SERIAL 08007 RFP YOUTH PROGRAMS, WORKFORCE INVESTMENT ACT OF 1998
CONTRACT – Goodwill of Central Arizona

DATE OF LAST REVISION: April 28, 2011 CONTRACT END DATE: June 30, 2013

CONTRACT PERIOD THROUGH JUNE 30, ~~2009~~ 2013

TO: All Departments

FROM: Department of Materials Management

SUBJECT: Contract for **YOUTH PROGRAMS, WORKFORCE INVESTMENT ACT OF 1998**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **June 04, 2008 (Eff. 07/01/08).**

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

_____
Wes Baysinger, Director
Materials Management

JM/mdm
Attach

Copy to: Materials Management
Trish Georgeff, Human Services

CONTRACT PURSUANT TO RFP

SERIAL08007-RFP

This Contract is entered into this 18th day of June, 2008 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and Goodwill of Central Arizona, an Arizona corporation ("Contractor") for the Workforce Investment Act of 1998 (WIA) services.

1.0 TERM

1.1 This Contract is for a term of One (1) year, beginning on the 1st day of July, 2008 and ending the 30th day of June, ~~2009~~ **2013**.

1.2 The County may, at its option and with the agreement of the Contractor, extend the period of this Contract for additional terms up to a maximum of Four (4) years, (or at the County's sole discretion, extend the contract on a month to month basis for a maximum of six (6) months after expiration). The County shall notify the Contractor in writing of its intent to extend the Contract period at least thirty (30) calendar days prior to the expiration of the original contract period, or any additional term thereafter.

2.0 PAYMENT

2.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum(s) stated in Exhibit ~~"A", A-1~~, **A-2, A-3, A-4 and B-2** not to exceed the price per participant.

2.2 ~~MCHSD will review the contractor's performance measures on a quarterly basis to determine the amount of hold-back funds contractors may receive. Each performance measure will be assigned a dollar value based on the 10% hold-back amount. The contractor will receive 50% for each performance measure that is met. The contractor will receive 100% for each performance measure that is exceeded~~.

2.3 Payment shall be made upon the County's receipt of a properly completed invoice. Invoices shall contain the following information:

2.4 INVOICES AND PAYMENTS:

2.4.1 **The Contractor shall submit two (2) legible copies of their detailed invoice before payment(s) can be made. At a minimum, the invoice must provide the following information:**

2.4.1.1 Company name, address and contact
2.4.1.2 County bill-to name and contact information
2.4.1.3 Contract Serial Number
2.4.1.4 Invoice number and date
2.4.1.5 Payment terms
2.4.1.6 Date of service
2.4.1.7 Monthly costs (cost reimbursement)
2.4.1.8 Description of Purchase (services)
2.4.1.9 Pricing per unit of service
2.4.1.10 Extended price
2.4.1.11 Total Amount Due

Problems regarding billing or invoicing shall be directed to the using agency as listed on the Purchase Order.

2.4.2 Payment will be made to the Contractor by Accounts Payable through the Maricopa County Vendor Express Payment Program. This is an Electronic Funds Transfer (EFT) process. After Award the Contractor shall fill out an EFT Enrollment form (to be provided by the Procurement Officer) or as located on the County Department of Finance Website as a fillable PDF document (www.maricopa.gov/finance/).

2.4.3 EFT payments to the routing and account numbers designated by the Contractor will include the details on the specific invoices that the payment covers. The Contractor is required to discuss remittance delivery capabilities with their designated financial institution for access to those details.

3.0 DUTIES

3.1 The Contractor shall perform all duties and services stated in Exhibit "B"**,** ~~and~~ B-2**, B-3**. The definitions used in the Scope of Work are in located Exhibit B-1.

3.2 The Contractor shall perform services at the location(s) and time(s) stated in Exhibit "B," or as otherwise directed in writing.

4.0 TERMS & CONDITIONS

4.1 INDEMNIFICATION:

To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the negligent acts, errors, omissions or mistakes relating to the performance of this Contract. Contractor's duty to defend, indemnify and hold harmless County, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property, including loss of use resulting there from, caused by any negligent acts, errors, omissions or mistakes in the performance of this Contract including any person for whose acts, errors, omissions or mistakes Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

The scope of this indemnification does not extend to the sole negligence of County.

4.2 INSURANCE REQUIREMENTS:

Contractor, at Contactor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.
Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.

The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contactor shall be solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

County reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. County shall not be obligated, however, to review such policies and/or endorsements or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of County's right to insist on strict fulfillment of Contractor's obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, and Errors and Omissions, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, and Errors and Omissions, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

Contractor is required to procure and maintain the following coverages indicated by a checkmark:

4.2.1 Commercial General Liability.

Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than $1,000,000 for each occurrence, $2,000,000 Products/Completed Operations Aggregate, and $2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

4.2.2 Automobile Liability.

Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than $1,000,000 each occurrence with respect to any of the Contractor's owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work or services under this Contract.

4.2.3 Workers' Compensation.

Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than $100,000 for each accident, $100,000 disease for each employee, and $500,000 disease policy limit.

Contractor waives all rights against County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the

Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Contract.

4.2.3.1 Prior to commencing work or services under this Contract, Contractor shall have insurance in effect as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall be made available to the County upon 48 hours notice. **BY SIGNING THE AGREEMENT PAGE THE CONTRACTOR AGREES TO THIS REQUIREMENT AND UNDERSTANDS THAT FAILURE TO MEET THIS REQUIREMENT WILL RESULT IN CANCELLATION OF THIS CONTRACT.**

In the event any insurance policy (ies) required by this Contract is (are) written on a "claims made" basis, coverage shall extend for two (2) years past completion and acceptance of Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to County fifteen (15) days prior to the expiration date.

4.2.3.2 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

4.5 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County
Department of Materials Management
Attn: Director of Purchasing
320 West Lincoln Street
Phoenix, Arizona

For Contractor:

Goodwill of Central Arizona
Attn: Lisa Wilham
1620 E. Polk Street
Phoenix, AZ 85006-3733

4.6 BUDGET ADJUSTMENTS:

Any requests for reasonable budget adjustments must be submitted sixty (60) days prior to the Contract expiration. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted price terms, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the (Consumer Price Index) or by performing a market survey.

4.7 TERMINATION FOR CONVENIENCE:

The County reserves the right to terminate the Contract, in whole or in part at any time, when in the best interests of the County without penalty or recourse. Upon receipt of the written notice, the Contractor shall immediately stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the County. In the event

of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination.

4.8 TERMINATION FOR DEFAULT:

4.8.1 In addition to the rights reserved in the Contract, the County may terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the Contract, to acquire and maintain all required insurance policies, bonds, licenses and permits, or to make satisfactory progress in performing the Contract. The Procurement Officer shall provide written notice of the termination and the reasons for it to the Contractor.

4.8.2 Upon termination under this paragraph, all goods, materials, documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County on demand.

4.8.3 The County may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this Contract. The Contractor shall be liable to the County for any excess costs incurred by the County in procuring materials or services in substitution for those due from the Contractor.

4.8.4 The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

4.9 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:

Notice is given that pursuant to A.R.S. §38-511 the County may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S §38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

4.10 OFFSET FOR DAMAGES;

In addition to all other remedies at law or equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract.

4.11 ADDITIONS/DELETIONS OF SERVICE:

The County reserves the right to add and/or delete products and/or services provided under this Contract. If a requirement is deleted, payment to the Contractor will be reduced proportionately to the amount of service reduced in accordance with the proposal price. If additional services and/or products are required from this Contract, prices for such additions will be negotiated between the Contractor and the County.

4.12 SUBCONTRACTING:

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

4.13 AMENDMENTS:

All amendments to this Contract shall be in writing and approved/signed by both parties. Maricopa County Materials Management shall be responsible for approving all amendments for Maricopa County.

4.14 RETENTION OF RECORDS:

The Contractor agrees to retain all financial books, records, and other documents relevant to this Contract for six (6) years after final payment or until after the resolution of any audit questions which could be more than six (6) years, whichever is longer. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

If the Contractor's books, records and other documents relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

4.15 AUDIT DISALLOWANCES:

If at any time, County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

4.16 ALTERNATIVE DISPUTE RESOLUTION:

4.16.1 After the exhaustion of the administrative remedies provided in the Maricopa County Procurement Code, any contract dispute in this matter is subject to compulsory arbitration. Provided the parties participate in the arbitration in good faith, such arbitration is not binding and the parties are entitled to pursue the matter in state or federal court sitting in Maricopa County for a de novo determination on the law and facts. If the parties cannot agree on an arbitrator, each party will designate an arbitrator and those two arbitrators will agree on a third arbitrator. The three arbitrators will then serve as a panel to consider the arbitration. The parties will be equally responsible for the compensation for the arbitrator(s). The hearing, evidence, and procedure will be in accordance with Rule 74 of the Arizona Rules of Civil Procedure. Within ten (10) days of the completion of the hearing the arbitrator(s) shall:

4.16.1.1 Render a decision;

4.16.1.2 Notify the parties that the exhibits are available for retrieval; and

4.16.1.3 Notify the parties of the decision in writing (a letter to the parties or their counsel shall suffice).

4.16.2 Within ten (10) days of the notice of decision, either party may submit to the arbitrator(s) a proposed form of award or other final disposition, including any form of award for attorneys' fees and costs. Within five (5) days of receipt of the foregoing, the opposing party may file objections. Within ten (10) days of receipt of any objections, the arbitrator(s) shall pass upon the objections and prepare a signed award or other final disposition and mail copies to all parties or their counsel.

4.16.3 Any party which has appeared and participated in good faith in the arbitration proceedings may appeal from the award or other final disposition by filing an action in the state or federal court sitting in Maricopa County within twenty (20) days after date of the award or other final disposition. Unless such action is dismissed for failure to

prosecute, such action will make the award or other final disposition of the arbitrator(s) a nullity.

4.17 SEVERABILITY:

The invalidity, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of this Contract.

4.18 RIGHTS IN DATA:
The County shall own have the use of all data and reports resulting from this Contract without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

4.19 INTEGRATION:

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied.

4.20 GOVERNING LAW:

This Contract shall be governed by the laws of the state of Arizona. Venue for any actions or lawsuits involving this Contract will be in Maricopa County Superior Court or in the United States District Court for the District of Arizona, sitting in Phoenix, Arizona.

4.21 **VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §41-4401 AND FEDERAL IMMIGRATION LAWS AND REGULATIONS:**

4.21.1 **By entering into the Contract, the Contractor warrants compliance with the Immigration and Nationality Act (INA using e-verify) and all other federal immigration laws and regulations related to the immigration status of its employees. The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract. The Contractor and its subcontractors shall also maintain Employment Eligibility Verification forms (I-9) as required by the Immigration Reform and Control Act of 1986, as amended from time to time, for all employees performing work under the Contract and verify employee compliance using the E-verify system. I-9 forms are available for download at USCIS.GOV.**

4.21.2 **The County may request verification of compliance for any contractor or subcontractor performing work under the Contract. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or department of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.**

4.22 **VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §§35-391.06 AND 35-393.06 BUSINESS RELATIONS WITH SUDAN AND IRAN:**

4.22.1 **By entering into the Contract, the Contractor certifies it does not have scrutinized business operations in Sudan or Iran. The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract.**

4.22.2 **The County may request verification of compliance for any contractor or subcontractor performing work under the Contract. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or department of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.**

4.23 **CONTRACTOR LICENSE REQUIREMENT:**

4.23.1 **The Respondent shall procure all permits, insurance, licenses and pay the charges and fees necessary and incidental to the lawful conduct of his/her business, and as necessary complete any required certification requirements, required by any and all governmental or non-governmental entities as mandated to maintain compliance with and in good standing for all permits and/or licenses. The Respondent shall keep fully informed of existing and future trade or industry requirements, Federal, State and Local laws, ordinances, and regulations which in any manner affect the fulfillment of a Contract and shall comply with the same. Contractor shall immediately notify both Materials Management and the using agency of any and all changes concerning permits, insurance or licenses.**

4.23.2 **Respondents furnishing finished products, materials or articles of merchandise that will require installation or attachment as part of the Contract, shall possess any licenses required. A Respondent is not relieved of its obligation to posses the required licenses by subcontracting of the labor portion of the Contract. Respondents are advised to contact the Arizona Registrar of Contractors, Chief of Licensing, at (602) 542-1502 to ascertain licensing requirements for a particular contract. Respondents shall identify which license(s), if any, the Registrar of Contractors requires for performance of the Contract.**

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

CONTRACTOR

AUTHORIZED SIGNATURE

Tim O'Neal, CEO
PRINTED NAME AND TITLE

2626 W. Beryl Avenue
ADDRESS

5/27/08
DATE

MARICOPA COUNTY

BY: _____ JUN 04 2008
CHAIRMAN, BOARD OF SUPERVISORS DATE

ATTESTED:

_____ JUN 04 2008
CLERK OF THE BOARD DATE

APPROVED AS TO FORM:

_____ 6/4/8
DEPUTY MARICOPA COUNTY ATTORNEY DATE

EXHIBIT A
PRICING

SERIAL 08007-RFP
PRICING SHEET: NIGP CODE 91867

BIDDER NAME:	GOODWILL INDUSTRIES OF CENTRAL ARIZONA
VENDOR # :	W000007221 X
BIDDER ADDRESS:	2626 WEST BERYL AVE, PHOENIX AZ. 85021
P.O. ADDRESS:	
BIDDER PHONE #:	602-416-6164 OR 602-535-4156
BIDDER FAX #:	602-416-6378 OR 602-535-4342
COMPANY WEB SITE:	WWW.GODDWILLAZ.COM
COMPANY CONTACT (REP):	SANZANNA LOLIS OR LISA WILHAM
E-MAIL ADDRESS (REP):	SANZANNA.LOLIS@GOODWILLAZ.ORG

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: X
YES ___NO

PAYMENT TERMS:
NET 30 X

1.0 BUDGET

ANNUAL BUDGET FROM BUDGET DETAIL SHEET	$175,617.13	PER YEAR

1.1

ONE YEAR TRACKING FOR YOUTH EXITING PROGRAM (PAYABLE QUARTERLY)	$500	YEAR PER YOUTH

~~Instructions: Eligible applicants should use this form as a guide. Eligible applicants must list each item requiring the dedication of resources and show how the expense or value was calculated.~~

~~Goodwill of Central Arizona - East Valley 2008-2009~~

~~Youth Offender Youth Services~~		~~Total Requested~~	~~Total In-Kind~~	~~Total~~
~~Personnel~~				
~~Salaries (1)~~	-	-	-	-
	~~Director of Youth Services (10%) $64,496~~	~~$6,449.60~~	~~$3,225.00~~	~~$9,674.60~~
	~~Program Coordinator (25%) $44,100~~	~~$11,025.00~~	~~$ -~~	~~$11,025.00~~
	~~1Career Advisors (100%) $33,600 each~~	~~$33,600.00~~	~~$ -~~	~~$33,600.00~~
	~~Outreach/Eligibility Specialist (25%) $37,630~~	~~$9,407.50~~	~~$ -~~	~~$9,407.50~~
	~~Employment Specialist (25%) $33,600~~	~~$8,400.00~~	-	~~$8,400.00~~
	~~Administrative Assistant (5%) $44,096~~	~~$2,204.80~~	-	~~$2,204.80~~
	~~Total Salaries~~	~~$71,086.90~~	~~$3,225.00~~	~~$74,311.90~~
~~Fringe Benefits (2)~~	-	-	-	-
	~~Fringe 25% of salaries requested = .25x $219,709~~	~~$17,771.73~~	-	~~$17,771.73~~
~~Total Salaries and Fringe~~		~~$88,858.63~~	~~$3,225.00~~	~~$92,083.63~~
~~Contract Services (3)~~	-	-	-	-
	~~Professional Fees and Liability Insurance $ 375 mo. X 12 mo.~~	~~$ 4,500.00~~	~~$ -~~	~~$4,500.00~~
~~Total Contract Services~~		~~$4,500.00~~	~~$ -~~	~~$4,500.00~~
~~Non-Personnel~~				
~~Space Costs~~	-	-	-	-
	~~N/A~~	~~$ -~~	~~$ -~~	~~$ -~~
~~Total Space Costs~~		~~$ -~~	~~$ -~~	~~$ -~~
~~Equipment~~	-	-	-	-
	~~Cell Phones/ Communication Costs $75 mo. X 1.85 staff x 12 mo.~~	~~$1,665.00~~	~~$ -~~	~~$1,665.00~~
~~Total Equipment~~		~~$1,665.00~~	~~$ -~~	~~$1,665.00~~
~~Supplies~~	-	-	-	-
	~~Office supplies for 1.90 staff @ $100.00/ea/yr~~	~~$190.00~~	~~$ -~~	~~$190.00~~
	~~Photocopyin/Duplicating~~	~~$275.00~~	-	~~$275.00~~
	~~Marketing Materials~~	~~$2,500.00~~	~~$ -~~	~~$2,500.00~~
~~Total Supplies~~		~~$2,965.00~~	~~$ -~~	~~$2,965.00~~
~~Travel & Training~~	-	-	-	-
	~~Local mileage for (1) Case Managers: 200 mi./mo. @ $.505/mi. x 12 mos.~~	~~$1,212.00~~	~~$ -~~	~~$1,212.00~~
	~~Local Mileage for (1) Outreach Specialist, (1) Employment Specialist and (1) Program Coordinator @ 275 mi./mo. @ $.505/mi. x 12 mos.~~	~~$1,666.50~~	~~$ -~~	~~$1,666.50~~
	~~Out of State Travel and Training 1 Conferences @ $2,500 each~~	~~$2,500.00~~	~~$ -~~	~~$2,500.00~~
	~~Vehicle Leasing Costs 1 Cars @ 875/mo ea. x 12 mo.~~	~~$10,500.00~~	~~$ -~~	~~$10,500.00~~
~~Total Travel and Training~~		~~$15,878.50~~	~~$ -~~	~~$15,878.50~~

~~Other Costs~~	-			
~~Supportive Services~~	~~Transportation assistance, childcare, glasses, uniforms etc.~~	~~$10,500.00~~	~~$ 5,000.00~~	~~$15,500.00~~
~~Participant Incentives~~	~~Incentives for goal completion(graduation, employment retention, etc.)~~	~~$5,000.00~~	~~$ —~~	~~$5,000.00~~
~~Work Experiences~~	~~3,500 hrs @ $7.50/hr~~	~~$26,250.00~~	~~$ —~~	~~$26,250.00~~
~~Training and Education~~	~~Training for occupation skills (tuition, tutoring, books, supplies, etc).~~	~~$20,000.00~~	~~$37,600.00~~	~~$57,600.00~~
~~Total Other Costs~~		~~$61,750.00~~	~~$42,600.00~~	~~$104,350.00~~
-				
-	-	~~$175,617.13~~	~~$ 45,825.00~~	~~$221,442.13~~

EXHIBIT A-1

Instructions: Eligible applicants should use this form as a guide. Eligible applicants must list each item requiring the dedication of resources and show how the expense or value was calculated.

Goodwill of Central Arizona
Youth Offender Services
East Valley 2008-2009

		Total Requested (55) Total Youth	In School (25%) (14) In School	Out of School (75%) (41) Out of School	In-Kind	Total
Personnel						
Salaries (1)	Director of Youth Services (10%) $64,350	$ 6,435.00	$ 1,608.75	$ 4,826.25	$ 3,225.00	$ 9,660.00
	Program Coordinator (20%) $40,500	$ 8,100.00	$ 2,025.00	$ 6,075.00		$ 8,100.00
	2 Career Advisors (100%) $33,600 each	$ 67,200.00	$ 16,800.00	$ 50,400.00	$ -	$ 67,200.00
	Employment/Training Specialist (5%) $38,584	$ 1,929.20	$ 482.30	$ 1,446.90	$ -	$ 1,929.20
	Administrative Assistant (5%) $44,096	$ 2,204.80	$ 551.20	$ 1,653.60		$ 2,204.80
	Public Service Representative (100%) $24,000	$24,000	$ 6,000.00	$ 18,000.00		$ 24,000.00
	Total Salaries	$ 109,869.00	$ 27,467.25	$ 82,401.75	$ 3,225.00	$ 113,094.00
Fringe Benefits (2)	Public Service Representative (100%) $6,000	6,000	1500	4500		$6,000
	Fringe 25% of salaries requested = .25x $219,709	$ 27,467.25	$ 6,866.81	$ 20,600.44		$ 27,467.25
	Total Salaries and Fringe	**$ 137,336.25**	**$ 34,334.06**	**$ 103,002.19**	**$ 3,225.00**	**$ 140,561.25**
Contract Services (3)	Professional Fees and Liability Insurance $ 386.72 mo. X 12 mo.	$ 4,500.00	$ 1,125.00	$ 3,375.00	$ -	$ 4,500.00
	Total Contract Services	**$ 4,500.00**	**$ 1,125.00**	**$ 3,375.00**	**$ -**	**$ 4,500.00**
Non-Personnel						
Space Costs	N/A	$ -	$ -	$ -	$ -	$ -
	Total Space Costs	**$ -**			**$ -**	**$ -**
Equipment	Cell Phones/ Communication Costs $75 mo. X 1.85 staff x 12 mo.	$ 1,805.75	$ 451.44	$ 1,354.31	$ -	$ 1,805.75
	Total Equipment	**$ 1,805.75**	**$ 451.44**	**$ 1,354.31**	**$ -**	**$ 1,805.75**
Supplies	Office/Program supplies for 2.4 staff @ $275.00/ea/yr	$ 350.00	$ 87.50	$ 262.50	$ -	$ 350.00
	Photocopying/Duplicating	$ 336.63	$ 84.16	$ 252.47		$ 336.63
	Marketing Materials	$ 2,500.00	$ 625.00	$ 1,875.00	$ -	$ 2,500.00
	Total Supplies	**$ 3,186.63**	**$ 796.66**	**$ 2,389.97**	**$ -**	**$ 3,186.63**
Travel & Training	Local Mileage for (2) Case Managers (1) Employment Specialist and (1) Program Coordinator @ 338.81 mi./mo. @ $.585/mi. x 12 mos.	$ 2,378.50	$ 594.63	$ 1,783.88	$ 2,379.78	$ 4,758.28
	Out of State Travel and Training 1 Conferences @ $2,500 each	$ 2,500.00	$ 625.00	$ 1,875.00	$ -	$ 2,500.00
	Vehicle Leasing Costs 1 Cars @ $375/mo ea. x 12 mo.	$ 4,500.00	$ 1,125.00	$ 3,375.00	$ -	$ 4,500.00
	Total Travel and Training	**$ 9,378.50**	**$ 2,344.63**	**$ 7,033.88**	**$ 2,379.78**	**$ 11,758.28**
Other Costs						
Supportive Services	Transportation assistance, childcare, glasses uniforms etc.	$ 10,000.00	$ 2,500.00	$ 7,500.00	$ 5,000.00	$ 15,000.00
Participant Incentives	Incentives for goal completion(graduation, employment retention, etc.)	$ 5,000.00	$ 1,250.00	$ 3,750.00	$ -	$ 5,000.00
Work Experiences	2,588 hrs @ $7.50/hr	$ 19,410.00	$ 4,852.50	$ 14,557.50	$ -	$ 19,410.00
Training and Education	Training for occupation skills (tuition, tutoring, books, supplies, etc).	$ 15,000.00	$ 3,750.00	$ 11,250.00	$ 37,600.00	$ 52,600.00
	Total Other Costs	**49,410.00**	**12,352.50**	**37,057.50**	**$ 42,600.00**	**$ 92,010.00**
TOTAL ANNUAL BUDGET		**$ 205,617.13**	**$ 51,404.28**	**$ 154,212.85**	**$ 48,204.78**	**$ 253,821.91**

EXHIBIT A-2

MARICOPA COUNTY HUMAN SERVICES DEPARTMENT- WIA TITLE 1B YOUTH PROGRAM STIMULUS BUDGET

NAME OF PROVIDER SUBMITTING BUDGET: Goodwill of Central Arizona

Instructions: Eligible applicants should use this form as a guide. Eligible applicants must list each item requiring the dedication of resources and show how the expense or value was calculated.

