practices.

- **PROGRAM INCOME:** Income generated by a program funded by WIA as a result of fees, rental of real or personal property, the sale of commodities or items developed with contract funds, and revenue in excess of costs earned by organization other than commercial organizations.

- **PUBLIC ASSISTANCE:** The term “public assistance” means Federal, State, or local government cash payments for which eligibility is determined by a needs or income test.

- **QUALIFIED STAFF:** Individuals that have experience or education that qualifies the individual to conduct the training, or deliver the services contracted for.

- **REGISTRATION:** (point of registration for counting performance measures) The process for collecting information to determine an individual's eligibility for services under WIA. Adults and dislocated workers must be registered when they receive workforce investment activities beyond self-service and informational services. All youth eligible for WIA services, must be registered in order to receive those services. At the point of registration, participants are counted for performance measurement purposes.

- **RETENTION (YOUTH):** Continued retention in work, school, training, education, military for a specific period after initial placement.

- **RETENTION RATE:** The number of WIA customers placed, who are employed at the end of the retention period ***after*** terminating from the program, divided by the total number of customers terminated in a specific time period.

- **SCHOOL DROPOUT:** An individual who is no longer attending any school and who has not received secondary school diploma or its recognized equivalent. Youth attending alternative schools are not dropouts under WIA.

- **SECONDARY SCHOOL:** The meaning given the term in section 14101 of the Elementary and Secondary Education Act of 196 (20 U.S.C. 8801).

- **SELF-SUFFICIENCY:** An adequate standard of living without cash benefits. Self-sufficiency services are services that assist WIA recipient to expand strengths and resources necessary for self-sufficiency, or to reduce or eliminate barriers to self-sufficiency.

- **SERVICE:** A service is defined as a two-way interaction between the service provider and the youth, provided directly to the youth in person or through another direct communication medium (email, telephone, etc.). The definition of service excludes a standard mailing, a basic question answered with little expenditure of staff time, or access to or use of electronic self-services. Additionally, following TEGL 28-04, the term "service" does not include:
    1. a determination of eligibility to participate in the program;
    2. self-described job search that does not result in a referral to a job; or
    3. contact with participant or employer to only obtain employment status, educational progress or need for additional services or income support payments.

- **SERVICES PROVIDER:** An entity such as a CBO, an educational institution, or a commercial organization, which delivers services to WIA participants under contract with the OCWIB.

- **STATEMENT OF WORK:** That portion of the contract document which describes the work to be performed by means of specifications or other minimum requirements, quantities, performance dates and a statement of the quality expected.

- **STIPENDS:** Stipend payments may be used for youth participating in a variety of experiences. These payments may be based on attendance for youth participating in a work, education, and/or training experience.

- **STRUCTURED WORK EXPERIENCE:** A competency-based educational experience that occurs at the work site but is tied to the classroom curriculum that coordinates and integrates school-based instruction with work site experiences.

- **SUBCONTRACT:** Any compensated services performed by an individual or entity other than staff or the service provider; e.g., consultants, contracts for professional services, etc.

- **SUBSIDIZED WORK EXPERIENCE:** A career-linked job at a public or private site in which the wages paid to an employee are financially supported by a private, state or local employment and training program.

- **SUPPORTIVE SERVICES:** Service needed in order to assist the youth to be successful in achieving their goals. This may include transportation, childcare, work-related tools, and clothing. To the greatest extent possible program should address support service needs through leveraging of resources and partnerships with providers.

- **TANF:** Temporary Assistance for Needy Families replaces AFDC as the primary Federal cash-assistance program for families with children.

- **TERMINATION:** The separation of a participant who is no longer receiving services (except post-termination services and follow-up services) under a program authorized by the WIA.

- **TRACKING:** The Contractor, in partnership with OCWIB and other partners, will be responsible for tracking significant participant movement through the program. This will include entry into components, time in components and exits from components. Tracking will provide OCWIB, the Contractor and other partners necessary management information to improve the program, as well as ensure that customers are all accounted for in the program. The Contractor is responsible for case management of WIA customers therefore tracks significant information on each participant.

- **VOCATIONAL TRAINING:** Provides customers with long or short-term training in a community college, university, vocational school or business environment to improve employability in the local labor market. The training can provide basic skills, upgrade current skills, develop new technical skills, improve language skills and prepare customers for employment in high growth occupations.

- **WELFARE CUSTOMER:** A recipient or listed on a cash welfare grant (TANF, general assistance, or refugee assistance).

- **WORK-BASED LEARNING ACTIVITIES:** Activities offered which are designed to enable youth to gain exposure to the working world, acquire personal attributes, industry defined skill standards, and knowledge needed to obtain a job and advancement in employment. Activities should be designed to master progressively higher levels. Can take place at private profit, non-profit or public sector. Can be paid or non-paid activities. (Note: applicable labor laws must be adhered to). Activities must be relevant to the career plan and include but are not limited to:
  - Career Related Mentoring
  - Community Service Learning
  - Entrepreneurial Work Experience
  - Internship
  - Job Shadow
  - Project-Based Learning,
  - Subsidized Work Experience and Structured Work Experience.

