

EXHIBIT A

CONTRACT BETWEEN
HENKELS & MCCOY, INC.
AND
COUNTY OF SAN LUIS OBISPO DEPARTMENT OF SOCIAL SERVICES

Services to be Performed

1. Scope of Services:

WIA Out-Of-School Youth Development Program

Contractor will provide youth services pursuant to the Workforce Investment Act (WIA) to overcome barriers to employment, improve educational and workforce skill competencies, in increase independence and self-sufficiency for WIA eligible youth in northern San Luis Obispo County (Paso Robles, Atascadero, Templeton, San Miguel, Santa Margarita, Shandon, and Creston). The program design will focus on youth acquiring basic work readiness skills and job experience.

Services provided shall comply with the WIA regulations and as described in its response to the request for proposal submitted to the Workforce Investment Board (WIB) and San Luis Obispo County. Contractor will ensure each of the tasks contained in this section are accomplished during the term of the contract. Services provided shall include, but not be limited to those outlined below and shall be accomplished by the funds provided for in this contract as reflected in Exhibit B.

2. Service Specifications:

Contractor shall provide to County the following special services:

- a. Contractor shall recruit youth and complete the WIA eligibility and application processes resulting in participation of WIA eligible youth. Local youth eligibility criteria for the Out-of-School Youth (OSY) program will include the following:
 - 1) have the right to work in the United States; **and**
 - 2) reside in the County of San Luis Obispo; **and**
 - 3) have low-income determination; **and**
 - 4) be age 18-21 at the time of enrollment; **and**
 - 5) be registered for the selective service (applies to males 18 and older); **and**
 - 6) have at least one (1) of the following barriers to employment;
 - a) basic literacy/numeracy skills deficient;
 - b) high school dropout
 - c) foster youth
 - d) youth offender
 - e) homeless or runaway;

- f) pregnant or parenting;
- g) an individual who requires additional assistance to complete an educational program or to secure and hold employment, locally defined as a person:
 - who is at risk of dropping out of school, as identified by a referral from a school staff person, probation officer, or other responsible person documenting chronic attendance or disciplinary problems, or educational underachievement, and/or other indications which have been adopted by the Local Education Agencies
 - who is attending an alternative school/education program
 - who is credit deficient
 - whose educational achievement is below expected levels
 - who has unstable living conditions
 - who lacks familial support to complete an educational program
 - who has never held a job
 - who has been fired from a job within the 12 months prior to application
 - who has never held a full-time job (30+ hours per week) for more than 13 consecutive weeks
 - who lacks familial support to secure or hold employment.

One hundred percent of youth served in WIA youth programs must meet the low-income

Youth who are found to be ineligible for WIA services will be referred to appropriate agencies as needed to secure other training and employment opportunities.

- b. Contractor shall comply with all WIA rules and regulations governing delivery of the out-of-school youth program: an eligible youth who is 1) a school dropout (defined as “an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent”); or 2) an eligible youth who has received a secondary school diploma or its equivalent but is basic skills deficient and who is unemployed or underemployed. Out-of-school youth may be between the ages of 18-21.
- c. Contractor will conduct the following key employment and training components:
 - 1) Orientation. Orientation will be conducted in accordance with WIA regulations and WIB policies and will include WIA rights, participant responsibilities, WIA and non-WIA services available, possible supportive services, eligibility documentation required and appointment given to ensure follow through. If at the conclusion of the orientation session it is determined that WIA services are not appropriate for an individual a

referral to appropriate non-WIA services will be offered. Eligible individuals that elect to continue will proceed to the initial assessment.

- 2) Assessment. Assessment will include assessing eligible youth to determine the possible course of action and potential outcomes for each youth.
 - 3) Individual Service Strategy (ISS). Contractor will develop practical and functional ISSs that are both comprehensible and beneficial when seeking adequate treatment for the participant's needs. The ISS will also be the blueprint for remedial action and the comprehensive strategy for producing a highly successful individual. It will also determine if supportive services are necessary for each participant and how to efficiently administer those services.
 - 4) Follow Up Services. All youth who exit the program must be provided with at least twelve (12) months of follow-up documented services/activities to assist youth in sustaining a successful transition from the program.
 - 5) Program Workshops. One of the primary functions of the program workshops is to provide participants with information that is needed to make informed decisions about future education, employment and careers that are appropriate to their particular needs and interests. Similarly, participants need information about the various ways that WIA services can adequately meet their needs. Contractor will provide participants with hours of workshop experience in which staff will provide comprehensive assessment and present information on related topics pertaining to formulating a viable ISS. Workshops may include the following:
 - a) Job Readiness
 - b) Career Exploration
 - c) Leadership
 - d) Financial Literacy/Money Management
- d. Contractor shall act as overall project manager/administrator and ensure that each participant, including those participants of subcontractors, has access to the ten (10) WIA elements of service:
- 1) Academic Assistance/Tutoring*- small group or individualized instruction
 - 2) Occupational skills training* - industry recognized credentials
 - 3) Mentoring by appropriate adults *

- 4) Supportive services (i.e., clothing assistance and transportation)*
- 5) Alternative school services
- 6) Paid and unpaid work experience – internships, job shadowing
- 7) Leadership development – community service projects
- 8) Guidance and Counseling
- 9) Summer Employment Opportunities
- 10) Follow up services

* Indicates a Youth Council-identified area of priority.