Youth Summer Program for period: 5/1/09 thru 9/30/09 (ARRA only)

		Total Requested	In School (Max 70%)	Out School (Min 30%)	Prtg of Budget	Comments
ADMINISTRATION						
Director of Youth Services	25%	16,080	11,256	4,824	3.35%	
Fringe Benefits	25% total salaries	4,020	2,814	1,206	0.84%	
Contract or Outside Services						
Occupancy Expense		6,523	4,566	1,957	1.36%	
Property	> $250 Must provide list annually					
Equip Depr						
Communication & Telephone						
Materials / Supplies						
Vehicle Expense						
Travel & Training	500 miles x .55	275	193	83	0.06%	
Operations	ADP processing costs ($1.50/employee/pay period)	2,500	1,750	750	0.52%	
Total Administration	**Cannot exceed 10% total Budget**	29,398	20,579	8,819	6.12%	
PROGRAM						
Program Coordinator	100%	16,250	11,375	4,875	3.39%	
Case Manager	100%	12,083	8,458	3,625	2.52%	
Case Manager	100%	12,083	8,458	3,625	2.52%	
Case Manager	100%	12,083	8,458	3,625	2.52%	
Job Developer/ Employment Specialist	100%	12,083	8,458	3,625		
Fringe Benefits (2)	25% total salaries	16,146	11,302	4,844	3.36%	
Contract or Outside Services			0	0		
Occupancy Expense			0	0		
Property	Copier/Scanner/Fax Machine	2,500	1,750	750	0.52%	
Depreciation			0	0		
Communication & Telephone	5 Cell phones at $75/mo x 5 mo	1,875	1,313	563	0.39%	
Materials / Supplies	Copier Paper, File Folders, pens, etc.	2,500	1,750	750	0.52%	
Vehicle Expense			0	0		
Travel & Training	Staff Mileage 9090 miles x .55	5,000	3,500	1,500	1.04%	
Operations						
Total Program Costs	**Cannot exceed 20% total Budget**	92,602	64,821	27,781	19.29%	
OTHER COSTS		Total D + E	Enter Amt	Enter Amt		
Work Experience (Estimate cost per (include # of participants)	150 participants x 200x $8/hr hrs + 12% fringe	268,000	187,600	80,400	55.83%	
Supportive Services (include # of participants to be served)	$600 per youth x 150	90,000	63,000	27,000	18.75%	
Participant Incentives	N/A					
Training & Education (# of participants entering into occupational training)	N/A					
Total Other Costs	**Must be no less than 70% Budget**	358,000	250,600	107,400	74.58%	
TOTAL BUDGET		480,000	336,000	144,000	100.00%	

EXHIBIT A-2

MARICOPA COUNTY HUMAN SERVICES DEPARTMENT - WIA TITLE 1B YOUTH YEAR-ROUND STIMULUS BUDGET

NAME OF PROVIDER SUBMITTING BUDGET: Goodwill of Central Arizona

Instructions: Eligible applicants should use this form as a guide. Eligible applicants must list each item requiring the dedication of resources and show how the expense or value

Youth Year Round Program for period: 10/1/09 thru 6/30/10 (ARRA only)

			Total Requested	In School (Max 70%)	Out School (Min 30%)	Pctg of Budget	Comments
ADMINISTRATION							
Salaries & Wages							
Director of Youth Services							
Fringe Benefits (2)							
Contract or Outside Services							
Occupancy Expense							
Property							
Equip Depr							
Communication & Telephone							
Materials / Supplies							
Vehicle Expense							
Travel & Training							
Operations							
Total Administration	**Cannot exceed 10% total Budget**		0	0	0		
PROGRAM							
Program Coordinator		100%	30,000	21,000	9,000	12.24%	
Job Developer/Employment Specialist		100%	21,750	15,225	6,525	8.88%	
Fringe Benefits (2)		25%	12,938	9,057	3,881	5.28%	
Contract or Outside Services							
Occupancy Expense							
Property	> $250 Must provide list annually						
Depreciation							
Communication & Telephone							
Materials / Supplies	Office Supplies		1,000	700	300	0.41%	
Vehicle Expense	Vehicle Leasing and Maintenance		5,200			2.12%	
Travel & Training	Staff Mileage 4200 miles x .55 mile		2,312	1,618	694	0.94%	
Operations							
Total Program Costs	**Cannot exceed 20% total Budget**		73,200	47,600	20,400	29.88%	
OTHER COSTS			**Total D + E**	**Enter Amt**	**Enter Amt**		
Work Experience (Estimate cost per (include # of participants)	200 hours x 8.00 hours x 29 youth		46,800	32,760	14,040	19.10%	
Supportive Services (Include # of participants to be served)	50 youth x $500 per youth		25,000	17,500	7,500	10.20%	
Participant Incentives	Incentives for goal completion		10,000	7,000	3,000	4.08%	
Training & Education (# of participants entering into occupational training)	Vocational or Academic Education		90,000	63,000	27,000	36.73%	
Total Other Costs	**Must be no less than 70% Budget**		171,800	120,260	51,540	70.12%	
TOTAL BUDGET			245,000	167,860	71,940	100.00%	

EXHIBIT A-3

MARICOPA COUNTY HUMAN SERVICES DEPARTMENT - WIA TITLE 1B YOUTH PROGRAM

NAME OF PROVIDER SUBMITTING BUDGET: Goodwill of Central Arizona

Instructions: Eligible applicants should use this form as a guide. Eligible applicants must list each item requiring the dedication of resources and show how the

Youth Program for period: 7/1/09 thru 6/30/10 (Non HRRA)

		Total Requested	In School (Max 25%)	Out School (Min 75%)	Pctg of Budget
ADMINISTRATION					
Director of Youth Services $64,000	10%	$ 6,400.00	$ 1,600.00	$ 4,800.00	2.84%
Administrative Assistant $44,096	5%	$ 2,204.00	$ 551.00	$ 1,653.00	0.98%
		$ -	$ -	$ -	
		$ -	$ -	$ -	
		$ -	$ -	$ -	
Fringe Benefits		$ 2,151.00	$ 537.75	$ 1,613.25	0.95%
Contract or Outside Services		$ -	$ -	$ -	
Occupancy Expense		$ -	$ -	$ -	
Property		$ -	$ -	$ -	
Equip Depr/Rental		$ -	$ -	$ -	
Communication & Telephone		$ -	$ -	$ -	
Materials / Supplies		$ -	$ -	$ -	
Vehicle Expense		$ -	$ -	$ -	
Travel & Training		$ -	$ -	$ -	
Operations		$ -	$ -	$ -	
		$ -	$ -	$ -	
Total Administration	**Cannot exceed 10% total Budget**	$ 10,755.00	$ 2,688.75	$ 8,066.25	4.77%
PROGRAM					
Program Coordinator $42,000	28.5%	$ 12,000.00	$ 3,000.00	$ 9,000.00	5.32%
Public Service Representative $24,000	100%	$ 24,000.00	$ 6,000.00	$ 18,000.00	10.64%
Career Advisor $33,600	100%	$ 33,600.00	$ 8,400.00	$ 25,200.00	14.89%
Career Advisor $33,600	100%	$ 33,600.00	$ 8,400.00	$ 25,200.00	14.89%
			$ -	$ -	
Fringe Benefits	25%	$ 25,800.00	$ 6,450.00	$ 19,350.00	11.44%
Travel Out of State Travel		$ 1,000.00	$ 250.00	$ 750.00	0.44%
Printing and Duplicating		$ 336.00	$ 84.00	$ 252.00	0.15%
Marketing Materials		$ 1,500.00	$ 375.00	$ 1,125.00	0.66%
Office Supplies		$ 433.00	$ 108.25	$ 324.75	0.19%
Communication & Telephone	Cell Phones for Program Staff	$ 1,805.00	$ 451.25	$ 1,353.75	0.80%
Materials / Supplies		$ -	$ -	$ -	
Vehicle Expense	Vehicle Costs 1 Car @$375/mo	$ 4,500.00	$ 1,125.00	$ 3,375.00	1.99%
Travel & Training	Local Mileage	$ 2,378.00	$ 594.50	$ 1,783.50	1.05%
Operations		$ 500.00	$ 125.00	$ 375.00	0.22%
Total Program Costs	**Cannot exceed 20% total Budget**	$ 141,452.00	$ 35,363.00	$ 106,089.00	62.70%
OTHER COSTS		**Total D + E**	**Enter Amt**	**Enter Amt**	
Work Experience (Estimate cost per (include # of participants)	12 youth at $7.25 x 240 hrs.	$ 20,880.00	$ 5,220.00	$ 15,660.00	9.25%
Supportive Services	55 youth x $200 per youth	$ 11,000.00	$ 2,750.00	$ 8,250.00	4.88%
Participant Incentives	55 youth at $100 per youth	$ 5,500.00	$ 1,375.00	$ 4,125.00	2.44%
Training & Education (# of participants entering into occupational training)	15 youth at $1069 per youth	$ 16,030.00	$ 4,007.50	$ 12,022.50	7.10%
Total Other Costs	**Must be no less than 70% Budget**	$ 53,410.00	$ 13,352.50	$ 40,057.50	23.67%
Follow-up - where Performance is met, a maximum of $125 paid quarterly up to $500 not to exceed $20,000		$ 20,000.00			
TOTAL BUDGET		**$ 225,617.00**	**$ 51,404.25**	**$ 154,212.75**	**100.00%**

For and on Behalf of Goodwill of Central Arizona

Signature

8/17/09

Date

EXHIBIT A-4

MARICOPA COUNTY HUMAN SERVICES DEPARTMENT - WIA TITLE 1B YOUTH PROGRAM

NAME OF PROVIDER SUBMITTING BUDGET: Goodwill of Central Arizona

Instructions: Eligible applicants should use this form as a guide. Eligible applicants must list each item requiring the dedication of resources and show how the expense or value was calculated

Youth Program for period: 7/1/10 thru 6/30/11

		Total Requested	In School (Max 25%)	Out School (Min 75%)	Pctg of Budget
ADMINISTRATION					
Director of Youth Services			$ -	$ -	
Adminstrative Assistant			$ -	$ -	
		$ -	$ -	$ -	
		$ -	$ -	$ -	
		$ -	$ -	$ -	
Fringe Benefits		$ -	$ -	$ -	
Contract or Outside Services		$ -	$ -	$ -	
Occupancy Expense		$ -	$ -	$ -	
Property		$ -	$ -	$ -	
Equip Depr/Rental		$ -	$ -	$ -	
Communication & Telephone		$ -	$ -	$ -	
Materials / Supplies		$ -	$ -	$ -	
Vehicle Expense		$ -	$ -	$ -	
Travel & Training		$ -	$ -	$ -	
Operations		$ -	$ -	$ -	
		$ -	$ -	$ -	
Total Administration	**Cannot exceed 10% total Budget**	$ -	$ -	$ -	
PROGRAM					
Program Coordinator	80%	$ 32,000.00	$ 8,000.00	$ 24,000.00	12.43%
Public Service Representative	Full-time - Gilbert Career Center	$ 30,000.00	$ 7,500.00	$ 22,500.00	11.66%
Career Advisor	100%	$ 35,000.00	$ 8,750.00	$ 26,250.00	13.60%
Career Advisor	100%	$ 35,500.00	$ 8,875.00	$ 26,625.00	13.79%
Employment/Training Specialist	0%	$ -	$ -	$ -	
Fringe Benefits	25%	$ 33,125.00	$ 8,281.25	$ 24,843.75	12.87%
Travel Out of State Travel			$ -	$ -	
Printing and Duplicating			$ -	$ -	
Marketing Materials			$ -	$ -	
Office Supplies		$ 1,000.00	$ 250.00	$ 750.00	0.39%
Communication & Telephone	Cell phone $20/mon x 2 + $70/mon	$ 4,320.00	$ 1,080.00	$ 3,240.00	1.68%
Materials / Supplies			$ -	$ -	
Vehicle Expense		$ 5,000.00	$ 1,250.00	$ 3,750.00	1.94%
Travel & Training		$ 2,000.00	$ 500.00	$ 1,500.00	0.78%
Operations		$ 1,040.00	$ 260.00	$ 780.00	0.40%
Total Program Costs		$ 178,985.00	$ 44,746.25	$ 134,238.75	69.55%
OTHER COSTS		**Total D + E**	**Enter Amt**	**Enter Amt**	
Work Experience (Estimate cost per (include # of participants)	$8/hr 200hrs for 20 youth (12% ERE)	$ 35,840.00	$ 8,960.00	$ 26,880.00	13.93%
Supportive Services	$75/youth for 65 youth	$ 4,875.00	$ 1,218.75	$ 3,656.25	1.89%
Participant Incentives	$50/youth for 65 youth	$ 3,250.00	$ 812.50	$ 2,437.50	1.26%
Training & Education (# of participants entering into occupational training)	$800/youth for 18 youth	$ 14,400.00	$ 3,600.00	$ 10,800.00	5.60%
Total Other Costs		$ 58,365.00	$ 14,591.25	$ 43,773.75	22.68%
Follow-up - where Performance is met, a maximum of $125 paid quarterly up to $500 not to exceed $20,000		$ 20,000.00			
TOTAL BUDGET		**$ 257,350.00**	**$ 59,337.50**	**$ 178,012.50**	**100.00%**

For and on Behalf of Goodwill of Central Arizona

Yolanda Carrothers 6/9/10

Signature Date

EXHIBIT B

1.0 INTENT:

The purpose of this Workforce Investment Act of 1998 (WIA) is to "provide workforce investment activities through statewide and local workforce investment systems, that increase the employment, retention, and earnings of participants, and increase occupational skill attainment by participants, and, as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation."

The purpose of youth workforce investment activities are intended to provide youth development services for economically disadvantaged youth 14 through 21 years of age who may face barriers to staying in school, completing high school or finding stable employment. Goodwill will provide a program that has a full range of services such as:

- Opportunities for eligible youth in activities related to leadership, development, decision-making, citizenship, and community service;
- Involvement of employers and links to local labor markets with emphasize on high-demand, high-growth occupations in Maricopa County;
- Ensure on-going mentoring opportunities for eligible youth with adults committed to providing such opportunities;
- Opportunities for training to eligible youth;
- Youth services such as internships and work experiences in high-demand, high-growth occupations;
- Continued supportive services for eligible youth; and Incentives for recognition and achievement to eligible youth

The Category of service for the WIA Youth Program is: In School and Out of School Youth Offenders in the East Valley.

1.1 *Special Population Youth* – to provide Workforce Investment Act (WIA) services to an eligible youth who qualifies as one or more of the following:

1.1.1 Involved in the criminal justice system (youth offender).

1.2 *Category of Service*

Goodwill of Central Arizona proposes to provide innovative, year-round Youth Development Services to 55 Youth Offenders. Services will include all of the Basic Services and all of the Program Elements for WIA eligible Youth Offenders in the East Valley of Maricopa County, outside the City of Phoenix. Goodwill will provide youth development services in order to prepare young people to meet the challenges of adolescence and adulthood through a coordinated, progressive series of activities and experiences which help them to become socially, morally, emotionally, physically and cognitively competent. The focus of services will be to assist Youth Offenders to complete secondary education; prepare for and obtain gainful employment; and receive the supportive services necessary to attain their goals and increase self sufficiency. Goodwill will provide outreach, eligibility, enrollment, case management and follow-up services and will partner with other community-based agencies to provide all the service requirements elements forming a comprehensive network of services. The program will focus on high school reintegration or GED completion for Youth Offenders who do not possess a high school diploma or GED, and post-secondary education/advanced training and employment placement for youth who have completed secondary education or attained a GED, and pre-employment/work maturity skills and educational assistance for all youth.

1.3 *Number of Youth to be Served by Age and Activity*

Goodwill proposes to serve 55 Youth Offenders Youth between the ages of 14-21. The chart below illustrates the program activities and the number of youth that will be served in each activity.

Advanced Training	Case Management	Certificate of Attainment	Credentials	Educational Gains	WIA Core Services	Eligibility Determination
40	55	40	40	55	55	50

Individual Service Strategy	Program Enrollment	Program Exit & Follow-up	Job Development	Assessments	Referrals
55	55	55	55	55	35

1.4 *BACKGROUND INFORMATION*

1.4.1 WIA youth programs are intended to provide youth development services for economically disadvantaged youth 14 though 21 years of age who may face barriers to staying in school, completing high school or finding stable employment. The program provides a full range of work readiness, employment, education, and mentoring services through an array of community partner agencies and contracted youth service providers. Youth services, such as internships, work experiences, training opportunities, and assistance with the completion of high school or GED, are designed for youth who are in or out of school.

As stated above, the Workforce Investment Act draws a distinction between younger youth (14 to18) and older youth (19 to 21). This is done primarily to assist program providers with designing programs and developing Individual Service Strategies (ISS) to meet the youth development needs of the two different age groups. Also, the mandated program outcomes and performance measures are distinctively different for younger and older youth.

1.4.2 Youth must be identified as low-income as defined by Public Law and:

1.4.2.1 Between the ages of 14 through 21 meaning they have reached their 14th birthday, but have not attained their 22nd birthday at the time of registration; AND

1.4.2.2 A citizen of the United States or a non-citizen who is authorized by the Immigration and Naturalization Service; AND

1.4.2.3 In compliance with the Selective Service Act (only pertains to males 18 to 21); AND

1.4.2.4 Meets one or more of the following criteria:
- 1.4.2.4.1 Deficient in basic literacy skills
- 1.4.2.4.2 Homeless, runaway, or foster child
- 1.4.2.4.3 Pregnant or a parent
- 1.4.2.4.4 Drop Out
- 1.4.2.4.5 Offender
- 1.4.2.4.6 An individual who requires additional assistance to complete an educational program or to secure and hold employment as determined by one of the following criteria:

1.4.2.5 Individuals who are defined “at-risk” by MWC based upon assessment of skill needs, barriers, and /or referral from:
- 1.4.2.5.1 Juvenile Justice Court System
- 1.4.2.5.2 Youth Services Program Providers
- 1.4.2.5.3 Local Education Agencies

1.4.2.6 An in-school youth meets the above eligibility criteria in addition to one of the following:

1.4.2.6.1 Has not received a diploma/ equivalent and is attending school (including alternative school)

OR

1.4.2.6.2 High school graduate (attained diploma/equivalent), attending post-secondary education and is not basic skills deficient

1.4.2.7 An out-of-school youth meets the above eligibility criteria in addition to one of the following:

1.4.2.7.1 High school dropout (including alternative school), and have not received a secondary school diploma or its equivalent

OR

1.4.2.7.2 High school graduate (attained diploma/ equivalent) and is basic skill deficient, unemployed, or underemployed

1.4.2.8 A special population youth meets the above eligibility criteria and is eligible for services if he or she meets one or more of the following targeted populations:

1.4.2.8.1 Youth offender

2.0 SCOPE OF WORK

The goal of Maricopa County's Workforce Investment Board (MWC) and Maricopa County Human Services Department (MCHSD) is to provide a comprehensive workforce development system under which Maricopa County residents can access appropriate job training and educational opportunities. All eligible youth must be familiar with services available in the One-Stop System.

As part of the workforce development system, MCHSD will fund a youth program(s) for year-round academic and workforce development services for low-income youth, ages 14 through 21. Successful youth development depends upon smooth transitions between different phases of life, youth programs should also operate under the following guiding principles:

2.0.1 *Year-Round Services:* Services are designed to recruit and register youth on a year-round basis, including making services accessible for in-school youth throughout the school year. All youth services and activities must be available to youth twelve (12) months per year and be clearly aligned with youth development principles and goals.

2.0.2 *Long-Term Support for Youth:* Services feature strategies that span multiple years and will balance the needs of youth who would benefit from long-term support with youth whose needs are met through more limited interventions. Long-term support includes providing a smooth transition and pathways to remaining in school, high school completion, post-secondary education, job placement and training for occupations leading to careers that offer long-term self-sufficiency for older and younger youth.

2.0.3 *Customer-Driven:* Services solicit and integrate input from youth at all phases of program design, implementation, and evaluation.

2.0.4 *Accessibility:* Services are easily accessible to both youth and employers, create a safe and youth-friendly environment, are accessible by public transportation, have information accessible via the Internet, accommodate diversity and youth who need special accommodations.