- **WORK EXPERIENCE:** Work experiences are planned, structured learning experiences that take place in a workplace for a limited period of time. Work experiences may be paid or unpaid. The work place may be in the private, for-profit sector, the non-profit sector, or the public sector. Work experiences are designed to enable youth to gain exposure to the working world and its requirements. These experiences should help youth to acquire the attributes, knowledge, and skills to obtain a job and advance in employment. One of the ten required youth program elements.

- **WORKFORCE INVESTMENT ACTIVITIES:** The array of activities permitted under Title I of WIA, which include employment and training activities for adult, dislocated workers, and youth.

- **WORK READINESS:** Completion of one or more workforce readiness skill activities appropriate to the service plan development for the participant, which could include:
  - Career Related Assessment and Goal Setting
  - Pre-Employment Training
  - Work Experiences/Internships
  - Job Shadows
  - Career Explorations
  - On-the-Job Training

- **YOUTH ACTIVITY:** Any activity intended to assist youth customers in achieving their educational or employment goals consistent with the intent of the WIA and with the federal regulations guiding its implementation.

INFORMATIONAL CHART - ATTACHMENT 5 Characteristics	Possible Services Based on ISP	WIA Outcomes
Ages 14-18 ▪ In-School Youth (not high school graduates) ▪ May be Basic Skills Deficient ▪ Minimal Barriers ▪ Lack Work Experience Note: Ages 19-21, high school graduates who are not basic skills deficient should be referred to the One-Stop System.	**Ages 14-16** ▪ Career Exploration ▪ Summer Employment Opportunity ▪ Job Readiness ▪ Tutoring/Contextual or Adult Mentoring* ▪ Support Services to remain in school ▪ 12 month Follow-Up** **Ages 17-18** ▪ Career Planning ▪ Summer Employment Opportunity/Paid-Unpaid work Experience ▪ Job Readiness ▪ Tutoring/Contextual Basic Skills ▪ Job Placement ▪ Leadership Development or Adult Mentoring* ▪ Support Services to remain in School ▪ 12 Month Follow-Up**	**Ages 14-16** ▪ Attainment of Basic Skills ▪ Attainment of Job Readiness Skills **Ages 17-18** ▪ Attainment of Basic Skills ▪ Attainment of Job Readiness Skills ▪ High School Diploma ▪ Entry and Retention in Post Secondary Education, Advanced Training, Military Service, Employment or Registered Apprenticeship
Ages 14-21 ▪ Primarily In-School Youth who attend Alternative Education Schools ▪ One or More Grade Levels Behind ▪ Limited or no English ▪ Pregnant/Parenting Teen ▪ Offender ▪ High School Diploma but still basic skills deficient (out of school youth)	▪ Tutoring/ESL/Basic Skills ▪ Paid/Unpaid Work Experience ▪ Drop-Out Prevention Strategies ▪ Occupational Skills ▪ Leadership Development or Adult Mentoring ▪ Career Exploration Planning ▪ Exposure to Post-Secondary Opportunities ▪ Support Services to remain in school ▪ 12 month Follow-Up	▪ Attainment of Basic Skills ▪ Attainment of Job Readiness Skills ▪ High School Diploma ▪ Entry and Retention in Post Secondary Education, Advanced Training, Military Service, Employment or Registered Apprenticeship **Ages 19-21** ▪ Placement and Retention into Unsubsidized Employment ▪ Attainment of recognized credential relating to achievement of education or occupational skills
Ages 14-21 ▪ Primarily Out-of-School Youth (No formal linkage to any Educational Institution) ▪ Drop-Out ▪ Limited or no English ▪ Lack High School Diploma/GED ▪ Has High School Diploma but is Basic Skills Deficient ▪ Multiple Employment Barriers ▪ Might be In-School but serious educational deficiencies or behavioral problems	▪ Alternative Education/GED Preparation ▪ Paid/Unpaid Work Experience ▪ Drop-Out Prevention Strategies ▪ Occupational Skills ▪ Leadership Development or Adult Mentoring ▪ Career Exploration Planning ▪ Exposure to Post-Secondary Opportunities ▪ Support Services to remain in school ▪ 12 month Follow-Up ▪ Co-enrollment in One-Stop if 19+ ▪ Job Readiness	▪ Attainment of Basic Skills ▪ Attainment of Job Readiness Skills ▪ High School Diploma ▪ Entry and Retention in Post Secondary Education, Advanced Training, Military Service, Employment or Registered Apprenticeship **Ages 19-21** ▪ Placement and Retention into Unsubsidized Employment ▪ Attainment of recognized credential relating to achievement of education or occupational skills ▪ Other required adult outcome