- e. Contractor shall ensure that all partners, vendor and/or subcontractors comply with all applicable WIA rules and regulations.
- f. Contractor shall coordinate and insure that services are provided in conjunction with the following partners and/or subcontractors, as may be needed: the Atascadero Unified School District, Paso Robles Housing Authority, Paso Robles Public School, Paso Robles Gang Task Force, San Luis Obispo County Probation Department, County of San Luis Obispo Department of Social Services, Homeless Services Oversight Council, ECHO, and Family Care Network, Inc.
- g. All agreements with subcontractors and/or partners shall be in writing and must contain target measurable performance outcomes.
- h. Contractor shall establish and maintain reliable mechanisms that will immediately identify when a problem occurs, administrative or programmatic, and when corrective action is necessary. Continuous improvement processes shall include the following:
 - 1) Monitoring Activities: internal monitoring activities shall include monthly file review, data entry review, caseload contact, performance, and quality control to ensure continuous improvement.
 - 2) Tracking Effectiveness: Contractor shall track effectiveness using monitoring data, state reporting data, and customer feedback. At least a monthly review and analysis of data to identify trends, issues shall be submitted to the Administrative Entity as part of the monthly reporting process described in 2.i below.
 - 3) Utilization of the Virtual One-Stop system: Contractor will use the VOS system for all case management processes, including case notes.

- i. Contractor shall provide routine monthly written reports to the Administrative Entity. Reports shall be due by the fifteenth (15th) day of the month following the month being reported on.
 - j. Contractor shall maintain a case file for every enrolled youth. Case files must include information and documentation of each of the following:
 - 1) Program eligibility/determination of need
 - 2) Management Information Systems (MIS) forms from the VOS system.
 - 3) Initial and Comprehensive Assessments
 - 4) Individual Service Strategy (ISS) including all updates
 - 5) Progress reports, time and attendance if receiving WIA funded training
 - 6) Computer generated case notes
 - k. Contractor shall accomplish sixty percent (60%) of total program enrollments by April 30, 2014.
 - l. Contractor shall maintain an accounting of leveraged resources to include cash and in-kind resources (those detailed in its budget proposal) for submittal to the Administrative Entity monthly.
3. Performance Objectives:
- a. Contractor in collaboration with partner agencies will serve a minimum of thirty-three (33) WIA Out-of-School eligible youth.
 - b. Contractor will complete eligibility determination on 33 youth (100% of target) by June 15, 2014.
 - c. Contractor will complete assessment and individual service strategy development for 17 youth (50% of goal) by May 1, 2014.
 - d. Contractor will initiate Occupational Skills Training for 16 youth by June 30, 2014.
 - e. Contractor will provide services that result in 10 youth obtaining unsubsidized employment by June 30, 2014.
 - f. Contractor will provide services that result in a minimum of 67.1% of the total youth served being placed in employment or education in the first quarter after the exit quarter. (This includes employment, military, post-secondary education and/or advanced training/occupational skills training).

- g. Contractor will provide services that result in a minimum of 68.7% of youth attaining a diploma, GED, or certificate by the end of the third quarter after the exit quarter.
- h. Contractor shall provide services that result in a minimum of 78.7% of youth participants increasing one or more educational functioning levels.
- i. Contractor will provide a count of the following activities:
 - 1) Work Experience – both paid and unpaid
 - 2) Summer Employment
 - 3) Assessments Completed
 - 4) Service Plans Developed
 - 5) Referrals to Other Agencies, including specific agencies providing the following ten elements to enrolled youth:
 - a) Tutoring, study skills training, dropout prevention
 - b) Alternative school services
 - c) Paid and unpaid work experiences
 - d) Occupational skills training
 - e) Leadership development
 - f) Youth supportive services
 - g) Adult mentoring
 - h) Follow-up services
 - i) Comprehensive guidance and counseling
 - j) Summer employment opportunities
 - 6) Supportive Services Provided (number and type):
 - a) Transportation
 - b) Clothing
 - c) Childcare
 - d) Other
 - 7) Mentoring Connections
 - 8) Occupational Skills Training (number and type)
 - a) Industry Recognized Credentials (number and type)