2.0.5 *Accountability:* Services commit to a continuous improvement program design by seeking feedback from staff, youth and employers to continually refine the quality of the program services and activities provided for youth. Programs must have well-defined goals and processes that are easily understandable, measurable and accountable. These goals must emphasize participant progress and directly link activities to positive outcomes for youth.

2.1 **Technical Requirements**

2.1.1 Goodwill of Central Arizona is a leading community-based nonprofit organization which has been providing services to Arizona residents for 60 years and has a strong, established network of community-based service providers to help support the needs of youth, from initial assessment, through case management, job search, training and post-program follow-up. Goodwill is also an experienced provider of workforce services to clients with disabilities and has access to a wide array of community resources to help support client success in obtaining and retaining employment or entering an appropriate training program. In line with the strength-based model of case management employed throughout the program, Goodwill's network of support service providers embrace the "one-case plan" concept for addressing client's needs and will offer a broad range of support services to address every facet of youth development.

Each youth is also introduced to the Comprehensive One-Stop Career Center at the beginning of their program.

2.2 **Collaborations**

Although not formal partners in this proposal, there are other agencies, both public and non-profit, that provides services or service delivery locations to our youth. These organizations have provided services to MWC youth since the beginning of Goodwill's 2003 contract; they are a vital part of the program:

COLLABORATOR	SERVICES OFFERED	VALUE OF IN-KIND SERVICES
PARTNERSHIPS FOR ADDITIONAL PROGRAM SERVICES		
Principal Tutoring and Counseling Services	Tutoring Services; Study Skills Training	*Tutoring and study skills services for at-risk youth.*
Tumbleweed Center	Alternative Secondary School	*Placement in alternative secondary school for at-risk youth.*
Maricopa Skills Center	Occupational Skills Training	*Occupational Skill Training for at-risk youth*
Rio Salado Community College	GED Preparation; Occupational Skills Training; Referrals; Continuing Education	*Occupational Skill Training, ABE & GED for at-risk youth*
Town of Guadalupe - Youthbuild	Work experience placements (construction)	*Paid and unpaid work experiences and OJT sites*
United Food Bank	Work experience placements (bioscience)	*Paid and unpaid work experiences and OJT sites*
REFERRALS, ADDITIONAL PROGRAM ELEMENTS AND SUPPORTIVE SERVICES COLLABORATORS		
Town of Guadalupe	Physical space at Guadalupe Public Library	*Free space*
Chandler Unified School District	High School Diploma; Referrals	*N/A*
Tempe Unified School District	High School Diploma; Physical Space; Referrals	*Free space*
Tumbleweed Center	Services to Homeless Youth Including Housing Assistance; Life Skills Services; Referrals	*Housing for at-risk youth; Free life skills classes*
United Food Bank	Food Boxes	*Free food*
Adolescent Pregnant and Parenting Program	Teen Parent Supportive Services; Parenting Classes; Referrals	*Free teen parent services*
Greater Phoenix Youth at Risk	Mentoring Services; Referrals	*Free mentoring for appropriate youth*
Maricopa Community Colleges (college will vary depending on career field of youth)	Vocational Education; Post-Secondary Education; GED Classes; Occupational Skills Training; Adult Basic Education	*Recruitment and enrollment support*

Rio Salado Community College	GED Preparation; Vocational Training; Referrals	*N/A*
A New Leaf	Referrals; shelter and counseling	*N/A Supportive services to youth and families in need*
Valley Vista High School	High School Diploma; Referrals	*N/A*
Catholic Charities	Support services; referrals	*Supportive services to youth and families in need*
United Food Bank	Support services; referrals	*Supportive services to youth and families in need*
Boys and Girls Club of East Valley	Youth development; referrals	*N/A*
Friendly House	GED preparation; referrals	*Free GED Training and educational support programs*
Arizona -A-Teen	Adult Basic Education	*GED completion support*
Arizona Saves	Financial Literacy	*Support Services for families in need; youth education*

2.2.1 Goodwill will provide comprehensive services that:

2.2.1.1 Improve academic achievement for youth, including youth who are basic skills deficient.

2.2.1.2 Prepare youth for success in employment.

2.2.1.3 Expose youth to careers in identified industry clusters and develop awareness of pathway opportunities (e.g. workshops, guest speakers, job shadowing, training and referrals, and other related activities).

2.2.1.4 Provide youth with relevant work experience/internship opportunities.

2.2.1.5 Provide youth with skills necessary to job search and assistance with job placement.

2.2.1.6 Ensure necessary supportive services for youth to achieve successful outcomes.

2.3 PROGRAM ELEMENTS

Goodwill will provide the following comprehensive services components:

2.3.1 Overview of Methodology

Goodwill of Central Arizona's client-centered method of service delivery ensures that youth receive high quality, wrap-around case management, supportive services, and education or career advancement services. The specific activities and program components that Goodwill Career Advisors engage in with youth are outlined in detail below and include descriptions of activities, responsible staff member(s) for each activity and a timeline/timeframe for delivery of each activity. Each of the service elements are delivered in a manner designed to fully support the individual needs of youth through the service delivery process: 1) community outreach; 2) intake and eligibility determination; 3) assessments; 4) comprehensive case management and referral services; 5) training, education or job placement activities; 6) program completion and exit; and, 7) post-program follow-up services.

2.3.1.1 Case Management/Referral

This includes coordinating the applicable services to be delivered to the participant, documenting the participant's achievement of the goals identified in the ISS and motivating youth to remain in school and completing high school, preparing them for possible post-secondary educational opportunities, occupational learning or employment/training opportunities.

As a component of case management, referrals should include linking and sharing information with other youth-serving agencies, organizations and training providers in order to achieve the goals listed in the youth's ISS. Goodwill may refer youth participants to external sources, who may be formal partners, to provide the services of the program elements and document this is in case notes.

Case management at Goodwill of Central Arizona will be a client-centered process through which strengths, barriers and life circumstances are identified. This process involves participation from Goodwill case management staff and the youth. The Goodwill Career Advisor is responsible for brokering, linking and advocating for each participant as a function of case management. Case management services include, but are not limited to: identifying gaps in services; planning during program participation; obtaining resources; providing services; recording progress; monitoring activities; terminating activities and/or participation; and offering follow-up services for a minimum of one year. The case management process for Youth Offenders will involve wrap-around, client-centered services, which will engage schools, parents and other service providers. Goodwill will provide wrap-around case management services to Youth Offenders in the East Valley of Maricopa County through a network of referral relationships.

Goodwill will use a proven case management model to deliver services to all participants that is currently being used to deliver WIA youth services. A focused and coherent case management strategy is key to participant success and critical to meeting program goals and performance measures. Case management occurs throughout program participation and is designed to provide the youth with the direction and guidance necessary to enhance opportunities for success. The Goodwill Career Advisor works as a professional partner with each youth to: 1) identify and prioritize personal strengths and needs; 2) establish realistic training, education, and employment goals/objectives; 3) develop a plan of action to achieve established goals and objectives; 4) access needed resources; and 5) develop a strategy that will empower the youth to access services on his/her own and reduce dependence on social programs. The goal of case management is to ensure the participant develops the incentive and ability to become responsible for his or her own actions and needs, and enhance the youth's opportunity to achieve long-term economic self-sufficiency.

Case Management

SPECIFIC TASKS OR TECHNIQUES	**STAFF RESPONSIBLE**	**TIMEFRAME/FREQUENCY**
Establishment and maintenance of the case file	Goodwill Career Advisor	Initially upon registration and at least monthly
Entry of all case file information into the Goodwill Case Management Tracking System (TEAMS)	Goodwill Career Advisor	Initially upon registration and at least monthly
Updating of the ISS	Goodwill Career Advisor	Ongoing
External referrals to other partner agencies for needed services such as transportation, clothing, food, counseling, tutoring, adult mentoring, occupational skills training etc.	Goodwill Career Advisor	Ongoing
Internal referrals to the Goodwill Employment Specialist the Goodwill Follow-up Specialist	Goodwill Career Advisor	Ongoing and at exit
Determining in conjunction with the youth when the goals have been reached and the youth is ready to exit the program and enter follow-up	Goodwill Career Advisor	At program goal completion

2.3.2 **Core Services**

Maricopa Workforce Connections will offer outreach, intake, suitability, enrollment and objective assessments for out-of-school youth at one of the One-Stop Career Center locations and then refer to a youth contracted provider for continued WIA services. Maricopa Workforce Connections may offer youth leadership development activities as needed.

Goodwill will provide universal access to the WIA-mandated Core Services for all youth. These services will be provided by the Career Advisement staff and Employment Specialist. Youth Offenders will be provided an initial assessment to determine functioning levels and assessment of life circumstances. Youth will receive information pertaining to education and training opportunities, with financial assistance provided when appropriate. The Goodwill Employment Specialist will assist with job search activities and pre-employment activities. Assistance will be given to youth in securing employment and support will be provided to assist the youth in employment retention. For those youth 18 years and older, information about filing unemployment compensation claims and establishing eligibility for welfare-to-work programs will be offered. Information will be provided, and referrals made for supportive services such as child care and transportation. Follow-up services will be provided for one year following exit.

Goodwill currently operates three One-Stop Career Centers at Rural and Guadalupe Roads, Apache Trails and at Alma School & Ray Roads, and a Youth Services Career Center at Dobson & Guadalupe Roads in the East Valley of Maricopa County and provides services at the comprehensive One-Stop Career Center in Gilbert. The Goodwill Career Centers have space available for tutoring and studying.

Core Services

WIA CORE SERVICES		
SPECIFIC TASKS OR TECHNIQUES	**STAFF RESPONSIBLE**	**TIMEFRAME / FREQUENCY**
Conduct initial assessment to determine strengths and barriers; testing; goal setting	Goodwill Career Advisor	During Initial Assessment
Assist with Job Search/Pre-Employment Skills	Goodwill Employment Specialist	Ongoing
Provide information regarding unemployment compensation claims and welfare-to-work programs	Goodwill Career Advisor	As needed
Make referrals for supportive services	Goodwill Career Advisor	As needed
Provide follow-up services	Goodwill Career Advisor	For one year post exit

2.3.3 **Outreach and Recruitment**

This includes, but is not limited to, developing and maintaining a public awareness of the WIA Youth Services, goals, opportunities, and eligibility criteria. Goodwill will also develop and maintain a network of linkages with other agencies for referral of participants and service delivery, contacting groups which represent potential eligible participants and contacting group of employers who may hire WIA participants.

Goodwill retail stores and Goodwill One-Stop locations will serve as primary awareness and outreach sites; all these locations are easily accessible and strategically located throughout the East Valley. Goodwill and its community collaborative partners will also work together to ensure a coordinated, efficient outreach effort that reaches the greatest number of potentially eligible youth in all areas of the East Valley; this outreach effort will extend to other community agencies serving youth who are potentially eligible participants and contacting groups of employers who may hire participants. This network of agencies will distribute information about the MWC WIA youth programs, including goals, opportunities, and eligibility criteria, conduct outreach and provide referrals. Goodwill will provide these agencies with outreach materials (in both English and Spanish) that communicate clear and precise processes and procedures for accessing WIA youth opportunities and supports.

Goodwill will utilize its extensive contacts with the Maricopa Juvenile Court System and the Arizona Department of Juvenile Corrections to educate judges, probation officers and parole officers about the WIA program and to solicit referrals to the program. The Goodwill staff will work to establish professional rapport with staff supervising offenders so that the probation and parole staff to facilitate the retention and positive performance of referred youth. Goodwill will provide a coordinated system of outreach at all its locations throughout the East Valley to ensure complete coverage. Specific activities are: on-site outreach efforts at partner schools and at partner charter schools; on-site outreach at the Maricopa County One Stops; outreach to youth offenders through our partners; marketing through our 39 retail stores; outreach through other community-based organizations; and, most important of all, by word-of-mouth among the youth population, including a formalized peer-mentoring initiative.

Goodwill will ensure a coordinated, efficient outreach effort that reaches the greatest number of potentially eligible youth in the East Valley of Maricopa County. Goodwill will provide services to Youth Offenders based on the current WIA service model. Goodwill is a partner in the Maricopa Youth Alliance (MYA), a project that assists young adults who have been involved in the Juvenile Justice System in preparing for and obtaining employment in high-growth/high-demand occupations; Goodwill will use contacts developed through that Alliance to provide extensive Outreach Services to reach Youth Offenders in the community. Staff will provide education and outreach to the juvenile probation staff about the program and solicit referrals of youth from designated areas for participation in the program. Through these services to this population, outreach and recruitment to Youth Offenders, Goodwill will conduct outreach and recruitment for the WIA Youth Development Services.

Outreach ad Recruitment

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/FREQUENCY
Distribute youth friendly marketing materials in both English and Spanish utilizing a variety of communication methods including technology (CD-ROMs and DVDs) and special events marketing	Goodwill Outreach Specialist	Initially by no later than August 1, 2008 and ongoing as needed
Recruitment at partner public schools (both Charter and Regular) using marketing materials	Goodwill Outreach Specialist	Monthly
Recruitment of Juvenile Offender Youth at special youth events	Goodwill Outreach Specialist	As such events are scheduled
Conduct outreach at Juvenile Probation staff	Goodwill Outreach Specialist	Monthly
Recruitment through other Community Based Organizations serving this population	Goodwill Outreach Specialist	Monthly

2.3.4 **Orientation**

This includes informing youth initially of all services available including programs and/or services that are provided by external entities and/or Maricopa Workforce Connections partners. Goodwill will include information on enrollment process, assessments, training programs, attendance requirements while in training, and information regarding financial aid and support services. Goodwill will make youth aware of the youth development principles practiced and that

service and projected outcomes (goals) are customized to meet the individual needs of the youth. Goodwill must also adequately assess suitability for the program.

The orientation must be as interesting and informative as possible so that youth stay involved once they have been recruited for the program. It must occur very soon after recruitment (within a few days) in order to maintain the enthusiasm about the program. The orientation process will be occurring at various Goodwill and partner locations and will be taken to the youth in their schools and communities, rather than requiring the youth to come to some other location for orientation. Youth will be made aware of the youth development principles, the services offered, and the expected outcomes and how these are tailored to the individual youth. Goodwill will conduct orientations in both group and individual sessions as best suited for the needs of the youth. In all of the youth orientations, youth will be made aware of: the youth development guiding principles and that service and projected outcomes (goals) are customized to meet individual needs; the services offered, including those by external entities and/or Maricopa Workforce Connections partners; information on enrollment process, assessments, training programs, attendance requirements while in training, and information regarding financial aid and support services; and the expected outcomes and how these are tailored to the individual youth. Goodwill will provide written program information to the youth to compliment the verbal information and this will include written information on all of the necessary documentation for enrollment.

Orientation

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/FREQUENCY
Conduct community-based and school based orientation sessions	Goodwill Outreach Specialist	At least weekly – more often based on youth needs
Prepare orientation materials and handouts	Goodwill Outreach Specialist Goodwill Career Advisor	As needed

2.3.5 **Eligibility Determination and Registration**

This includes registering youth by completing a WIA youth application, verifying family income and information stated, and making determination that the youth meets the eligibility criteria established by WIA, State WIA administration and Maricopa County Human Services Department.

Goodwill will determine eligibility for Workforce Investment Act (WIA) youth services utilizing the guidelines established by WIA, by the state WIA administration and by the Maricopa County Human Services Department. Eligible youth are no less than 14 years of age and no more than 21 years of age on the date of WIA registration. Eligible youth must be economically disadvantaged and have one or more of the following: deficient in basic literacy; secondary school dropout; homeless, runaway or a foster youth; pregnant or parenting; youth offender; individual who requires additional assistance to complete an educational program or to secure and hold employment; individual who is defined “at-risk” by Maricopa Workforce Connection (MWC) based upon assessment of skill needs, barriers, and/or referral from the juvenile justice system, youth services program providers or local education agencies. Eligibility determination for Out-of-School youth will include a dropout letter from an educational institution, self-certification, transcripts or high school diploma/GED certificate for Out-of-School graduates.

Goodwill will work to streamline the process and identify strategies to remove obstacles associated with securing the required documentation. The Goodwill Outreach Specialist will work with potential participants and legal guardians to expedite the process. Youth determined ineligible for WIA services will be referred to appropriate community resources. Goodwill will provide informational materials in English and Spanish, as well as make them available in alternate formats. These materials will explain eligibility requirements and enumerate the supporting documentation needed, including tips on how to obtain the documentation. Goodwill will also provide applicants and their families with contact information such as telephone numbers

and email addresses for Goodwill so they can contact staff for additional guidance and assistance. All eligibility documentation will be entered into VOS and kept in the hard file.

Eligibility

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME / FREQUENCY
Completion of the WIA youth application with the youth applicant	Goodwill Outreach Specialist Goodwill Career Advisor	Daily as needed
Assist youth with gathering proof of eligibility documentation including working with both the youth and his/her parents to collect the required verification and documentation	Goodwill Outreach Specialist Goodwill Career Advisor	Daily as needed
Submit the eligibility packet to Maricopa County staff for eligibility determination	Goodwill Outreach Specialist Goodwill Career Advisor	One to two times per week or daily as needed
Provide Goodwill Career Advisor with eligibility packet to start enrollment activity	Goodwill Outreach Specialist	Immediately following eligibility determination
Enter eligibility information into VOS and file in hard case file	Goodwill Career Advisor	Within two days of receipt

2.3.6 **Program Enrollment**

Once the eligibility process has been completed, the program enrollment phase will begin. Goodwill will conduct an initial assessment that will serve to identify the most appropriate match of services for each In-School youth utilizing Goodwill and partner resources. This will ensure that each eligible youth is matched with the services that can provide the best opportunities to ensure his/her success. The assessment will include an overview of the youth's developmental assets (strengths, resources, positive life circumstances and supports) and gaps (presenting issues or concerns that are situational and /or chronic), basic skills (evaluating the Individual Education Plan – IEP, and/or using the TABE locator), vocational skills (identifying career interests, job aptitudes and skills, and work capacities, occupation-specific skills, work readiness skills), transition skills (identifying youth's ability to make a successful transition to adulthood) accommodation plans, and the need for supportive services such as adaptive equipment and services, child care, transportation, health care, legal services, etc. Goodwill will also conduct the following specific activities:

Program Enrollment

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME / FREQUENCY
Conduct TABE test with youth when appropriate	Goodwill Career Advisor	As an initial activity and at other times as appropriate
Conduct TABE test, or review Individual Education Plan (IEP), as appropriate	Goodwill Career Advisor	As an initial activity and at other times as appropriate
Summarize all assessment results and discuss with the youth, school and others as appropriate	Goodwill Career Advisor	As an initial activity and as appropriate
External referrals to other partner agencies for needed services such as adaptive equipment, transportation, clothing, food	Goodwill Career Advisor	Ongoing

2.3.7 **Assessment**

A standardized procedure shall be performed to assess the youth in math, language and reading levels. The same pre and post assessment should be utilized on assessing the youth. Assessment

tools and scores must directly relate to the educational functioning levels. Goodwill will utilize the TABE (Tests of Adult Basic Education).

Concurrent with eligibility determination, Goodwill will conduct an initial assessment that will identify the most appropriate match of services from among the subcontractors and collaborative partners. This will ensure that each eligible youth is matched with the agency that can provide the best services to ensure his/her success. The assessment will include an overview of the youth's developmental assets (strengths, resources, positive life circumstances and supports) and gaps (presenting issues or concerns that are situational and /or chronic), basic skills (using the TABE locator), and the need for supportive services such as child care, transportation, health care, legal services, etc. Goodwill will use an assessment specifically for Youth Offenders that will be combined with the Goodwill WIA assessment to develop the ISS.

Assessments of youth will begin at enrollment and continue throughout program participation. Assessments include standardized exams administered to assess math, language and reading levels. The same pre- and post-assessment tools are always utilized when assessing youth. Goodwill will use the Test of Adult Basic Education (TABE) test for enrolled Youth Offenders. For those youth who have a documented disability, the youth's current Individual Education Plan (IEP) serves as the assessment. The IEP must have been created within six months of the WIA enrollment date. The ISS will reflect any basic skills deficiency in math, reading or language as taken directly from the IEP. Goodwill's goal is that all post-assessments reflect a reasonable increase in one of the basic educational areas.

Assessment

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/FREQUENCY
Conduct various assessments	Goodwill Career Advisor	At registration and as indicated
Evaluate various assessments	Goodwill Career Advisor	At registration and as indicated
Summarize all assessment results and discuss with the youth	Goodwill Career Advisor	At registration and as indicated

2.3.8 **Individual Service Strategy (ISS)**

This includes an individual competency-based training plan for the Youth participant which shall include an employment/training goal, appropriate achievement objectives and the appropriate combination of services, education and training for the youth based on the data provided by objective assessment. Decisions made and outlined within the ISS are to be done in partnership with the participant and need to incorporate the mandated WIA program elements.

Each youth participant enrolled into a WIA program will develop, with assistance from a Goodwill Career Advisor, an individual competency-based training plan which will include an identification of strengths and barriers, life circumstances, employment/training goals, appropriate achievement objectives, and the appropriate combination of services, education and training for the participant based on data provided by the objective assessment. Goodwill considers the youth's Individual Service Strategy (ISS) to be a living document, meant to be revised and updated as necessary through interaction between Goodwill staff and the youth. The ISS will incorporate the mandated service mix of WIA program elements.

Goodwill staff will complete an initial ISS for every registered youth. The ISS will be an individualized roadmap developed with the youth and will include both the short-term and long-term goals and services. The services that the youth needs to obtain the goals will be identified with the youth indicating what he/she needs in the way of supportive services and other services to reach the goals. This roadmap will connect the services to the ultimate outcomes that the youth agrees to achieve. The development of the ISS will be to enable the youth to achieve self-sufficiency through taking control of his/her life; focusing on the strengths and resources; stressing that the goals are mutually negotiated; and encouraging active participation in all stages of the process.

For Youth Offenders, it is not only crucial to determine the needs in order to achieve success, but to also identify what they already do well and build upon that. The development of the ISS will enable the youth to achieve self-sufficiency through taking control of his/her life; focusing on the strengths and resources; stressing that the goals are mutually negotiated; and encouraging active participation in all stages of the process. The ISS is a fluid, working document designed to be changed and updated whenever necessary. In order to ensure the ISS is always current, the Career Advisor will review with the participant every 30 days. The frequency of review is a proven case management method for establishing and maintaining rapport with each participant.

Individual Service Strategies (ISS)

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/ FREQUENCY
Complete the initial ISS with the youth participant	Goodwill Career Advisor	No later than 30 days after registration
Periodically review and update ISS	Goodwill Career Advisor	At least every 30 days
Document ISS activities in VOS	Goodwill Career Advisor	At development and as needed thereafter
Ensure all program standards related to Individual Services Strategies are met or exceeded	Youth Program Coordinator, Director of Youth Services, Goodwill Staff	Ongoing

2.3.9 **Skill Attainment Training**

This includes measurable increase or proficiency in basic skills, work-readiness and occupational skills training for all WIA eligible youth. In order to provide comprehensive workforce development services, all eligible youth should be assessed for deficiencies in one of the three skill attainment areas regardless of age. A core indicator of performance for younger youth (ages 14 – 18) under WIA is the younger youth skill attainment rate. For all younger, in-school and any appropriately assessed out-of-school youth, a minimum of one goal per year (participant year) is required. All youth regardless of age must receive skill attainment training in one of these three areas below, based on individual needs:

Goodwill will ensure that all eligible youth will be assessed for deficiencies in at least one of the three skill attainment areas based on individual needs and the guidelines set forth by WIA – Basic Education, Occupational Skills and Work Readiness Skills - to ensure the provision of comprehensive workforce development services. Career Advisors will be responsible for coordinating skills training provision, communicating skill attainment goals and developing a specific educational plan with schools/adult education programs and monitoring progress toward skill attainment outcomes. Career Advisors and youth will mutually establish basic skills goals. Training objectives and evaluation of achievement will be clearly outlined to promote interim goal attainment and provide numerous opportunities for success.

Basic Education Skills training is leveraged through collaborations and partnerships with high schools and adult education programs and community colleges.

Occupational Skills training will be conducted by the Goodwill Career Advisor or partner agency

Work Readiness Training is a scheduled activity for participants whose pre-assessed levels of proficiency indicate a need for this training. Participation in this activity can occur at any time following Objective Assessment and is determined by the sequence of activities outlined in the ISS. The duration of training will vary, based on the participant's learning pace, degree of deficiency and program goal(s). Goodwill Employment Specialists are the primary delivers of this training. Collaborating business partners will offer additional workshops in interviewing, applications, resume preparation, and work attitudes to reinforce learning objectives and provide an essential employer perspective

Skill Attainments

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME / FREQUENCY
Assess youth participant for deficiencies in one of the three skill areas	Goodwill Career Advisor or Collaborative Partner	Beginning of program or school year
Based on assessment results, determine levels and type of skill training and establish at least one goal per participant year	Goodwill Career Advisor	Beginning of program or school year
Provide skill training	Collaborative Partner; Goodwill Career Advisor	Ongoing
Post-assessment to determine attainment of skill	Goodwill Career Advisor or Collaborative Partner	End of program or school year

2.3.10 ADDITIONAL ELEMENTS**:**

2.3.10.1 ***Educational Gains:*** The Career Advisor will assist youth in setting educational goals that lead to measurable gains. Participants will be pre- and post-tested to measure educational gains in both literacy and numeracy. Goodwill staff will work in conjunction with local educational entities to support educational services. For those In-School youth in need of additional assistance, mentoring and study skills training will be offered as a supportive activity to ensure youth have the necessary supports to improve literacy and numeracy skills. The Goodwill Career Advisor will work with educational institutions and local agencies to ensure educational needs are met. Youth will be measured for educational gains until they have attained a skill level suitable for graduation or GED completion.

Educational Gains

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME / FREQUENCY
TABE pre-test will be administered to all youth to determine basic skills levels	Goodwill Career Advisor	During Objective Assessment
Educational assistance will be provided to appropriate youth	Goodwill Career Advisor	During Program Participation
Administer TABE post test to assess educational gains	Goodwill Career Advisor	At a minimum of year, more often if needed
Document results in hard case file and in VOS	Goodwill Career Advisor	Within one week of post test scores
Ensure attainment of program objectives pertaining to literacy and numeracy gains	Youth Program Coordinator, Director of Youth Services, Goodwill Staff	As youth complete activities

2.3.10.2 ***Advanced Training:*** For those enrolled youth who have advanced training as an identified goal as part of the Individual Service Strategy (ISS) development, the Goodwill Career Advisor will link youth with training providers that are authorized by the Maricopa Workforce Connection Board as an eligible training provider. For those youth who attain a high school diploma or GED and who have an employment goal that requires occupational skills training that relates to specific needs of local employers, Goodwill will assist the youth in entering an appropriate training program. Advanced Training will be available in two forms, classroom and job site. All training will lead to a credential and will be directly related to full-time employment with an appropriate wage. Goodwill will assist youth with identifying funding sources in addition to WIA. These sources may include federal grants, scholarships and work-study programs. Goodwill will work to develop customized training opportunities for In-School youth that lead to job customized employment. Every effort will be made to ensure training is in identified High Growth Industries. Furthermore, Goodwill staff will counsel youth in Career

Pathway options and design Career Ladder goals where appropriate. Participants will also have the opportunity to job-shadow workers in desired fields to develop a sense of a chosen occupation(s).

Advanced Training

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/ FREQUENCY
Assess youth participant for interest and appropriateness of Advanced Training	Goodwill Career Advisor	Upon development of ISS and ongoing
Accompany the youth participant on tours of Advanced Training programs	Goodwill Career Advisor	Ongoing and as the youth expresses interest
Refer the youth participant to the selected Training	Goodwill Career Advisor	Prior to training participation
Assist youth participant with enrollment documents, including but not limited to: school enrollment documents, financial aid application, scholarship search	Goodwill Career Advisor	Prior to training participation
Monitor progress in Advanced Training	Goodwill Career Advisor	Ongoing during youth participation
Assist youth participant with employment placement, as needed	Goodwill Employment Specialist	As needed for a particular youth
Ensure program objectives that include advanced training, i.e. certificate attainment and successful program completion are attained	Youth Program Coordinator, Director of Youth Services, Goodwill Staff	As youth complete training and at exit

2.3.10.3 ***Certificates of Attainment:*** Youth who successfully complete a recognized vocational or educational program will receive a certificate of attainment. The Goodwill Career Advisor will work with the participant and the training provider to ensure success for youth. Once a certificate is attained, the participant will be referred to the Goodwill Employment Specialist to secure employment in their chosen occupational field. If the certificate of attainment is the final activity for the participant, they will be formally exited from the program and move into follow-up status for one year.

Certificate of Attainment

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/ FREQUENCY
Identify participant training goal as part of ISS development	Goodwill Career Advisor	During Objective Assessment or during program participation
Assist youth with enrollment into training program	Goodwill Career Advisor	Before training begins
Monitor progress during training	Goodwill Career Advisor	Throughout training
At completion of training, assist with employment placement	Goodwill Employment Specialist	Once training is completed
Possible program exit	Goodwill Career Advisor	At end of program participation
Document activities in VOS	Goodwill Career Advisor	During program participation and at exit
Ensure program requirements are attained	Youth Program Coordinator, Director of Youth Services, Goodwill Staff	As youth exit the program

2.3.10.4 ***Credentials:*** Program participants will engage in activities leading to attainment of credentials. The Goodwill Career Advisor will assist In-School youth with creating goals that include measurable objectives as part of the development plan. Youth will be supported while engaging in education activities leading to a high school diploma or

GED. Supportive services, including tutoring and mentoring, will be available to all youth. Development of skills will include career exploration and potentially work experiences that not only allow the participant to gain exposure to specified careers but also build pre-employment skills in preparation for gainful employment. The Goodwill Career Advisor will work with youth on post-secondary education enrollment as well as monitor activities leading to credentials. For those youth who complete a high school diploma or GED the next step is identifying post-secondary education, advanced training or on-the-job training. One option for post-secondary training is the Maricopa Community College District which has campuses in Mesa and Chandler; for some participants that reside east of Central Avenue, it may be more convenient to attend community colleges in Phoenix, such as Gateway or Maricopa Skills Center. However, the primary factor in determining location will be the career goal that the youth is pursuing. Youth may exit at this point, unless further support is identified, which would justify continuation in active enrollment. For those youth who are close to completing advanced training or post-secondary education, they will begin to actively work with their Goodwill Employment Specialist to obtain gainful employment to become self-sufficient. Once the participant has been exited, the Goodwill Career Advisor will provide one year of follow-up to offer additional support and track activity.

Credentials

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/ FREQUENCY
Identify participant education/training goal as part of ISS development	Goodwill Career Advisor	During Objective Assessment or during program participation
Assist youth with enrollment into training program leading to credential	Goodwill Career Advisor	Before training begins
Monitor progress while participating in education or training program	Goodwill Career Advisor	Throughout participation
Assist with post-secondary education or advanced training placement once high school diploma or GED is attained	Goodwill Career Advisor	After attainment of GED or High School Diploma
Once a credential from post-secondary education or advanced training is attained, assist with employment placement	Goodwill Employment Specialist	Once training is completed
Possible program exit	Goodwill Career Advisor	At end of program participation
Document activities in VOS	Goodwill Career Advisor	During program participation and at exit
Ensure program requirements are attained	Youth Program Coordinator, Director of Youth Services, Goodwill Staff	As youth exit program

2.3.10.5 **Job Development/Job Placement**

This element ensures that a participant will be placed in a job and retain employment after taking advantage of one or more program activities such as the completion of a certificate training program, work-readiness training, OJT, etc. It is important to place youth in jobs matching their interest and abilities.

Job development activities will include the development of positive social behaviors, soft skills development, decision-making and teamwork. Job development activities will also include paid and unpaid work experiences, including internships and job shadowing. Summer employment opportunities that are linked to occupational learning are also options that will be used. Goodwill will work with employers in the President's High-Growth Industries to develop career pathways for youth participants. Job development activities for younger youth are meant to develop soft skills for successful employment

and offer exposure to the world of work, whereas job development activities for older youth are geared more toward employment placement and job retention. To maximize service delivery, Goodwill's job development activities often run concurrently with education and training activities.

High-quality job placement activities are the key in ensuring that not only are the youth successful, but that the performance measures for the program are met. In addition to the continuum of unpaid work experience, paid work experience and summer employment that prepares youth for employment, Goodwill currently uses the Goodwill Works curriculum in the WIA youth program and it is taught by a Goodwill Employment Specialist. Goodwill will target high-growth industries that are both high-demand and match the interests of the youth. Goodwill has a Business Advisory Council comprised of human resources personnel from companies located throughout the Valley. This council will be used to assist in employer recruitment in addition to job fairs and other methods. In addition, through the Goodwill One- Stop Centers, youth participants can access the resources of the Goodwill Employment Management System (GEMS), a Goodwill-created database of local employment opportunities. The youth will be instructed on how to use GEMS as well as the many other resources in the One-Stop Career Center.

Goodwill of Central Arizona is partnering with the MWC One-Stop Career Centers as a resource in providing support to youth who are seeking employment.

Job Placement

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/FREQUENCY
Introduce youth to the One-Stop Center delivery system	Goodwill Career Advisor	At beginning of placement activities
Develop job opportunities with local employers	Goodwill Employment Specialist	Ongoing
Upon referral from Career Advisor find a suitable placement for each youth	Goodwill Employment Specialist	As needed
Coordinate initial interview and prepare youth for the interview	Goodwill Employment Specialist	As needed
Follow-up with youth and employer after interview and job placement prior to youth exiting the program	Goodwill Employment Specialist	After placement

2.3.10.6 **Follow-up Services**

This element ensures continuity of services and progress towards achievement of participant's goals and performance outcomes. The types of follow-up services provided must be based on the needs of the participant. Goodwill will provide follow-up services for a minimum period of twelve (12) months after exit from the programs.
Follow-up services include, but are not limited to:

2.3.10.6.1 *Leadership development activities.*
2.3.10.6.2 *Regular (at least once a quarter) contact with the participant's employer, including addressing work-related programs that arise.*
2.3.10.6.3 *Assistance with securing better paying jobs, career development and further education.*
2.3.10.6.4 *Work-related peer support groups.*
2.3.10.6.5 *Adult mentoring.*
2.3.10.6.6 *Tracking the progress of youth in employment after training.*
2.3.10.6.7 *Assistance with remaining in and completing school.*

2.3.11 **Program Exit and Follow-Up Services:**

Youth exited from the program at various times during the program year. Program exits can be planned and executed due to completion or known exit from WIA funded or non-WIA-funded partner services within a specified quarter. Program exits that are not planned can occur for various reasons. Participants may relocate out of the local area or refuse to continue services. In the event of an unplanned exit, once 90 days of inactivity occurs, an exit is generated.

Regardless of the reason for exit, Goodwill provides each participant with one year of follow-up services. The intent of follow-up services is to track performance outcomes and offer continued limited, WIA services. Goodwill's goal is to support the likelihood of completion of training and/or employment retention. Examples of services that Goodwill provides during follow-up include: assistance with securing employment, linkages to leadership development services, and resume writing. Program exit and follow up services documentation will be recorded by the Goodwill Career Advisor in the Virtual One-Stop (VOS) system.

Goodwill will make every effort to ensure all exits from services are planned. Goals and activities will be monitored closely during program participation to reduce unplanned exits. At exit, youth will be formally transitioned into the follow-up phase. Program exits will coincide with the conclusion of program activities. The Follow-up services will be conducted for 12 months after the completion of participation on a monthly basis. Goodwill staff knows that youth will have frequent setbacks and new challenges. Services including additional training; job placement if a job is lost; counseling and when necessary return to housing will be offered by the Follow-up Staff. Weekly follow up groups will be offered at a Goodwill facility for any youth who wishes to attend for ongoing support and learning. Goodwill will continue case management to assure retention and continuation of progress including one-on-one contact and weekly support group activities. Contact with parole or probation will be maintained and recidivism rates tracked. Goodwill will coordinate the recording of the follow-up information, reporting, and the assurances that all information is entered into the hard case file and will be documented in VOS.

Program Exit & Follow-Up Services

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/ FREQUENCY
End all WIA activities and document exit date in VOS and hard file	Goodwill Career Advisor	At exit
Regular contact with participants to track progress and address issues	Goodwill Career Advisor	Monthly
Regular contact with participant's employer and/or educational institution to check progress and address issues	Goodwill Career Advisor	Monthly
Referral to community services, including re-enrollment if problems are identified	Goodwill Career Advisor	As necessary
Document all Follow-up contacts and record in case file and case management systems	Goodwill Career Advisor	At each follow-up contact
Ensure all program standards related to program exit and follow-up services are met or exceeded	Goodwill Program Coordinator, Director of Youth Services, Goodwill Staff	Ongoing

2.3.12 **ADDITIONAL PROGRAM SERVICES**

Goodwill will make the following program services available to eligible participants directly or through linkages and collaboration with other local entities. Goodwill will ensure that each youth participant has access to needed program services to ensure successful program outcomes by creating partnerships in the community. In determining whether a youth will participate in these additional services, the Goodwill Career Advisor will consider program goals established in the ISS and other needs determined by observation and conversations with the youth.

Improving/Educational Achievement:

2.3.12.1 **Tutoring and Study Skills Training:**

This element promotes improvement of the basic and study skills which lead to better test scores and overall academic performance. Goodwill will structure tutoring and/or study skills training to ensure intensive individualized assistance for youth in need of remediation or skills improvement.

The decision to place youth in this program element will be based on TABE results and discussions with probation officers, the youth and their parents, if appropriate. Goodwill has relationships throughout the East Valley with community colleges, retired teachers, National Honor Society student groups at local high schools and ASU tutoring groups. Goodwill has a collaborative partnership with Principal Tutoring and Counseling Services to provide tutoring and study skills to MWC youth participants.

Goodwill has a youth learning center in Chandler where WIA youth can use the two software programs installed on the computers. Goodwill has a subscription to Skillstutor, a Web based tutoring program that will be available to any youth in need of tutoring or additional basic skills development at the youth learning center in Chandler. A full-time learning center educator certified in providing adult basic education will provide one-on-one and group instruction to youth based on the individual needs of the student. The instructor will use the online software as an educational tool to provide options for skill attainment based on learning styles and individual student needs and competencies. Skillstutor allows program staff to monitor the time spent and the number of lessons completed by a specific participant and provides feedback on areas of mastery and needed improvement. Skillstutor also has available several modules devoted to study skills, with will be used to address critical skills such as note-taking, test anxiety, goal setting, remembering, managing time, listening in class, and test-taking strategies. OdysseyWare, is an online, standards-based program, aligned with the state standards. OdysseyWare Online integrates text, graphics, video, animation and slideshows to provide engaging multi-sensory instruction that targets multiple learning styles. Interactive games, Web links and off-computer projects create opportunities for in-depth study. The online curriculum enables students to achieve success, learn at an individualized level and benefit from an instructional experience and pace that meets their unique needs.

Tutoring and Study Skills

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/FREQUENCY
Identify need for tutoring and/or study skills assistance in conjunction with youth participant educational provider	Goodwill Career Advisor	Ongoing as needed
Identify appropriate resources to assist the youth participant	Goodwill Career Advisor	Upon identification of the need
Refer the youth participant to the mutually agreed upon resource	Goodwill Career Advisor	Upon identification of the need
Check on educational progress	Goodwill Career Advisor	Ongoing as needed

2.3.13 **Alternative Secondary School:**

Goodwill may refer participants for scheduled alternative educational opportunities that are designed to improve the participant's academic performance and will lead to continuation in secondary school or graduation. Goodwill will identify alternative secondary education possibilities (i.e., adult literacy agencies for older youth, etc.) and coordinate the plan for provision of this program element. All out-of-school youth who do not have a GED or high school diploma must enroll in services to attain either a GED or high school diploma.

The decision to place youth in this program element will be based on TABE results, youth preference and ability to attend regular public school, and level of educational services. Education services for Youth Offenders will typically take one of several forms, depending on his/her education status, individual circumstances, and functional level of basic skills. Whenever appropriate and possible, youth who have dropped out of school will be encouraged to re-enroll in their local high school. This is the optimum course of action for youth who have a reasonable expectation of graduating with their cohort class, were progressing adequately in a traditional school setting, or who have not been expelled or placed on long term suspension. Enrollment in an alternative high school within the youth's school district or at a Charter school is an option if the youth is in need of an accelerated graduation plan offered by these schools, requires a non-traditional educational environment to maximize learning, or his/her behaviors preclude re enrollment at his/her local high school. Enrollment in an Adult Education program will provide educational opportunities for youth who elect not to re-enroll – or are barred from enrollment – in a traditional high school or alternative high school setting. Adult Education services are also the preferred option for youth who have received a secondary school diploma or its equivalent but are basic skills deficient. Adult Education services will be accessed through any one of several Adult Education programs throughout the East Valley. The focus for in-school youth is to ensure they remain in school and graduate with a diploma. Goodwill's role is one of an intermediary and advocate with teachers, guidance counselors, or social workers at the school in which the youth is enrolled. By communicating with school personnel and parents, the student will reap the benefit of a number of concerned adults encouraging their academic success, completion of school, and transition to postsecondary education/training.

The program will assist youth with credit recovery strategies through technology/Web-based high school courses available in-kind through Mesa School District Distance Learning Program, and SkillsTutor and OdysseyWare programs (described above in Tutoring/Study Skills). Participants will be able to access these courses as a supplement to regular classes. The Goodwill Program Manager will communicate with the youth's high school of record to arrange for credit transfer.

Alternative Secondary School

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/FREQUENCY
Identify if the current school setting is meeting the needs of the youth	Goodwill Career Advisor	As part of the initial assessment and ISS development and monthly
If necessary, identify alternative school educational opportunities that are designed to improve the youth participant's academic performance leading to graduation	Goodwill Career Advisor	As needed
Accompany youth participant to alternative secondary resources to visit and determine best resource	Goodwill Career Advisor	As needed
Assist youth identifying the best alternative secondary option	Goodwill Career Advisor	As needed

2.3.14 **Preparing for and Succeeding in Employment:**

2.3.14.1 **Summer Employment Opportunities:**

Goodwill must link summer employment opportunities directly to academic and occupational learning. Goodwill must develop employment opportunities that are related to each participant's career goal or integrated into the participant's high school education plan.

Goodwill will partner with the MWC One-Stop Centers to provide support to youth who are seeking employment. Goodwill will utilize the One-Stop Centers to introduce youth to the resources and support services available and to provide the universally mandated core services provided for by WIA programs. These might include initial assessment of

skill levels, job search and placement assistance, provision of labor market information, performance and cost of education and training providers in the area, career counseling, information about filing unemployment compensation claims, assistance in establishing eligibility for welfare-to-work programs, information relating to the availability of supportive services such as child care and transportation and follow-up counseling services after someone becomes employed. Maricopa County will display Goodwill youth program information in its One Stops and refer eligible youth for those services. Goodwill staff will work with Maricopa County staff to answer questions and accept and process referrals to our programs. Goodwill staff will schedule weekly visits for introduction to the Centers, including tours and recruitment. We will partner to host and participate in workshops such as about careers in high-demand industries or college enrollment and financial aid information. In addition, our strategy will consist of utilizing the Goodwill Maricopa County Satellite One-Stop to introduce youth to the One-Stop concept.

Summer Employment Opportunities
The decision to place youth in this program element will be based on youth career goals and the number of available employers and funds. Summer employment opportunities directly linked to academic and occupational learning will be provided through Goodwill's existing employer network for both work experience and for unsubsidized employment. Goodwill's large number of business partners will also be involved in providing summer employment opportunities in a large variety of industries. Goodwill will successfully match youth to summer employment opportunities.

Goodwill will pursue other possibilities, other than WIA-funded, for summer employment opportunities as well. Placement will focus on high demand industries where possible.

Summer Employment

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME
Develop and coordinate summer work experience site development including linkage to MWC WIA programs	Goodwill Employment Specialist	April – May each year
Initial interview, where the participant strengths, needs, and interests are discussed, and work site placement is selected	Goodwill Employment Specialist for in-house placements; referral to other agencies for others	As needed for individual participants
Execute agreement of the participant and employer	Goodwill Employment Specialist for in-house placements; referral to other agencies for others	Prior to start of work experience
Maintain youth participant time sheets	Goodwill Employment Specialist for in-house placements; referral to other agencies for others	Duration of paid work experience
Monitor work sites and document work activities	Goodwill Employment Specialist for in-house placements; referral to other agencies for others	Duration of paid work experience
Complete I-9 and W-4 forms	Goodwill Employment Specialist for in-house placements; referral to other agencies for others	Prior to start of work experience
Issue W-2 forms	Goodwill Finance Department; other agencies for others	At end of year

2.3.14.2 **Work Experiences, Paid and Unpaid**

Work experiences are planned, structured learning opportunities that take place in a workplace for a limited period of time. This element is designed to enable youth to gain exposure to the world of work and its requirements and may include internships and job shadowing. Goodwill will develop work experiences that help youth acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment. Work experience can provide the youth participant with opportunities for career exploration and skill development not exclusively to benefit the employer. Work experience shall focus around high demand occupations and industry clusters.

Work experience may be subsidized (consistent with wage and hour laws) and may include the following activities:

2.3.14.2.1 *Instruction in employability skills or general workplace skills.*
2.3.14.2.2 *Exposure to various aspects of an industry.*
2.3.14.2.3 *Progressively more complex tasks.*
2.3.14.2.4 *Internships and job shadowing (unpaid work experience) – This activity is designed to provide informational training and experience to determine the participant's interest in a specific occupation.*
2.3.14.2.5 *The integration of basic academic skills into work activities.*
2.3.14.2.6 *Supported work, work adjustment, and other transition activities.*
2.3.14.2.7 *Entrepreneurship.*
2.3.14.2.8 *Other activities designed to achieve goals of work experience.*

Work experience can occur in the public, private, for-profit, or non-profit sectors where the objective assessment and individual service strategy indicates that work experience is appropriate. Goodwill will be responsible for development of work experiences in public and/or private sector, orientation of work site supervisors and participants, initiating work experience agreements with employer(s), maintaining participant timesheets, monitoring work sites and documenting work activities, payment of wages at no less than the Federal minimum wage rate, completion of I-9 and W-4 forms, and issuing W-2 forms at the end of each year.

The decision to place youth in this program element will be determined by their career goals and the number of available employers and funds. Paid and unpaid work experience will feature a work experience component modeled after the existing Maricopa Workforce Connection Program model and our Work Adjustment/Work Experience activity in our School-to-Work Program. The work experience program is highly individualized and is directed at gaining exposure to the world of work and the expectations of paid employment. Work experiences will assist the youth in acquiring personal attributes, knowledge and skills needed to obtain a job, keep a job and to advance in a job. Goodwill will offer a continuum of work experiences that leads to the development of skills necessary for competitive unsubsidized employment.

Goodwill will provide paid and unpaid work-based experience for program youth, including extensive work-based learning experiences. This continuum begins with unpaid work experiences targeted primarily at younger youth, but may also be used with older youth who need to develop basic work skills. These unpaid work experiences will be developed through a partnership with local employers and will assist youth in developing the skills they need to move into paid employment. Volunteering within nonprofits will serve to increase leadership skills, work readiness skills, budgeting skills and work ethic. Once youth have developed basic work readiness skills through the unpaid work experience and/or other activities such as work readiness classes, the next step in the continuum may include a paid work experience for the youth. The paid work experience will be subsidized and will include other activities to assist the youth in gaining employability skills; exposure to various aspects of an industry; more complex tasks; and integration of academic skills into work activities. Placement will focus on high-growth and high-demand industries.

Work Experience

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/FREQUENCY
Develop and coordinate work experience site development for unpaid work experience	Goodwill Employment Specialist and Goodwill Volunteer Program	Ongoing
Develop paid work experience work sites that promote increased levels of learning workplace skills	Goodwill Employment Specialist	Ongoing
Initial Interview, where the participant strength, needs and interests are discussed, and work site placement is selected	Goodwill Employment Specialist; or unpaid work experience Goodwill Volunteer Program	Daily as needed for individual participants
Execute agreement of the participant and employer	Goodwill Employment Specialist	Prior to start of work experience
Maintain youth participant time sheets	Goodwill Employment Specialist	Duration of paid work experience
Monitor work sites and document work activities	Goodwill Employment Specialist	Duration of paid work experience
Complete I-9 and W-4 forms	Goodwill Employment Specialist	Prior to start of work experience
Issue W-2 forms	Goodwill Finance Department	At end of year

2.3.14.3 **On-the-job (OJT)**

This training provides WIA youth participants the opportunity to receive training while employed and to be paid wages comparable to other employees in similar positions. OJT agreements with Local Workforce Investment Area (LWIA) provide an opportunity for an employer to be reimbursed a percentage of the wages they pay to WIA youth participants, while participants acquire additional job skills. Each OJT contract is designed for a particular participant and the need for training is outlined in the Individual Service Strategy. The Goodwill must demonstrate how they will collaborate with businesses in high-demand, high-growth occupations to enhance the career goals of the participant.

The Maricopa Workforce Connections Youth Council will set a minimum percentage standard to ensure that contractors are placing participants in OJT's and WEX's in the identified high-demand, high-growth industry clusters.

The decision to place youth in this program element will be determined by the youth career goals and desired field of study and the number of available employers and funds. Goodwill will coordinate on-the- Job Training (OJT) for the youth participants as appropriate for individual youth. OJT will allow employers to be reimbursed part of the wages and the youth participants will learn job skills. Goodwill will work with the Maricopa County Workforce Connection staff for approval of both Occupational Skills training and OJT. Training will focus on high-growth and high-demand industries.

On-The-Job Training

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/FREQUENCY
Assess youth participant for interest and appropriateness	Goodwill Career Advisor	Upon development of ISS and ongoing
Accompany the youth participant on tours of employer sites	Goodwill Career Advisor	Ongoing and as the youth expresses interest

Provide opportunities for career exploration through career fairs to explore possibilities	Goodwill Career Advisor	Ongoing and as the youth expresses interest
Refer the youth participant to the selected Occupational Skills Training	Goodwill Career Advisor	Prior to training participation
Initiate the training voucher and forward to Maricopa County for approval and authorization	Goodwill Career Advisor	Prior to training participation
Request OJT contracts from MWC	Goodwill Employment Specialist	As needed for a particular youth

2.3.14.4 **Occupational Skills Training**

This element includes training youth for a specific occupation related to the local labor market demand or according to the needs identified by local employers. Occupational skills training shall lead to a credential in the field of study (certificate, degree, or diploma) and/or related full-time employment. Goodwill shall make every effort to utilize a combination of funding sources to pay for this activity. High demand and industry cluster occupations must be reviewed and explored with participating youth. Goodwill will utilize career path programs for all occupational training when appropriate.

Based on availability of funds, consideration for training dollars will be given on a first-come first-serve basis to youth participants whose Individual Service Strategy plan includes training. Qualified trainers are accessed on an approved Eligible Provider List that has been approved by Maricopa County Workforce Development staff.

The decision to place youth in this program element will be determined by their career goals and desired field of study and the number of available employers and funds. Occupational skill training will be coordinated by Goodwill and by utilization o approved eligible training providers. For those youth who are still in the process of completing secondary education, occupational skills training may not be appropriate until they complete their secondary education. For those youth who complete secondary education and who have an employment goal that requires occupational skills training that relates to specific needs of local employers, Goodwill will assist the youth in entering an appropriate training program. All training will lead to a credential and will be directly related to full-time employment with an appropriate wage. This will ensure that the credential rate, job placement and job retention rate performance measures are met or exceeded. Goodwill will pursue other possible funding sources in addition to the WIA funding. For students entering post-secondary programs that qualify for grants and scholarships, those funds will be pursued. Goodwill also has an internal scholarship program funded by our annual fundraising project, Evening of Goodwill; these funds will also be used for post-secondary training. Training will focus on high-growth and high-demand industries.

Occupational Skills Training

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/FREQUENCY
Assess youth participant for interest and appropriateness of Occupational Skills Training	Goodwill Career Advisor	Upon development of ISS and ongoing
Accompany the youth participant on tours of	Goodwill Career Advisor	Ongoing and as the youth expresses interest

occupational skills programs		
Provide opportunities for career exploration through career fairs to explore possibilities	Goodwill Career Advisor	Ongoing and as the youth expresses interest
Refer the youth participant to the selected Occupational Skills Training	Goodwill Career Advisor	Prior to training participation
Initiate the training voucher and forward to Maricopa County for approval and authorization	Goodwill Career Advisor	Prior to training participation
Request Occupational training contracts from MWC	Goodwill Employment Specialist	As needed for a particular Youth

2.3.15 **Supportive Services**

This can include financial or non-financial assistance provided to the participant in the WIA youth program for personal needs and to enable the participant to continue training, retrain or obtain employment. Goodwill must make regular contact with the participant for services to be provided. Support services may include, but are not limited to, transportation, childcare, special services, appropriate work attire or work related tools, materials for disabled individuals and linkages to community services.

The supportive services for Youth Offenders are the key elements that Goodwill offers to this population. Support services will begin at the initial intake to address emergent health and well being needs of an entering youth. A complete psycho-social assessment will be completed for each youth. Based on this assessment a plan detailing support services needed by the youth will be developed. The Career Advisor will coordinate with Social Services to assist the youth and his/her family in accessing necessary services. Services will be accessed through existing community resources such as behavioral health providers and court contracted services when possible. Support services will include but not be limited to, coordination of physical and dental care, individual and family counseling, substance abuse counseling, coordination of mental health care, assistance with housing, assistance with child care and parenting skills training.

Goodwill will make every effort to ensure that each youth participant has the needed supportive services to ensure successful program outcomes. This will be accomplished through frequent contact with the youth and discussions that result in understanding their specific needs. A combination of WIA Needs- Related Payments funding and other resources will be used to meet these supportive services needs. Goodwill has developed a wide range of resources for supportive services.

Supportive Services

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME / FREQUENCY
Identify needs through frequent contact	Goodwill Career Advisor	At initial assessment and ongoing
Refer youth to appropriate resources and authorizing WIA funds	Goodwill Career Advisor	At initial assessment and ongoing

2.3.16 **Career Guidance and Counseling**

This element provides the participant with intensive guidance related to career exploration, *decision-making, goal setting, personal issues and financial management. If the need is determined appropriate, Goodwill may refer the participant to an appropriate organization or counselor who is qualified, experienced and specializes in a particular area. Goodwill will be*

responsible to ensure that, if other sources of funding or services are available, they are coordinated and accessed prior to utilizing WIA funds.

Goodwill will utilize a cadre of external partners to provide intensive guidance and counseling related to career exploration, personal issues, drug and alcohol abuse, financial management and goal-setting. Agencies that Goodwill currently utilizes include Catholic Social Services and A New Leaf as well as many others accessed through Community Information and Referral. Youth are eligible for the behavioral health services of Magellan Health Services, the Maricopa County behavioral health contractor. Most of these agencies operate on a sliding-fee scale and youth will be referred accordingly. Goodwill, through a partnership with Arizona Saves, will provide financial education classes on budgeting, using credit, credit repair, preparing to buy a home, preparing to buy a car, predatory lending and identity theft; workshops on how to save, reduce debt and build assets; provide access to no-fee saving accounts, and individual financial coaching in identifying financial goals and developing a plan to meet them.

Comprehensive Guidance and Counseling

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME / FREQUENCY
Determine need for counseling	Goodwill Career Advisor	At initial assessment and ongoing
Refer youth to counseling services	Goodwill Career Advisor	At initial assessment and ongoing

2.3.17 **Youth Leadership Development Activities**

This element will offer youth development classes and activities to youth participants to develop their skills in career awareness, decision making, communication skills, employment *soft skills and becoming active citizens within the local communities. Activities could include:*
2.3.17.1 *Presentations by post secondary and apprenticeship programs*
2.3.17.2 *Community service projects*
2.3.17.3 *Communication and leadership training with peers*
2.3.17.4 *Career and decision making skills*
2.3.17.5 *Employment soft skills and budgeting presentations*

Goodwill will provide a variety of leadership development opportunities, both formal and informal, including exposing youth to post-secondary educational opportunities and community service. In October 2007, Goodwill was selected as the Lead Agency for Maricopa County for the 2008 Youth Service America Global Youth Service Days. This project will provide opportunities for youth development and leadership prior to and beyond the Global Youth Service Day events. Goodwill also participates in the Governor's Positive Youth Development Subcommittee which works to create opportunities for youth development by pairing youth with an adult for leadership training related to education, policy and career development. Through participation in this subcommittee we are committed to modeling the five keys of success - creating relationships with caring adults, creating opportunities for youth engagement through volunteering and service learning, access to out-of-school programs and activities, high school completion and work readiness. Working with Arizona Call-A-Teen, Goodwill youth participants will be given the opportunity to attend leadership workshops. In addition, the Goodwill Works curriculum includes a module on Leadership Development which all participants receive as part of work readiness classes. Youth will participate in National Youth Job Shadow Week once a year and Goodwill sets up job-shadow experiences throughout the year for youth who can benefit from this experience.

Leadership Development

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME / FREQUENCY
Assess with youth-specific interests related to leadership opportunities	Goodwill Case Manager	At initial assessment and ongoing
Refer youth participant to appropriate leadership opportunities	Goodwill Career Advisor	At appropriate times

Evaluate with youth the outcomes of the leadership opportunities	Goodwill Career Advisor	At completion of each activity

2.3.18 **Adult Mentoring**

This element assists with the youth's continued personal development. Goodwill will offer adult mentoring, other than the contractor's assigned staff, to all registered participants. Goodwill will be responsible for identifying adult mentors who are interested in the advancement of youth in the community. Adult mentoring activities may include, but are not limited to:

2.3.18.1 *Job shadowing and guidance provided by an adult to assist the participant in increasing his/her academic performance.*
2.3.18.2 *Goal-setting*
2.3.18.3 *Support meetings to increase the motivation of the youth served.*
2.3.18.4 *Career exploration.*
2.3.18.5 *World of work and social skills improvement.*
2.3.18.6 *Participation in community projects*

The Goodwill Mentoring Program "Every Youth Counts" will be used as an initiative to empower at-risk youth to make positive life choices that enable them to maximize their personal potential, remain violence-free and resist pressures to use alcohol and drugs. Mentors meet individually with youth, while working closely with the youth's case manager, to provide tutoring and support in building self-esteem and character through sports, service learning and other special events. Mentors and youth commit to meeting one to two hours each week for one year. Care is given to match mentors and youth who share career interests and mentors are encouraged to create job-shadowing opportunities to assist the youth in achieving WIA career preparation goals. Youth will be encouraged by the mentor to participate in community service projects which foster civic engagement and social responsibility in the youth's community, family and personal life. Although Goodwill currently operates its own mentoring program, we will continue to partner and refer youth to other programs such as Greater Phoenix Youth-at-Risk that provide broader opportunities for social interaction and community engagement.

Adult Mentoring

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/FREQUENCY
Assess with the youth the types of adult mentoring activities available	Goodwill Career Advisor	During initial ISS development and ongoing
Provide for presentations on mentoring opportunities	Goodwill Career Advisor	At appropriate times during participation
Arrange for the adult-mentoring opportunities.	Goodwill Career Advisor	At appropriate times during participation
Evaluate the activity with the youth	Goodwill Career Advisor	At completion

2.3.19 **Referrals**

Referrals will be made to identify partners in the East Valley area of Maricopa County. Referrals will be made based on needs expressed by participant and/or identified by Goodwill staff. During the initial assessment phase, barriers to training and employment goals will be identified and referrals will be made. Goodwill staff will revisit barriers to ensure needs are met. The intent of making referrals is to remove barriers to ensure program success. Referrals will be made during program participation as well as during follow-up. Goodwill will utilize the Community Information and Referral network in addition to the identified partners.

Referrals are made within Goodwill's extensive network of collaborative partners when there is an identified need for alternative and/or ancillary services. Referrals are made for the WIA program elements, as well as those needs outside of employment and training-related activities. In order to maximize the utilization of existing community resources, referrals for supportive services will be

made whenever those resources are available within the local area. Goodwill staff always document referrals and follow-up with youth on their progress and the quality of services received through referral.

Referrals

SPECIFIC TASKS OR TECHNIQUES	STAFF RESPONSIBLE	TIMEFRAME/ FREQUENCY
Identify initial need for referral	Goodwill Career Advisor	During Objective Assessment
Make contact with referral agency	Goodwill Career Advisor	At time of referral determination
Periodically review need for referrals with participant	Goodwill Career Advisor	At least every 30 days
Document Referrals in VOS and in hard file	Goodwill Career Advisor	During Objective Assessment and periodically thereafter
Ensure all program standards related to referral services are met or exceeded	Youth Program Coordinator, Director of Youth Services, Goodwill Staff	Ongoing

2.3.20 **Comprehensive One-Stop Career Centers:**

Goodwill of Central Arizona is partnering with the Maricopa Workforce Connection One-Stop Career Centers as a resource in providing support to youth who are seeking employment. Goodwill will utilize the One-Stop Career Centers to introduce youth to the resources and support services available at the Centers and to provide the universally mandated core services provided for by WIA programs. These might include initial assessment of skill levels, job search and placement assistance, provision of labor market information, provision of information about the performance and cost of education and training providers in the area, career counseling, information about filing unemployment compensation claims, assistance in establishing eligibility for welfare-to-work programs, information relating to the availability of supportive services such as child care and transportation, and follow-up counseling services after someone becomes employed. Goodwill staff will work closely with Maricopa County staff to answer questions and accept and process referrals to our programs. Goodwill staff will schedule weekly visits for introduction to the Centers, including tours and recruitment. We will partner to host and participate in specific workshops such as about careers in high-demand industries or college enrollment and financial aid information. The Maricopa Community College System offers free seminars on career pathways in each of the industry cluster areas. In addition, our strategy will consist of utilizing the Goodwill One-Stops to introduce youth to the One- Stop concept.

3.0 TECHNICAL REQUIREMENTS

In-School Youth: The goal of in-school youth programs is that all participants remain in school and improve basic academic skills, soft skills and occupational skills as a result of participation in the program.

The following two sets of objectives are based on the participant's age at time of registration:
Younger youth, ages 14 to 18; and older youth, ages 19 to 21.

3.1 Younger youth objectives, which include but not limited to:

- 3.1.1 Remain in school
- 3.1.2 Earn a high school diploma or equivalent
- 3.1.3 Achieve basic skills, job readiness skills, and occupational skills goals
- 3.1.4 Enter post-secondary education
- 3.1.5 Obtain advanced training and employment
- 3.1.6 Enter the military
- 3.1.7 Seek qualified apprenticeships

Out-of-School Youth: The goal of out-of-school youth programs is that all participants improve basic academic skills, soft skills and occupational skills as a result of participation in the program.

3.2 Older youth objectives, which include but not limited to:
- 3.2.1 Earn a credential (a diploma, GED, or other industry recognized certificate)
- 3.2.2 Obtain occupational skills training
- 3.2.3 Enter employment or post-secondary education
- 3.2.4 Enter the military
- 3.2.5 Seek qualified apprenticeships
- 3.2.6 Remain employed or in school

3.3 Goodwill will provide the following Workforce Investment Act (WIA) elements directly, through a subcontractor(s), or through a non-financial collaborative partnership(s).
- A. Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies.
- B. Alternative secondary school offerings.
- C. Summer employment opportunities directly linked to academic and occupational learning.
- D. Paid and unpaid work experiences, including internships and job shadowing.
- E. Occupational skill training in demand occupations.
- F. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.
- G. Follow-up services.

3.4 *Goodwill will be required to assume carryover participants from existing caseloads from current program year. Carry-overs are Workforce Investment Act youth participants that have been enrolled in the WIA program during previous program years. Goodwill must project to include carry-overs in their total number of youth to be served. Carry-overs do not include WIA youth that have been exited from the WIA program in previous program years; however, follow-up services must be provided with these youth for twelve (12) months from the date of program exit. Although not counted in the total number of youth to be served, Goodwill should budget for follow-up activities for these additional youth requiring services.*

As stated, follow-up services must be provided for twelve (12) months from the date of program exit, these follow-ups are not considered total number served. To assist with the successful follow-ups MCHSD will offer a total of $500 per youth for successful follow-ups during the program year (July 2008 to June 2009); payments will occur on a quarterly basis at $125 per quarter as long as the youth is reflecting positively on performance in at least one performance measure. MCHSD staff will review performance documents and VSUW will be required to provide names, dates and other relevant information to review appropriateness of payments.

3.5 **Program Measurements**

Workforce Investment Act (WIA) performance levels are annually negotiated between the Maricopa County Human Services Department (MCHSD) and the State. During the contract term, performance requirements may be subject to change as a result of changes in Federal law and WIA reauthorization.

All measures listed below are measured at exit and post-exit with the exception of the Younger Youth Skill Attainment.

WIA Youth Performance Measures	Performance Levels	Measurement
Younger Youth		
Skill Attainment	83%	The number of goals that are attained (completed) within one year of being set for younger youth. The goal(s) may be a basic skills goals, work readiness skills goals, and/or occupational skills goals depending on the needs of the participant. Younger youth that are basic skill deficient must have at least one basic skill goal.
Diploma or Equivalent	58%	Younger youth who are not in high school at exit

Attainment		must have attained a high school diploma or equivalent (GED) by the end of the 1st quarter after exit.
Retention	64%	Younger youth who are not in high school at exit must be in one of the following activities in the 3rd quarter after they exit the program: post-secondary education; advanced training; employment; military service; or qualified apprenticeship.
Older Youth		
Entered Employment	73%	Older youth who was not employed at registration and not enrolled in post-secondary education or advanced training in the 1st quarter after exit, must be employed in the 1st quarter after exit
Retention	84%	Older Youth, who are not employed at registration and not enrolled in post-secondary education or advanced training in the 3rd quarter after exit, must be employed in the 3rd quarter after exit.
Earnings	$4,050	Applicable to older youth who are employed in the 1st quarter after exit and not enrolled in post-secondary education or advanced training in the 3rd quarter after exit.
Credential	50%	Older youth must enter employment, post-secondary education or advanced training in the 1st quarter after exit and have received a credential (high school diploma, GED, post secondary degree/ certificate, licensure, etc.) by the end of the 3rd quarter after exit.

ADDITIONAL PROGRAM OBJECTIVES	
Objective	**As measured by:**
90 percent of youth will rate the quality of services received during program participation at or above "exceeds expectations"	Goodwill Customer Satisfaction Survey
90 percent of youth will state that they feel more connected to society at program completion	Youth Services Exit Survey
At least 50 percent of all program participants will address their primary barrier to education and employment (educational assistance, child care, housing, training, delinquent behaviors)	The number of supportive service referrals made

Congress has not passed the reauthorization for WIA. Reauthorization may require some adjustments to performance outcomes, service levels, etc. Upon reauthorization, Common Performance measures may replace the existing regulatory measures. It is anticipated that Maricopa Workforce Connections will negotiate Common Measures with the Arizona Department of Economic Security during the contract period. Common Measures seek to use a single set of measure for all Department of Labor programs.

3.6 **Reporting and Evaluation**

Goodwill will be responsible for submitting monthly and quarterly reports to Maricopa County staff and other reports as deemed necessary. MCHSD will provide the reporting criteria to the provider at the time of contracting.

Goodwill will be monitored on a quarterly basis by Maricopa County and/or City of Phoenix as necessary. Goodwill will have ten (10) business days to respond to the quality assurance report.

3.7 **Evaluating project operations and outcomes**

Goodwill of Central Arizona staff are experienced in conducting both process (formative) and outcome (summative) evaluation of projects from the design phase to the post-implementation final reporting phase. For the MWC Youth Program, a combination of both qualitative and quantitative evaluation methods will be used to help ensure successful ongoing project implementation as well as to measure the outcomes. Goodwill of Central Arizona's evaluation plan will measure all project goals, objectives and task implementation activities utilizing process and outcome evaluation techniques. All program performance goals will be measured on a monthly and/or quarterly basis and include: placement in employment or education; attainment of degree or certificate; literacy and numeracy gains; successful completion of pre-employment/work maturity skills competency; customer satisfaction; successful program completion. These indicators are representations of the effectiveness of program implementation and through these measures changes in implementation strategy and techniques can be made in order to ensure positive outcomes in all indicators.

Addressing any deficiencies identified through project evaluation: On a weekly basis program staff will meet to discuss the status of the project and to informally evaluate the project through process evaluation. During these weekly meetings any identified deficiencies will be reviewed, discussed and a determination will be made about the most appropriate steps to take to correct or address the deficiencies.

3.8 **Offer all Program Elements to Meet Individual Youth Needs**

Goodwill of Central Arizona's commitment to youth from the moment they walk in the door until, until, at minimum, one-year post program exit is to ensure that their individual needs are fully and efficiently addressed through WIA Program Elements, Goodwill services and referral services to other agencies

3.9 **Reporting**

Goodwill will submit a comprehensive, written progress report to MCHSD on a monthly basis (report will be submitted no later than the 10th business day of the next month). Additionally, a quarterly roll-up program report will be submitted with the invoice for outcomes attained. A final program report will be submitted at program completion. Goodwill agrees to provide any additional reports requested from MCHSD, from the Maricopa Workforce Connection Board, the MWC Youth Council or other local, state or federal entities.

3.10 **FACILITIES**

Goodwill of Central Arizona's plan for service delivery in the region is based upon the premise that it is best to "meet the client where they are" by offering multiple, strategically located offices and entry-points for clients to become engaged in the program and remain engaged throughout service delivery. Each of the facilities listed below meet all building codes, licensing requirements and ADA standards for accessibility. Goodwill will provide full-time staff presence at the Gilbert One-Stop five days a week; full-time Career Advisors will be located at each of the Goodwill locations providing access and services from 32-40 hours a week. All programs will be operated within the Mission Services Division of Goodwill using existing facilities throughout Eastern Maricopa County to provide these services to the youth. East Valley youth services will be based at the Goodwill Youth Services offices at 2039 W. Guadalupe Road, Mesa (Dobson and Guadalupe roads); full-time services for youth will also be available at two Goodwill One Stop Career Centers at 805 East Guadalupe, Tempe (Rural and Guadalupe roads) and 930 North Alma School Road, Chandler (Alma School and Ray Roads). The Maricopa Youth Alliance Learning Center at the Chandler location will be used to support education services for the Youth Offender population. A Goodwill Career Advisor will be located full-time at each of these facilities. Outreach, Recruitment and Case Management will take place at all these locations.

The Goodwill One-Stop locations and the MWC Gilbert One-Stop all contain a Resource Room where the community can access the Internet for labor market, education, career and training

information, job postings, job leads and reference material. One staff will be present during normal hours; the Resource Rooms have computers, Internet, Office 2003, copier, fax and phone for community access.

Goodwill Operated Full-Service Youth Offices
♦ Dobson & Guadalupe: 2039 W. Guadalupe Road, Mesa, AZ 85202 (East Valley Headquarters)
♦ Alma School & Ray: 930 N. Alma School Road, Chandler, AZ 85224 (One Stop location)
♦ Rural & Guadalupe: 805 E. Guadalupe Road, Tempe, AZ 85283 (One Stop location)
♦ Apache Trails: 10603 E. Main, Apache Junction, AZ 85307 (One Stop location)

MWC Operated – Goodwill-Staffed Youth Services
♦ Gilbert One-Stop: 735 N. Gilbert Road, Gilbert, AZ 85234

Collaborative Partner Service Delivery Locations
♦ Principal Tutoring and Counseling Services, Schools and Libraries throughout the East Valley
♦ Tempe Youth Resource Center (Tumbleweed) 101 E. 6th Street, Tempe, AZ 85281
♦ Rio Salado Community College
♦ Maricopa Community Colleges – various locations
♦ Leona Group Charter Schools in the East Valley: services are offered and available at all Leona Group charter high schools in the East Valley
♦ Youth Learning Center (Goodwill and MYA)– Chandler
♦ Maricopa Skills Center,
♦ Banner Desert Medical Center, Volunteer Services, 1400 S. Dobson Road, Mesa, AZ 85202
♦ Resource Conservation and Development, 805 E. Warner Road, Chandler, AZ 85225
♦ United Food Bank, 358 E. Javelina Ave., Mesa, AZ 85210

Other Service Delivery Locations *(services are itinerant and include case management)*
♦ Maricopa County Housing Authority – Guadalupe site: 9243 S. Calle Tomi, Guadalupe, AZ 85283
♦ Town of Guadalupe – Guadalupe Public Library: 9241 S. Avenida Del Yaqui, Guadalupe, AZ 85283
♦ Child Help Group Home: 15757 N. 78th Street, Scottsdale, AZ 85260
♦ Tempe School District: services are offered and available at all Tempe high schools with most youth coming from Tempe, Compadre and McClintock High.
Mesa High Schools: services are offered at the following Mesa high schools – Westwood, Mountain View, Red Mountain, Skyline, Mesa and Dobson.
♦ EVIT at Tempe Union: 500 W. Guadalupe Road, Tempe, AZ 85283

3.11 DATA ENTRY/DATABASE ACCESS

Goodwill will ensure accurate and timely input of applicant and participant data in the Virtual One-Stop (VOS) data management system or other state-wide database system and will maintain both electronic and hard-copy records of all registered youth. Goodwill of Central Arizona is experienced with the data-entry and electronic-record keeping requirements for participant records, services and program results. Goodwill Career Advisors and Employment Specialists providing services to youth are fully trained in the use of VOS and consistently ensure that data entry is conducted for each individual on their caseloads in a timely, efficient and accurate manner. VOS printouts are always maintained in hard file and are submitted as required. Goodwill ensures that data entry of participant information and records will be conducted by the individual Career Advisor assigned to their case. Career Advisors are held accountable on a daily and weekly basis by their supervisor for the accuracy and timeliness of data entry for their caseload. Confidentiality will be maintained when accessing or utilizing the VOS system or any other state-wide database system.

EXHIBIT B-1
PROGRAM DEFINITIONS OF TERMS

1. **Advance Training -** This is an occupational skills employment/training program, not funded under Title I of the WIA, which does not duplicate training received under Title I. It included only training outside of the One-Stop, WIA, and partner system (i.e., training following exit). (Please note: this term applies to the current WIA younger youth measures only, it does not apply to the common measures).

2. **Advanced Training/Occupational Skills Training** – An organized program of study that provides specific vocational skills that lead to proficiency in performing actual task and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Such training should: (1) be outcome-oriented and focused on a long-term goal as specified in the Individual Service Strategy, (2) coincide with exit rather than short-term training that is part of services received while enrolled in ETA-funded youth programs, and (3) result in attainment of a certificate.

3. **Allowable Cost** – Those costs, which are necessary, reasonable, allocable and allowable under applicable Federal, State and local law for the proper administration and performance of serves to customers.

4. **Alternative Secondary School** – Alternative educational opportunities to assist the youth in achieving academic performance, continuation of education, or attainment of a general equivalency diploma.

5. **Applicant** - An individual who is applying for services under the Workforce Investment Act of 1998 (WIA).

6. **Barriers to Employment** – Characteristics that may hinder an individual's hiring, promotion or participation in the labor force.

7. **Basic Skills Deficient** – The individual computes or solve problems, reads, writes, or speaks English at or below the eighth grade level or 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. (Please note: this term applies to the current WIA statutory youth measures only, it does not apply to the common measures).

8. **Basic Skills Goal** – A measurable increase in basic education skills including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills.

9. **Career Exploration -** A service offering exploration activities to assist the individual in decision-making and goal setting who may have experienced unstable or limited work history, limited knowledge of career options and opportunities, or indecision as to vocational training and/or employment career paths.

10. **Case Management** - A client-centered process through which the individual applying for and/or receiving services is determined in need of appropriate services and/or benefits which are identified, planned, obtained, provided, recorded, monitored, terminated, and follow-up provided where and when appropriate. Any referrals with other youth agencies or partners shall be documented and coordinated to ensure youth receives appropriate resources and services.

11. **Certificate -** A certificate is awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. These technical or occupational skills are based on standards developed or endorsed by employers. A certificate is awarded in recognition of an individual's attainment of technical or occupational skills by:
    - A state educational agency or a state agency responsible for administering vocational and technical education.
    - An institution of higher education. This includes community college, proprietary schools, and all other institutions of higher education that are eligible to participate in federal student financial aid programs.
    - A professional, industry, employer organization, or a product manufacturer or developer using a valid and reliable assessment of an individual's knowledge, skills, and abilities.
    - A registered apprenticeship program.

- A public regulatory agency, upon an individual's fulfillment of educational, work experience, or skill requirements that are legally necessary for an individual to use an occupational or professional title or to practice an occupation or profession.
- A program that has been approved by the Department of Veterans Affairs to offer education and training to veterans and other eligible persons under provisions of the Montgomery GI Bill.
- Office of Job Corps.
- Institutions of higher education which is formally controlled, or has been formally sanctioned, or chartered, by the governing body of an Indian tribe or tribes.

12. **Co-Enrollment-** The state of being a participant in two or more programs at the same time period of time.

13. **Collaborative Partnership** - A group of organizations, agencies, businesses, schools, etc., that have formed a collaborative effort to provide all youth program services required by WIA. Collaboration includes client referrals, sharing of information, coordination of activities, curricula, use of resources, joint planning, joint case management, shared costs/resources, service delivery, etc. References to "Collaborative Partnership" should include the "lead" entity/agency and/or fiscal agent.

14. **Common Measures** – Measurable factors of extreme importance to the local workforce investment area in achieving the strategic goals, objectives, vision and values that if not achieved would likely result in significant decrease in customer satisfaction, employee morale, financial management and outcome attainment.
    - **Placement in Employment or Education**: *Of those who are not in post-secondary education, employment, or the military at the date of participation:* The number of participants who are in employment or the military or enrolled in post-secondary education and/or advance training/occupational skills training in the first quarter after the exit quarter divided by the number of participants who exit during the quarter.
    - **Attainment of Degree or Certificate:** *Of those enrolled in education (at the date of participation or at any point during the program):* The number of participants who attain a diploma, GED, or certificate by the end of the third quarter after the exit quarter divided by the number of participants who exit during the quarter.
    - **Literacy and Numeracy Gain:** *Of those out-of-school youth who are basic skills deficient:* The number of participants who increase one or more educational functioning levels divided by the number of participants who have completed a year in the program **plus** the number of participants who exit before completing a year in the program.

15. **Competency Contract** - A contract listing minimum educational requirements that the participant must attain to allow entrance into or successful completion of an occupational training component.

16. **Contract** - The document and all attachments which explain the responsibilities of the parties involved; an Intergovernmental Agreement serves the same purpose as a contract except that the agreement is between two or more government entities.

17. **Contractor** - The person, firm, or organization listed on the Cover Page of a contract.

18. **Core Services** – Services that One-Stop Career Centers are responsible for providing to all youth, adults and dislocated workers under WIA. Core services include initial assessment of skill levels, job search and placement assistance, provision of labor market information, provision of information about the performance and cost of education and training providers in the area, career counseling, information about filing unemployment compensation claims, assistance in establishing eligibility for welfare-to-work programs, information relating to the availability of supportive services such as child care and transportation, and follow-up counseling services after someone becomes employed. WIA mandates universal access to core services.

19. **Counseling** - A process of supportive intervention and/or guidance which assists persons to recognize their needs, opportunities, strengths, and/or limitations; to make decisions and to follow a course of action that is in harmony with the chosen decision.

20. **Credential** – Nationally recognized degree or certificate or state/locally recognized credential. Credentials include, but are not limited to, a high school diploma, GED or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates.

21. **Date of Participation** - Represents the first day, following a determination of eligibility, that the individual begins receiving a service funded by the program.

22. **DES** - The Arizona Department of Economic Security.

23. **Diploma** – A credential that the Arizona State Department of Education accepts as equivalent to a high school diploma.

24. **Disability** - A physical, mental, learning, or emotional /behavioral disability.

25. **Division** - The Human Services Department's Workforce Development Division.

26. **Drop-out** - An applicant who is not attending any secondary school and who has not received a high school diploma, G.E.D. certificate, or equivalent.

27. **Economically Disadvantaged** - An individual who meets any of the following criteria:
    - Receives, or is a member of a family which receives cash welfare payments under a Federal, State, or local income-based public assistance program including: welfare or Temporary Assistance for Needy Families (TANF) program in Arizona, GA, SSI, Refugee Assistance, and local forms of other cash assistance; or
    - Has received, or is a member of a family which has received a total family income for the six month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, welfare payments and other listed exclusions) which, in relation to family size, was not in excess of the higher of:
      - the official Poverty Level, or
      - 70% of the Lower Living Standard Income Level, or
    - Is receiving food stamps pursuant to the Food Stamp Act of 1977; or
    - Meets the definition of a homeless individual under the Stewart B. McKinney Homeless Assistance Act; or
    - Is a foster child on behalf of whom State or local government payments are made; or
    - In cases permitted by the Secretary of Labor, or by State rule, is a disabled individual whose own income meets the requirements, but who is a member of a family whose income exceeds the requirements.

28. **Educational Assessment** – A standardized procedure shall be performed to assess the youth in math, language and reading levels. The same pre and post test should be utilized on assessing the youth. Assessment tests and scores must directly relate to the educational functioning levels. Contractors are encouraged to utilize the TABE (Tests of Adult Basic Education). Testing must be administered by the date of participation.

    Disabled Youth may be assessed with a current (within six (6) months of enrollment into WIA) IEP (Individualized Education Plan). The ISS must reflect a basic skills deficiency in math, reading or language taken directly from the IEP. The post assessment must reflect a reasonable increase in one of the basic educational areas, based upon the capability of the Disabled Youth.

29. **Educational Gain** - At post-test, participant completes or advances one or more educational functioning levels from the starting level measured on entry into the program (pre-test).

30. **EEO** – Equal Employment Opportunity

31. **Eligibility Determination** – The act of determining eligibility for WIA youth services utilizing guideline established by WIA, state WIA administration and Maricopa County Human Services Department.

32. **Eligible Youth** - Not less than 14 years of age and not more than 21 years of age on the date of WIA registration; is an economically disadvantaged individual and has one or more of the following:

- Deficient in basic literacy (reading, writing, math skills)
- Secondary school dropout
- Homeless, runaway, or a foster child
- Pregnant or a parent
- Offender
- Individual who requires additional assistance to complete an educational program or to secure and hold employment
- Individual who is defined "at-risk" by MWC based upon assessment of skill needs, barriers, and/or referral from:
  - Juvenile Justice Court System
  - Youth Services program providers
  - Local Education Agencies

33. **Employed at Registration** - An employed individual is one who, during the seven consecutive days prior to registration, did any work at all as a paid employee, in his or her own business, profession or farm, worked 15 hours or more as an unpaid worker in an enterprise operated by a member of the family, or is one who was not working, but has a job or business from which he or she was temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons, whether or not paid by the employer for time off, and whether or not seeking another job.

34. **Employed in Any Quarter After the Exit Quarter** – The individual is considered employed if UI wage records for the quarter after exit show earnings greater than zero. UI wage records will be the primary data source for tracking employment in the quarter after exit. When supplemental data sources are used, individuals should be counted as employed if, in the calendar quarter after exit, they did any work at all as paid employees (i.e. received at least some earnings), worked in their own business, profession, or worked on their own farm.

35. **Enrollment Date** - The date on which an individual began to receive program services after initial screening for eligibility and suitability.

36. **Enrollment Determination** - The process of determining whether WIA is the appropriate provider for employment and training services needed by the applicant. Consideration for enrollment may include barriers, goals, and the provider's availability of funding and local labor market demands.

37. **Enrollments** - The number of participants enrolled into WIA activities, which include objective assessment, and subsequent training/education activities following objective assessment.

38. **Entered Employment Rate** - A participant who exits from the program and enters (through the efforts of the WIA, Service Provider, or through their own efforts) into regular employment for pay. 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.

39. **Exit Quarter** – Quarter in which the last date of service (except follow-up services) takes place.

40. **Family** – The term "family" means two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:
    - A husband, wife and dependent children
    - A parent or guardian and dependent children
    - A husband and wife
    - An economic unit of one or more persons who receive at least 50% of their financial support from the economic unit

41. **Family of One** - The following may be considered a family of one for the purpose of determining eligibility:
    - An adult or youth with a physical, mental, learning, or emotional/ behavioral disability
    - An individual 14 years of age or older not living with his/ her family and receiving less than 50 percent of his/ her maintenance from the family

- An individual 18 years of age or older living with his/ her family who received less than 50 percent of his/her maintenance from the family and is not the principle earner not the spouse of the principal

42. **Family Income -** The income received from included sources of all members of the family. Self-employment is to be determined on the basis of the most recently submitted federal income tax return or on the basis of annualized proceeds posted in more up-to-date acceptable accountable accounting records. All other income is to be annualized based on receipts during the past six months.

43. **Family Size -** The maximum numbers of family members during the income determination period. For a separated or divorced applicant, income shall be pro-rated depending on the length of time during the last six months the applicant lived with the other wage earner. The "actual" family size is the actual number of members in the family without regard to an eligibility test. The "eligible" family size refers to the number in the family for income eligibility purposes.

44. **Follow-up** - Staff contact with individuals who have terminated their active enrollment in the WIA Youth program and/or with their employers, for the purpose of extending an offer of continued limited WIA services (based upon individual need) to increase the likelihood of employment or educational retention and/or the gathering of post-termination information about the client's current status in achieving performance outcomes. Follow-up is conducted for a period of one year after the WIA exit date.

45. **Foster Child** - A youth 14-21 years of age on whose behalf state or local government payments are made. This may include youth who have been made a ward of the state by a court, including those in the following categories:
    - Youth in State Institutions
    - Youth in Community Group Homes
    - Youth in Foster Homes
    - Parolees

46. **GED -** The General Education Development awarded by the state to persons who have passes a specific examination

47. **General Assistance-** A benefit program paid on the State or local determination of need.
    Applicant is automatically categorized as "Economically Disadvantaged".

48. **Graduate –** A person who has successfully completed a course or level of study and been awarded a certificate, diploma or degree

49. **Homeless Individual** - is:
    - An adult or youth who lacks a fixed, regular and adequate night time residence.
    - Any individual who has a primary night time residence that is:
        - a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing); or
        - an institution that provides a temporary residence for individuals intended to be institutionalized; or
        - A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
    - Exclusions to the definition include any individual imprisoned or otherwise detained pursuant to an act of Congress or State law. Applicants who are homeless are considered to be automatically economically disadvantaged (source: Sections 103 and 740, Stewart B. McKinney Homeless Assistance Act).
    - Individuals in receipt of assistance from other Stewart B. McKinney Act-funded programs may be considered Homeless for WIA eligibility.

~~50. Incentive Payments - monetary rewards that are reserved and awarded to the Contractor upon achievement of WIA required performance measures as reported by the State within 120 after the end of the contract term. In addition, a 10% monthly hold back will be reserved from the contract total; and paid to Contractor at the end of the quarter, after quarterly performance results are determined.~~

51. **Individual Service Strategy** - An individual competency-based training plan for a Youth participant which shall include an age appropriate employment/training goal, appropriate achievement objectives, and the appropriate combination of services, education, and training for the Youth based on the data provided by objective assessment. Decisions made and outlined within the ISS are to be done in partnership with the participant and need to incorporate the mandated WIA program elements and include short term and long term goals. Goals on an ISS will be time framed from registration until follow-up services are completed.

52. **Initial Assessment** – At minimum, an assessment of grade levels for reading, math and language arts, an interest inventory and assessment of the need for program intervention and/or support services.

53. **In-School Youth** – Secondary school youth (age 14-21) enrolled in a middle high, junior high or senior high school; or is between terms and intends to return to secondary school

54. **Job Development** - A service that provides assistance in obtaining employment for job-ready individuals. Job development activities for WIA Youth participants include the identification of potential employers and advocating for employment opportunities through such means as community relations, employer visitations, tours, and presentations.

55. **Job Placement** – Entry into unsubsidized part-time or full-time employment.

56. **Job Specific Skills** - The ability to perform actual tasks and technical functions required by certain occupational fields as defined in the skill attainment system.

57. **Labor Market Information** – The body of information that deals with the functioning of labor markets and the determination of the demand for and supply of labor. It includes, but is limited to such key factors as changes in the level and/or composition of economic activity, the population, employment and unemployment, income, earnings, wage rates and fringe benefits.

58. **Leadership Development** – Leadership development may include activities to youth through classes or projects to develop their skills in career awareness, decision making, communication skills, employment soft skill, becoming active, responsible citizens within the local community and workforce.

59. **Literacy Training** - The activity designed for non-readers, speakers, and/or writers of the English language..

60. **Lower Living Standard Income Level (LLSIL) -** The income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Secretary of Labor based on the most recent lower living family budget issued by the Secretary.

61. **Lower Living Standard**- The income standards established by the Director of the Office of Management and Budget to determine economically disadvantaged status. The standards are updated annually.

62. **Mentoring** – a formal process in communication feedback and skills that are offered by professional adults to assist the youth's success in employment, training, motivation, and overall self esteem achievement goals.

63. **Military Service** – An individual is currently serving on active military duty and has not been provided with a date of separation from military duty or service; or an individual who is a member of the National Guard or one of the Military Reserves **and** is currently serving in a mobilized status.

64. **Not Employed at Registration** – An individual who does not meet the definition of employed at registration.

65. **Objective Assessment** – Upon approved eligibility and WIA registration, an examination of the capabilities, needs, and vocational potential of a participant to provide information for the development of a service strategy leading to a realistic employment/training goal. It is an independent, comprehensive evaluation of a participant's employment barriers taking into account the participant's family situation, work history, education, occupational skills (including transferable skills--those skills which are gained

through personal and professional experiences and which can be transferred to an occupation), interests, aptitudes (including interests and aptitudes for nontraditional occupations), attitude towards work, motivation, behavior patterns affecting employment potential, financial resources and needs, supportive service needs, and personal employment information as it relates to the local labor market. Assessments must be administered to a participant within 60 days following the date of participation.

66. **Occupational Skills Goal –** A measurable increase in primary occupational skills encompassing the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advance levels.

67. **One-Stop Career Center System** - A Department of Labor initiative, requiring the coordination and participation among the following employment-focused programs: WIA (Youth, Adult, Dislocated Workers), DES Job Service, DES Unemployment Insurance, DES Veterans Employment and Training, DES Migrant and Seasonal Farm Worker Programs, DES North American Free Trade Association/Trade Adjustment Assistance, DES Vocational Rehabilitation/Rehab Services Administration, Community Service Block Grants, Carl Perkins Vocational Training/Maricopa Community College District, Adult Education/Rio Salado Community College, Job Corps, Native American Programs/Phoenix Indian Center, HUD, Welfare-to-Work, Title V of the Older American Act of 1965, and Special Transportation Services. Local areas may expand the participating agencies to include additional programs based on local needs and system design. One-Stop Career Centers provide user-friendly and seamless access to services and resources both to workers seeking new or better jobs and employers seeking workers with the skills needed to maintain and grow their business.

68. **On-the-Job Training (OJT)** - Training in the private or public sector given to a participant who after objective assessment, and in accordance with the ISS, has been referred to and hired by the employer following the development of an agreement with the employer to provide occupational training. OJT occurs while the participant is engaged in productive work which provides knowledge and skills essential to the full and adequate performance of the job. OJT may be sequenced with or accompanied by other types of training such as vocational training or basic skills training.

69. **Out-of-School Youth** – An eligible youth who is a school drop-out; or an eligible youth who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed.

70. **Outreach** - Developing and maintaining a public awareness of the WIA Youth Services, goals, opportunities, eligibility criteria, etc.; developing and maintaining a network of linkages with other agencies for referral of applicants and service delivery; contacting groups which represent potentially eligible participants; and contacting groups of employers who may hire WIA participants.

71. **Participant** - An individual who is determined eligible to participate in the program <u>and</u> receives a service funded by the program in a physical location

72. **Physical Location** - A physical location means a designated One-Stop career center, an affiliated One-Stop partner site, including a technologically linked access point, where services and activities funded by the program are available, or other specialized centers and sites designed to address special customer need, such as company work sites for dislocated workers.

73. **Planned Gap in Service** – No participant activity of greater than 90 days due to a delay before the beginning of training or a health/medical condition that prevents an individual from participating in services.

74. **Post-Secondary Education** – A program at an accredited degree-granting institution that leads to an academic degree (i.e. AA, BA, BS). Does not include programs offered by degree-granting institutions that do not lead to an academic degree.

75. **Post-Test** - A test administered to a participant at regular intervals during the program to measure progress in one or more of the following areas: basic skills, work readiness skills, and occupational skill.

76. **Pre-Test** - A test administered to a participant to determine need in one or more of the following areas: basic skills, work readiness, and occupational skills.

77. **Program Exit** – determined as follows:
    - a participant who has a date of case closure, completion or known exit from WIA funded or non-WIA funded partner service within the quarter; or
    - a participant who does not receive any WIA Title I funded or partner services for 90 consecutive calendar days and is not scheduled for future services except follow-up services

78. **Qualified Apprenticeship** – A program approved and recorded by the ETA/Bureau of Apprenticeship and Training (BAT) or by a recognized state apprenticeship agency (i.e. State Apprenticeship Council). Approval is by certified registration or other appropriate written credential.

79. **Referral** – Identifying and acting on the need for alternative and/or ancillary services for eligible or ineligible youth.

80. **Remain in /Return to School** – Participant remains in or return to secondary school.

81. **Skill Attainment** – Measurable increase or proficiency in basic education, occupational and work readiness skills and the capacity to use these skills. *Basic education skills* include reading comprehension, math computation, writing, speaking, language (ESOL), listening, problem solving and reasoning. *Occupational skills* include training that provides, in a classroom or work place setting, skills encompassing the proficiency to perform actual tasks and technical functions required by certain occupational fields. *Work readiness skills* include work awareness and positive work attitudes and habits, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision-making, and job search techniques.

82. **Summer Employment Opportunities** – Summer employment that is directly linked to academic, work readiness and occupational learning.

83. **Support Services** - Financial or non-financial assistance provided to individuals participating in WIA Youth programs for personal needs and to enable the participant to continue training, retrain or obtain employment. Support services may include, but are not limited to, transportation, childcare, special services and materials for disabled individuals, etc.

84. **System Application** – Section of VOS used to determine and verify WIA eligibility for all customers between the ages of 14 and 21. All youth, ages 14-21 must complete this application to receive WIA youth services

85. **Tutoring/Study Skills** – Improvement of basic and study skills with an agency or individual that will increase academic scores and tests to achieve WIA performance.

86. **Underemployed** - An individual is one who is (1) working part time, but desires full-time work; OR (2) who is working in employment not commensurate with the individual's demonstrated level of educational attainment; (3) working full time, but whose current annualized wage rate (for a family of one), or whose family's current annualized income, is not in excess of (a) the poverty level, or (b) 70% of the Lower Living Standard Income Level (LLSIL).

87. **Unsubsidized Employment** – Employment not financed from funds provided under the grant. In the grant program the term "adequate" or "suitable" employment is also used to mean placement in unsubsidized employment which pays an income adequate to accommodate the participant's minimum economic needs.

88. **Virtual One-Stop (VOS)** - Services designed to facilitate the uniform compilation and analysis of programmatic and financial data necessary for reporting, monitoring, and evaluating purposes.

89. **Vocational Assessment** - Is the method of determining present vocational skill levels, interests, aptitudes, and values and the ability to benefit from WIA Youth services; for early identification of barriers to education and employment and to assist in establishing program goals.

90. **Vocational Counseling** - A process of supportive intervention and guidance which assists participants in dealing with such issues as employment, education/occupational training and career paths. In addition,

vocational counseling addresses and attempts to empower individuals in making career decisions and in removing barriers which prevent the attainment of employment and/or education through the provision of referrals to support services when appropriate. Vocational counseling is not behavioral health counseling.

91. **WIA Registration** – Active participation in first activity with appropriate documentation completed and entered into VOS.

92. **Work Experience** – a learning opportunity (paid or unpaid) that is in a public, private, for profit or non-profit workplace environment and structured to ensure participant receives work skills that encompasses ISS goals and ensures participant is exposed to the work culture. Career exploration and high demand Industry clusters are desirable.

93. **Workforce Investment Act (WIA) of 1998** – Federal legislation designed to coordinate and streamline all components of the nation's workforce development system, including employment, job training, education and vocational rehabilitation services for youth, adults and dislocated workers

94. **Workforce Development** – The process of providing the appropriate support, education, training, or related assistance to prepare an individual or population to determine and achieve career goals, and to aid employers in maintaining and growing their business.

95. **Work Readiness Skills Goal** - A measurable increase in work readiness skills including world-of-work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision making, and job search techniques (resumes, interviews, application, and follow-up letters). They also encompass survival/ daily living skills such as using the phone, telling time, shopping, renting an apartment, opening a bank account, and using public transportation. They also include positive work habits, attitudes, and behaviors such as punctuality, regular attendance, presenting a neat appearance, getting along and working well with others, exhibiting good conduct, following instructions and completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability, and assuming the responsibilities involved in maintaining a job. This category also entails developing motivation and adaptability, obtaining effective coping and problem-solving skills, and acquiring an improved self image.

96. **Youth Activity** – An activity described in section 129 that is carried out for eligible youth (or as described in section 129(c) (5)) of WIA.

97. **Youth Council** – A council established under section 117(h) of WIA.

EXHIBIT B-2

Goodwill of Central Arizona

Amendment #2

Exhibit B – 2

Amendment # 2 Effective: February 17, 2009 through June 30, 2011

1.0 INTENT

The purpose of this Workforce Investment Act of 1998 (WIA) is to "provide workforce investment activities through statewide and local workforce investment systems, that increase the employment, retention, and earnings of participants, and increase occupational skill attainment by participants, and, as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation."

The American Recovery and Reinvestment Act of 2009 (ARRA) was signed into law by President Obama on February 17, 2009. This Act provides $3.1185 billion in stimulus formula funds to the states to supplement Workforce Investment Act (WIA) programs. Maricopa County will receive funds to enhance the Maricopa Workforce Connections (MWC) activities.

The youth activities under the ARRA-WIA funds include Summer Youth Employment and Occupational Training. The age range for ARRA-WIA youth activities has been changed. The age range is 14-24 years old and WIA eligible.

The purpose of youth workforce investment activities are intended to provide youth development services for economically disadvantaged youth, who may face barriers to staying in school, completing high school or finding stable employment. Veterans and their eligible spouse will be given priority.

Goodwill of Central Arizona will provide a program that has a full range of services such as:

- Opportunities for eligible youth in activities related to leadership, development, decision-making, citizenship, and community service;
- Involvement of employers and links to local labor markets with emphasize on high-demand, high-growth occupations in Maricopa County;
- Ensure on-going mentoring opportunities for eligible youth with adults committed to providing such opportunities;
- Opportunities for training to eligible youth;
- Youth services such as internships and work experiences in high-demand, high-growth occupations;
- Continued supportive services for eligible youth; and Incentives for recognition and achievement to eligible youth

The category of services for the WIA youth program are: In-School & Out-of-School Youth in the East Valley.

1.1 *Summer Youth Employment (In-School & Out of School)*

1.1.1 *In-School Youth* – to provide Workforce Investment Act (WIA) services to secondary school youth, ages 14-24, enrolled in a middle, junior high, or senior high school; or is between terms and intends to return to secondary school. A maximum of 70% of the participants must be in school, under this amendment.

1.1.2 *Out-of-School Youth* – to provide Workforce Investment Act (WIA) services to an eligible youth, ages 16 to 24, who is a school dropout; or an eligible youth who has received a secondary school diploma or its equivalent but is basic

skills deficient, unemployed, or underemployed. The minimum of 30% of the participants must be in school, under this amendment.

1.1.3 *Category of Service*

Goodwill of Central Arizona will contract for Summer Youth Employment and Occupational Skills Training. The Summer Employment time frame is May 1st and will end September 30th. Goodwill of Central Arizona will provide Summer Youth Employment opportunities to 150 youth and Occupational Skills Training to 50 youth. The Occupational Skills Training program is a year round program. The time frame for the ARRA-WIA amendment is February 17, 2009 and will expire June 30, 2011. MCHSD must ensure that The ARRA funds are spent expeditiously, effectively, and concurrently with annually appropriated WIA formula funds. It is intended that the ARRA funds be spent, in large measure, prior to June 30, 2010. All ARRA funds must be expended by June 30, 2011.

1.2 BACKGROUND INFORMATION

1.2.1 The purpose of this Amendment is to provide American Recovery Reinvestment Act of 2009 (ARRA) funding for youth employment/training for youth ages 14-24. Goodwill of Central Arizona currently provides Workforce Investment Act (WIA) activities, through statewide and local investment systems, that increase the employment, retention and earnings of participants and increase occupational skill attainment by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation.

The ARRA-WIA Amendment will provide Goodwill of Central Arizona with ARRA funds to serve WIA eligible In School and Out of School Youth ages 14-24 with Summer Youth Employment Program and to provide Occupational Training Program opportunities for Out of School youth ages 16-24.

This Amendment shall be governed by the Workforce Investment Act of 1998 (as amended), Training and Employment Guidance Letters (TEGL) 13-08 and 14-08 and any subsequent amendments to those documents by the US Department of Labor. In addition, Training and Employment Notice (TEN) 30-08, and any subsequent amendments to that document by the US Department of Labor, shall provide guidance on the use of the ARRA funding, the intent of the funds, and the requirements relating to reporting and outcomes for the use of the funds. In addition, any future TEGL or TEN documents relating to the ARRA funding specifically which require additional reporting requirements, funding availability period changes, expenditure timeline requirements, or program changes (including eligibility requirements, policies, procedures, and eligible services) are deemed as a requirement for the Contractor under this agreement to adhere to.

1.2.2 Youth must be identified as low-income as defined by Public Law and:

1.2.2.1 Between the ages of 14 through 24 meaning they have reached their 14 birthday, but have not attained their 25th birthday at the time of

registration; all other eligibility requirements from EXHIBIT-B Section 1.2.2 remain effect.

2.0 SCOPE OF WORK

The goal of Maricopa County's Workforce Investment Board (MWC) and Maricopa County Human Services Department (MCHSD) is to provide a comprehensive workforce development system under which Maricopa County residents can access appropriate job training and educational opportunities. The ARRA-WIA funds are intended to preserve and create jobs, promote the nation's economic recovery and assist those most impacted by the recession.

The workforce system will play a vital role in America's economic recovery by assisting workers who are facing extraordinary challenges. Funding will support One-Stop Career Centers increase target services for employment and training services opportunities for job seekers and youth. This will help to meet the needs of employers that require a skilled workforce and the needs of job seekers that require higher paying jobs that will lift them out of poverty.

Providing youth with Summer Work Experience will help to stimulate the local economy because Maricopa County youth will be provided with paid work experience. Participants will be provided with work readiness training to help prepare youth for the work environment.

As part of the ARRA-WIA workforce development system, MCHSD will fund Summer Youth Work Program and Occupational Skill training for youth 14-24 years old. ARRA-WIA Youth programs should operate under the following guiding principles:

2.0.1 *Summer Youth Services*: Services are designed to recruit and register youth for the Summer Youth Work Experience Program. Youth will be provided with leadership development opportunities, which include community services and peer centered activities encouraging responsibility and other positive social behavior (e.g. exposure to post-secondary education opportunities, community/service learning projects teamwork/team leadership, decision-making, and life skills). Youth will be provided with supportive services (which may include assistance with transportation, child care, dependent care, housing, referrals to medical services, appropriate work attire, and related tools). Youth will also be provided with paid and unpaid work experience, including internships and job shadowing.

2.0.1.1 Summer Work Experience time frame is May 1st to September 30th. Services will be implemented using the following:

2.0.1.2 Contractor will develop partnerships with local community based non-profit agencies, schools districts and cities/towns, and businesses to develop work sites where youth will be provided with meaningful work experience and learn skills that will help youth obtain future employment.

2.0.1.3 Contractor will provide training to work sites supervisors and outline the work experience activities and expectations.

2.0.1.4 Contractor will recruit and enroll WIA eligible in school and out of school youth ages 14-24 that reside in Maricopa County.

2.0.1.5 Contractor will use age-appropriate strategies when providing the Summer Youth Employment Program. This training will include: attendance, punctually, appropriate appearance, attitudes and behaviors, interpersonal relations and task completion. Additional training will include interviewing techniques and resume development that will prepare them for employment.

2.0.1.6 Youth participating in the Occupational Training Program may be referred, if necessary, to the Maricopa County One Stop Career Centers for occupational training assessments.

2.0.1.7 Contractor will ensure the ratio of youth to case manager is no more than 50/1 for the Summer Youth Employment Program.

2.0.1.8 Contractor will provide mentoring opportunities to youth through the Worksite Supervisors. The Worksite Supervisor will mentor the youth and reinforce work maturity skills to ensure youth are prepared for the workforce.

2.0.1.9 Youth enrolled in the Summer Youth program will be paid by the Contractor. Youth will be paid on the same pay schedule as regular Contractor employees.

2.0.1.10 The changes to Methodology apply to this amendment only, the Methodology of original contract and previous amendments remain in effect.

2.0.1.11 Contractor will ensure that no youth will participate in a work experience at any of the following facilities: aquarium, zoo, casino or gambling establishment, golf course, or swimming pool.

2.0.1.12 All federal and local child labor laws will be in effect for this contract.

2.0.2 *Occupational Skills Training*: Services are designed to recruit and register youth that are interested in a specific occupation related to the local labor market demand and/or obtaining a credential in a field of study (certificate, degree or diploma) and/or related full-time employment. Youth will be provided with leadership development opportunities, which include community services and peer centered activities encouraging responsibility and other positive social behavior (e.g. exposure to post-secondary education

opportunities, community/service learning projects, teamwork/team leadership, decision-making, and life skills). Paid and unpaid work experience, including internships and job shadowing. Youth will be provided with supportive services (which may include assistance with transportation, child care, dependent care, housing, referrals to medical services, appropriate work attire, and related tools).

2.0.2.1 Occupational Skills Training Program is a year round activity. Services will be implemented using guidelines established in the original contract and referenced in EXHIBIT B Section 2.4.8.

2.0.2.1.1 Tutoring, study skills training and instructions leading to secondary completion including drop-out prevention strategies.

2.0.2.1.2 Alternative employment opportunities that are already directly linked to academic and occupational learning.

2.0.2.1.3 Occupational skill training as appropriate (if not utilizing providers listed on the States' Eligible Training Providers List (ETPL-arizonaheat)

2.0.2.1.4 Adult mentoring for the period of participation and for subsequent period for a total of not less than 12 months

2.0.2.1.5 Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.

2.0.2.1.6 Follow-up services for not less than 12 month after the completion of participation, as appropriate.

2.1 TECHNICAL REQUIREMENTS

2.2 Goodwill of Central Arizona will provide a Summer Youth Work Experience Program and Occupational Skills Training in the East Valley as referenced in EXHIBIT B Section 2.2.

2.3 Collaboration

Contractor will coordinate and/or participate in collaborative efforts and partnerships that are designed to enhance opportunities and supports for youth enrolled in program activities.

The following partnerships have been established and may provide in-kind contributions (as applicable) to the program: Maricopa Community College, Valley of the Sun United Way and Arizona Call-A-Teen Youth Resources, Inc.

2.4 Program Elements

2.4.1 Goodwill of Central Arizona will provide services using the following:

2.4.1.1 Eligibility – Application

2.4.1.1.1 Ages 14-24

2.4.1.1.2 In School and Out of School Youth

2.4.1.1.3 Contractor will recruit youth for the Summer Youth Employment Program with the assistance of Maricopa County Workforce Development Division. In addition, the Contractor will use other community collaborations to recruit youth including local school districts, juvenile probation, foster care agencies, Maricopa County Career Centers, and other community youth programs.

2.4.1.1.4 Contractor will determine and complete Workforce Investment Act (WIA) eligibility based on initial program application and support documentation. Contractor will request the assistance of Maricopa County Workforce Development staff, if necessary, and submit eligibility information to Department staff for verification prior to enrollment of any youth.

2.4.1.1.5 As a part of the eligibility process, youth may be tested for reading skills, to ascertain their level of completion of the work readiness class and placement in appropriate work site.

2.4.1.1.6 Youth that participate in the ARRA Funding including Summer Youth Employment Program will be tracked separately from youth that participate in the regular Goodwill of Central Arizona WIA Program and ensure that all eligibility documentation is kept in file.

2.4.1.2 Objective Assessment

2.4.1.2.1 Pre-Assessment

2.4.1.2.2 Individual Service Strategy (ISS) development

2.4.1.2.3 Arizona's Skill Assessment System will be the model for pre and post assessment tools.

2.4.1.2.4 Contractor will conduct the presumptive need for those youth enrolled into the Summer Work Experience.

2.4.1.2.5 An abbreviated ISS will be developed by the youth and case manager for the Summer Youth Employment Program.

2.4.1.2.6 For youth identified for occupational training, a presumptive need, and TABE assessment will be determined and conducted by the youth case manager. An extensive assessment will be offered by County One Stop Assessment personnel to identify appropriate skills and aptitudes related to occupational training, if needed.

2.4.1.2.7 For youth indentified for Occupational Training, the ISS will be developed as stipulated in the original contract. The youth case manager will utilize the JT036-3 as the pre-assessment tool, as identified in the Arizona's Skill Assessment System.

2.4.1.3 Enrollment

2.4.1.4 Work Readiness Classes

2.4.1.5 For youth enrolled in the Summer Youth Employment Program, the first week will be designed for work readiness skills that address: attendance, punctually, appropriate appearance, attitudes and behaviors, interpersonal relations and task completion. Additional training will include interviewing techniques and resume development relating to employment needs.

2.4.1.6 Work readiness classes will be taught with academic appropriate material determined by the Contractor. Upon completion of work readiness skills, youth will be placed into worksites for the summer employment. Work readiness classes will be taught within age appropriate, locations and/or material determined by ages 14-17 years of age; and ages 18-24 years of age.

2.4.1.7 For youth enrolled into Occupational Training:

2.4.1.7.1 Upon completion, or as a part of work readiness program, youth will be referred to and assessed by County One Stop Assessment personnel to identify appropriate skills and aptitudes related to occupational training, if necessary. Assessment results will be provided to the case manager prior to youth being placed into occupational training and development of an ISS. Upon completion of work readiness skills assessment, and ISS development Youth enrolled in training may be placed in a work site opportunity that compliments their goals.

2.4.1.7.2 Youth may attend occupational or advanced training at a community college or proprietary school approved by the State of Arizona.

2.4.1.4 Support Services

2.4.1.4.1 Stipends/Incentives

2.4.1.4.2 Transportation

2.4.1.4.3 Community Referrals

2.4.1.4.4 Food and Nutrition

2.4.1.4.5 All 200 youth served through ARRA will receive supportive services as in the original contract.

2.4.1.5 Program Completion

2.4.1.5.1 Post-Assessment

2.4.1.5.2 ISS Revision

2.4.1.5.3 Post-Assessments:

2.4.1.5.4 Arizona's Skill Assessment System will be the model for pre and post assessment tools.

2.4.1.5.5 Work Readiness post assessments will be conducted to determine successful completion of the Summer Youth Employment Program. A standardized post-assessment format that has been field-tested will be administered to completion of skills 1-6 in the work readiness classroom; and 7-12 at the work experience site.

2.4.1.5.6 Program Completion for youth enrolled in the Summer Youth Employment Program is measured only by successful completion of work experience.

2.4.1.5.7 Occupational post assessments will be conducted utilizing the Arizona Skill Assessment System tools JT0336-3.

2.4.1.6 ISS Revision (applies only to Occupational training participants)

2.4.1.6.1 Contractor and youth will collectively revise the Individual Service Strategy upon completing the post-assessment to determine employment and post-secondary education goals.

2.4.1.6.2 Upon revisions to ISS and continued enrollment past summer employment, these youth will be measured by WIA performance.

2.4.1.7 Follow-up Services

2.4.1.7.1 Post-Secondary/Advanced Training

2.4.1.7.2 Employment

2.4.1.7.3 Follow - Up Services will <u>not</u> be administered by Contractor for the youth enrolled into the Summer Youth Employment Program <u>only</u>.

2.4.1.7.4 Follow - Up Services for youth enrolled into Occupational Training will be conducted as in the original contract.

2.4.1.8 Data Entry

2.4.1.8.1 Within 48 hours of contact with the participant, the Contractor will ensure accurate input of applicant and participant data into the Statewide Reporting System and

will maintain both electronic and hard-copy records of all registered youth. A monthly review of hard-copy files will also occur to ensure uniformity between electronic and hard-copy files. The Contractor will ensure VOS accuracy on a regular basis and report any errors to the MCHSD Quality Assurance Specialist for verification.

2.4.1.8.2 In conjunction with the use of the Statewide Reporting System for reporting and data entry, the Contractor will utilize an internal tracking system to integrate functions such as intake, needs assessment, eligibility determination and referrals, service delivery, information exchange, outcome, and policy management into a single system. This will be utilized in conjunction with the Statewide Reporting System to increase efficiency of case management and to track individual and aggregate outcomes for program youth.

2.4.1.9 Reporting & Evaluation

2.4.1.9.1 Contractor will be responsible for tracking Summer Youth Employment Program participants separately from youth enrolled in the Occupational Training Program, utilizing data as designed and dispersed by Maricopa County and forthcoming guidance from the State of Arizona.

2.4.1.9.2 Youth enrolled in Occupational Skill Training program must be provided with training opportunities that will enhance their skill levels which will help to ensure employment success. Youth served with ARRA funds beyond September 30, will be tracked through regular WIA reporting venues.

2.4.1.9.3 Program Monitoring for ARRA will be conducted monthly at a minimum, unless otherwise required by pending guidance from the DOL/State of Arizona. MCHSD Quality Assurance Specialists reserves the right to conduct no-notice compliance review, if and when deemed appropriate.

2.4.1.10 Performance Requirements

2.4.1.10.1 The only required performance measure for the summer work experience is the attainment of a work readiness certificate.

2.4.1.10.2 For Occupational Training Program, all WIA performance measures will apply.

IN WITNESS WHEREOF, this Amendment #2 is executed on the date set forth below:

CONTRACTOR	MARICOPA COUNTY
Name	Name
6-2-09	6/5/09
Date	Date

Goodwill of Central Arizona
Amendment #3
Exhibit B-3

Amendment #3 Effective: March 10, 2011 through June 30, 2013

The following Federal Provisions to be added to existing Contract Agreement
In accordance with 29 CFR Parts 95 Appendix A

- Equal Employment Opportunity
  The Contractor shall is required to comply with E.O. 11246, Equal Employment Opportunity, as amended by E.O. 11375, Amending Executive Order 11246 Relating to Equal Employment Opportunity, and as supplemented by regulations at 41 CFR part 60, Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.
  Read more: http://cfr.vlex.com/vid/appendix-part-95-contract-provisions-19680476#ixzz1EFYnGyrk

  The Contractor in connection with any service or other activity under the Agreement shall adhere to Federal and State Equal Employer Opportunity (EEO) laws and procedures. Contractor shall comply with Title VI of the Civil Rights Act of 1964, which prohibits the denial of benefits of, or participation in, contract services on the basis of race, color, or national origin. Contractor shall comply with the requirements of Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination on the basis of disability, and with Title II of the Americans with Disabilities Act, and the Arizona Disability Act, which prohibits discrimination on the basis of physical or mental disabilities in the provisions of activities. Contractor is required to contact Maricopa Workforce Connections and notify the Director of the Civil Rights Center, United Stated Department of Labor of any administrative enforcement and/or lawsuits that are filed, alleging discrimination on the ground of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in a WIA Title I – financially assisted program or activity. This notification must include: (1) The name of the parties to the action or lawsuit; (2) The forum in which each case was filed; and (3) The relevant case numbers.

- Copeland Anti-Kickback Act
  Contractor shall comply with the Copeland "Anti-Kickback" Act (18 U.S.C.874) as supplemented in the Department of Labor regulations (29 CFR part 3). In as such this regulation applies to all contracts and sub grants for construction or repair.

- Davis Bacon Act
  Contractor shall comply with the Davis-Bacon Act (40 U.S.C. 276a to 276a-7) as supplemented by Department of Labor regulations (29 CFR Part 5) when required by Federal grant program legislation.

- Clean Air Act
  Contractor shall comply with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h), section 508 of the Clean Water Act (33 U.S.C. 1368) Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15).

- Byrd Anti-Lobbying Amendment
  The Contractor shall certify, to the best of their knowledge and belief, that:
  No Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of any agency. This applies to a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant. Including the making of any Federal, loan the entering into of any cooperative agreement, and the extension,

continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than Federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

The Contractor shall include Lobbying Certification language in the award documents for all subcontractors (including sub-grants, and contract under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction is made or entered into. Submission of this certification is prerequisite for making or entering into this transaction imposed by section 1352, Title 31, U.S. Code. Any successful proposer(s) who fail to file the required certification shall be subject to a civil penalty of not less than $10,000.00 and not more than $100,000.00 for each such failure.

- Debarment & Suspension

  The County may, by written notice to the Contractor, immediately terminate this Contract if the County determines that the Contractor has been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity, including but not limited to, being disapproved as a subcontractor of any public procurement unit or other governmental body. If the Contractor becomes suspended or debarred, the Contractor shall immediately notify the County. Contractors must not make any award or permit any award (subrecipient or vendor) at any tier to any party which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs under Executive Order 12549.

  The Contractor certifies to the best of its knowledge and belief, that it and its sub-recipients:
  (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;
  (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
  (d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

  (E.O.'s 12549 and 12689)No contract shall be made to parties listed on the General Services Administration's List of Parties Excluded from Federal Procurement or Non-procurement Programs in accordance with E.O.'s 12549 and 12689, Debarment and Suspension. This list contains the names of parties debarred, suspended, or otherwise excluded by agencies, and contractors declared ineligible under statutory or regulatory authority other than E.O. 12549. Contractors with awards that exceed the small purchase threshold shall provide the required certification regarding its exclusion status and that of its principal employees.

  Read more: http://cfr.vlex.com/vid/appendix-part-95-contract-provisions-19680476#ixzz1FwcMcexU

In accordance with 29 CFR 97.21 - Payment

This section prescribes the basic standard and the methods under which the County shall make payments to Contractor and how Contractor shall reimburse subcontractors.

Basic standard. Methods and procedures for payment shall minimize the time elapsing between the transfer of funds and disbursement by the County to Contractor and Contractor to Subcontractor, in accordance with Treasury regulations at 31 CFR part 205.

Reimbursement. Reimbursement shall be the preferred method.

Effect of program income, refunds, and audit recoveries on payment.
(1) Contractor shall disburse repayments to and interest earned on a revolving fund before requesting payments for the same activity.
(2) Contractor shall disburse program income, rebates, refunds, contract settlements, audit recoveries and interest earned on such funds before requesting additional payments.

Withholding payments.
(1) Unless otherwise required by Federal statute, the County shall not withhold payments for proper charges incurred by Contractor unless—

(i) The Contractor has failed to comply with grant award conditions or

(ii) The Contractor is indebted to the United States.

(2) Cash withheld for failure to comply with grant award condition, but without suspension of the grant, shall be released to the grantee upon subsequent compliance. When a grant is suspended, payment adjustments will be made in accordance with §97.43(c).
(3) The County shall not receive payments for amounts that are withheld from Contractors for payment. Payments shall be made to the County when the Contractor is actually reimbursed for satisfactory completion of work.

Cash depositories.
(1) Consistent with the national goal of expanding the opportunities for minority business enterprises, the County and Contractor are encouraged to use minority banks (a bank which is owned at least 50 percent by minority group members). A list of minority owned banks can be obtained from the Minority Business Development Agency, Department of Commerce, Washington, DC 20230.
(2) The Contractor shall maintain a separate bank account only when required by Federal-State agreement.

(i) *Interest earned on advances.* Except for interest earned on advances of funds exempt under the Intergovernmental Cooperation Act (31 U.S.C. 6501 et seq.) and the Indian Self-Determination Act (23 U.S.C. 450), Contractor shall promptly, but at least quarterly, remit interest earned on advances to the County. The Contractor may keep interest amounts up to $100 per year for administrative expenses.

Read More:
http://ecfr.gpoaccess.gov/cgi/t/text/textidx?c=ecfr&sid=cc9d1205fe202738c320acd030f14946&rgn=div8&view=text&node=29:1.1.1.1.41.3.71.2&idno=29

In accordance with 29 CFR 97.34 - Copyrights

The County reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, for Federal Government purposes:
(a) The copyright in any work developed under the Agreement; and
(b) Any rights of copyright to which a contractor purchases ownership with the Agreement support.

Read More:
http://ecfr.gpoaccess.gov/cgi/t/text/textidx?c=ecfr&sid=23a33ea2db65c7bc2002858125f285e2&rgn=div8&view=text&node=29:1.1.1.1.41.3.72.12&idno=29

In Accordance with 29 CFR 97.36 Procurement

The Contractor shall follow Procurement Standards. Contractor shall use procurement procedures which reflect applicable State and local laws and regulations, provided that the procurements conform to applicable Federal law and the standards identified in this section.

Contractor shall maintain a contract administration system which ensures that contractors perform in accordance with the terms, conditions, and specifications of the contract.

Contractor shall maintain a written code of standards of conduct governing the performance of their employees engaged in the award and administration of contracts. No employee, officer or agent of the Contractor shall participate in selection, or in the award or administration of a contract supported by Federal funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when:

(i) The employee, officer or agent,
(ii) Any member of his immediate family,
(iii) His or her partner, or
(iv) An organization which employs, or is about to employ, any of the above, has a financial or other interest in the firm selected for award. The Contractor's officers, employees or agents will neither solicit nor accept gratuities, favors or anything of monetary value from contractors, potential contractors, or parties to subagreements. Contractor may set minimum rules where the financial interest is not substantial or the gift is an unsolicited item of nominal intrinsic value. To the extent permitted by State or local law or regulations, such standards or conduct will provide for penalties, sanctions, or other disciplinary actions for violations of such standards by the Contractor's and Contractor's officers, employees, or agents. The awarding agency may in regulation provide additional prohibitions relative to real, apparent, or potential conflicts of interest.

Competitive Bid Process

Equipment

The Contractor shall obtain all equipment to be utilized under this Agreement, and purchased with funds provided under this Agreement, at the lowest practical cost pursuant to the following competitive bidding system:

Procurements in excess of $300 but less than $1,000 require oral price quotations from two or more vendors. The Contractor shall keep and maintain a record of the vendors' verbal quotations. The Contractor's award shall be made to the lowest bidder meeting specification requirements concerning price, conformity to specifications, and other purchasing factors.

Procurements exceeding an aggregate amount of $1,000 must be approved by the Contract Administrator. At least three (3) bidders shall be solicited to submit written quotations. The Contractor shall solicit written quotations by issuing a Request for Quotation to at least three (3) vendors. The award shall be made to the lowest bidder that meets specification requirements concerning price, conformity to specifications, and other purchasing factors.

Supplies

The Contractor shall obtain all supplies to be utilized under this Agreement and purchased with funds provided under this Agreement at the lowest practical cost and pursuant to a system of written quotes whenever the price is expected to be greater than $300, unless the Contractor obtains the Contract Administrator's prior written approval to purchase supplies by an alternate method.

Minority, Women and Small Business Enterprises

The Contractor shall take affirmative steps to provide an opportunity for minorities, women, and small businesses to compete in the procurement of equipment and supplies under this Agreement.

Funding source requirements relating to competitive bid procedures may supersede any or all subparts of this clause and will be specified in the Special Provisions Section of this Agreement.

Read More:
http://ecfr.gpoaccess.gov/cgi/t/text/textidx?c=ecfr&sid=23a33ea2db65c7bc2002858125f285e2&rgn=div8&view=text&node=29:1.1.1.1.41.3.72.14&idno=29

In Accordance with 29 CFR 97.42 Retention and Access Requirements for Records

Contractor shall maintain all financial and programmatic records, supporting documents, statistical records, and other records which are required to be maintained by the terms of program regulations and the Agreement. All records reasonably considered as pertinent to program regulations and the Agreement.

Contractor shall retain all records pertaining to the Agreement for a period of six (6) years after the termination of the Agreement term. If any litigation, claim, negotiation, audit or other action involving the records is started before the expiration of the Agreement term, Contractor shall retained the records until completion of the action and resolution of all issues which arise from it or until the end of the regular 6-year period, whichever is later.

To avoid duplicate recordkeeping, the County may make special arrangements with Contractor to retain any records which are continuously needed for joint use. The County shall request transfer of records to its custody when it determines that the records possess long-term retention value. When the records are transferred to or maintained by the County, the 6-year retention requirement is not applicable to the successful proposer(s).

Starting date of retention period-General. When grant support is continued or renewed at annual or other intervals, the retention period for the records of each funding period starts on the day the Contractor submits to the County its' single or last expenditure report for that period. However, if the Agreement is continued or renewed, the retention period for each year's records starts on the day the Contractor submits its expenditure report for the last program year. In all other cases, the retention period starts on the day the successful proposer(s) submits its final expenditure report. If an expenditure report has been waived, the retention period starts on the day the report would have been due.

Records for income transactions after agreement term. In some cases Contractor must report income after the Agreement term. Where there is such a requirement, the retention period for the records pertaining to the earning of the income starts from the end of the Agreement fiscal year in which the income is earned.

Indirect cost rate proposals, cost allocations plans, etc. This paragraph applies to the following types of documents, and their supporting records: indirect cost rate computations or proposals, cost allocation plans, and any similar accounting computations of the rate at which a particular group of costs is chargeable (such as computer usage chargeback rates or composite fringe benefit rates).

If submitted for negotiation. If the proposal, plan, or other computation is required to be submitted to the Federal the County to form the basis for negotiation of the rate, then the 6-year retention period for its supporting records starts from the date of such submission.

If not submitted for negotiation. If the proposal, plan, or other computation is not required to be submitted to the County for negotiation purposes, then the 6-year retention period for the proposal plan, or computation and its supporting records starts from end of the fiscal year covered by the proposal, plan, or other computation.

Access to records-Records of Contractor. The County, Maricopa County Human Services Department and the Comptroller General of the United States, or any of their authorized representatives, shall have the right of access to any pertinent books, documents, papers, or other records of the Contractor and subcontractors which are pertinent to the Agreement, in order to make audits, examinations, excerpts, and transcripts.

Expiration of right of access. The rights of access in this section must not be limited to the required retention period but shall last as long as the records are retained.

Restrictions on public access. The Federal Freedom of Information Act (5 U.S.C. 552) does not apply to records Unless required by Federal, State, or local law, successful proposer(s) and subcontractors are not required to permit public access to their records.

Read More:
http://ecfr.gpoaccess.gov/cgi/t/text/textidx?c=ecfr&sid=23a33ea2db65c7bc2002858125f285e2&rgn=div8&view=text&node=29:1.1.1.1.41.3.73.18&idno=29

In Accordance with 29 CFR 99.200 Audit Requirements

Single Audit Act Requirements

Successful proposer(s) in receipt of Federal funds are subject to Federal audit requirements according to P.L. 98-502 "The Single Audit Act". Successful proposer(s) shall comply with OMB A-133 by contracting for A-133, or program audits as applicable. Upon completion, such audits shall be made available for public inspection and submitted to the Maricopa County Human Services Department for review within thirty (30) days of completion. Successful proposer(s) shall take corrective actions within six (6) months of the date of receipt of the reports. The Department shall consider sanctions as described in Section 17 of OMB A-128 for non-compliance with the audit requirements. Subcontractors may be required to comply with the Federal audit requirements.

Debt Collection & Audit Resolution

As the Contractor to this agreement, you must comply with P.L. 105-220 Sections 128, 133, and 184; 20 CFR Part 652, Subpart D,E and G; 20 CFR Part 667 Subparts D – H; 29 CFR Parts 95, 96, 97, and 99; OMB Circular A-21. As the Contractor to this agreement, you must comply with OMB Circular A-87, OMB Circular A-122, and OMB Circular A-133. As the Contractor to this agreement, you are required to adhere to Federal Acquisition Regulation 97-03 Part 31; DES Policies 1-47-01 and 1-47-08; and Workforce Investment Act Guidance Letters #04-06, #09-06 and #18-06.

Among the required controls specified in Title 20 CFR Section 667.500(a) (2) is the process for collecting debts. Title 20 CFR 667.410(a) states it is the responsibility of the Contractor, sub-grantee, sub-recipient and/or service provider to conduct regular oversight and monitoring of its WIA activities to determine whether expenditures made against the cost categories and within the cost limitations specified in WIA laws and regulations. Title 20 CFR 667.705 states:

The successful proposer(s) is responsible for all funds under the Agreement, and any agreements with subcontracts. Maricopa County will hold all direct recipients (Contractors) liable for all expenditures of funds.

CONTRACT REMEDIES

Disputes

Except as may otherwise be provided for in this Agreement, any dispute not involving a question of law arising during contract performance, that is not resolved between the Parties within a reasonable time, i.e. 120 working days, shall be submitted in accordance with the Department's contract disputes process.

Disputes must be filed with the Contract Administrator administering the Agreement, if one has been appointed, or if not with the County Procurement Officer, within ten (10) working days from the date the Contractor knew or should have known the basis of the dispute. The Contract Administrator or County Procurement Officer, as applicable, shall respond in writing to the dispute within fourteen (14) working days. The decision of the Contract Administrator shall be final and conclusive unless within seven (7) working days from the date of receipt of such a copy, a written notice of appeal is filed with the Director of Materials Management.

A written decision of the Director of Materials Management will be issued within thirty (30) calendar days from the date the notice of appeal was filed. The Director's decision is the final decision concerning the dispute, excepting where applicable State or Federal law or regulation specifies otherwise.

Pending a final decision of a dispute hereunder, the Contractor shall proceed diligently with the performance of this Agreement in accordance with the Contract Administrator's decision.

Sanctions and Corrective Actions

The Contractor agrees that the Department may, based upon applicable laws or regulations, impose corrective action on the Contractor up to and including sanctions of funding provided for in this agreement. The imposition of any corrective action plan or sanctions shall be at the discretion of the Department. Actions which may lead to the provisions of this section include (but are not limited to):

Failure to perform the required tasks and activities for which the funding are provided.
Failure to achieve the stated performance goals and objectives in section.
Failure to maintain appropriate fiscal and programmatic records in accordance with the terms of the Agreement.
Failure to submit the required fiscal and performance reports.

Default

The Director may recommend to the Board of Supervisors to suspend, terminate or modify the Agreement immediately upon written notice to Contractor in the event of nonperformance of stated objectives or other material breach of contractual obligations; or upon the occurrence of any event which would jeopardize the ability of the Contractor to perform any of its contractual obligations. The County reserves the right to have service provided by other than the Contractor if Contractor is unable or fails to provide required service with the specified time frame.

http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&sid=52e6cf50b2a3bd9e06ab9cddcb6b9e34&rgn=div8&view=text&node=29:1.1.1.1.43.2.80.1&idno=29

PATENT AND COPY RIGHTS

Copyrights

If the Agreement results in a book or other written material, the author is free to copyright the work, but Maricopa County reserves a royalty-free, nonexclusive, perpetual and irrevocable license to reproduce, publish, or otherwise use and to authorize other to use, all copyrighted material and all material which can be copyrighted resulting from the Agreement.

Patents

Any discovery or invention arising out of, or developed in the course of, work aided by this Agreement shall be promptly and fully reported to the Department for determination as to whether patent protection on such invention or discovery shall be sought and how the rights in the invention or discovery, including rights under any patent issued thereon, shall be disposed of and administered, in order to protect the public interest.

IN WITNESS WHERE OF, this Amendment #2 is executed on the date set forth below:

CONTRACTOR	MARCICOPA COUNTY
Yolanda Carrothers	R m molina
Name	Name
3/14/11	3-21-11
Date	Date

GOODWILL OF CENTRAL ARIZONA, 2626 W. BERYL AVENUE, PHOENIX, AZ 85021

PRICING SHEET: NIGP CODE 9186701

Terms:	NET 30
Vendor Number:	W000007221 X
Telephone Number:	602/254-2222
Fax Number:	602/416-6390
Contact Person:	Lisa Wilham
E-mail Address:	Lisa.Wilham@goodwillaz.org
Certificates of Insurance	Required
Contract Period:	To cover the period ending **June 30,** ~~2009~~ **2013.**