

**FY 2006  
SEARCH  
THE WORKSOURCE SCOPE OF SERVICES**

<b>Part I Operations Requirements</b>
---------------------------------------

**Section 1. Overview**

**A. Mission.** The Gulf Coast workforce system helps employers solve their workforce problems and residents build careers, so both can compete in the global economy.

**B. Purpose.** The purpose of this agreement is to define the relationship between the Contractor and The Gulf Coast Workforce Board, which includes the goals, responsibilities and obligations of the parties with respect to the operation of career offices and the services to be provided to residents of the Gulf Coast region.

**SEARCH will operate a demonstration local career office that provides service for all residents under The WorkSource franchise requirements and also offers a unique and innovative combination of family and individual support services for the homeless.**

The WorkSource career office network provides all area residents access to labor market information and services. Workforce services must be provided through a seamless delivery system emphasizing customer service, customer choice and integrated approach to service delivery in harmony with the Board's mission statement.

The WorkSource's service process and requirements for operations in career offices are described in a series of Standards & Guidelines, available at The WorkSource web site <http://www.theworksource.org/4contractor/operationalstandardsandguidelines.html>.

**C. Goals and Objectives.** The goal of career offices is to provide access to workforce services, including employment and employment-related training information to residents. Objectives include:

1. **Create community awareness** of The WorkSource and workforce services available at career offices by establishing a strong physical presence throughout the area to be served;
2. **Provide universal access** at the career offices to all individuals seeking labor market information, information on workforce development resources and services, and all other Basic Services as described in **The WorkSource Standards and Guidelines**;

3. **Provide access to timely, comprehensive labor market information**, including job openings, career and occupational information, current wage data, and skill requirements, to customers, both electronically and through the career offices;
4. **Offer a customer-oriented approach to service delivery** by identifying customer interests and needs and providing quality services to meet those interests and needs;
5. **Offer multiple access points for customers** to obtain information and services regardless of where or how customers contact The WorkSource workforce system;
6. **Provide Basic, Expanded, and Services requiring Financial Aid such as Education and Training** to The WorkSource customers seeking information and assistance, as appropriate and as prescribed by the laws and regulations governing the various funding streams; and,
7. **Integrate the delivery of all workforce services** in a manner that will provide customers with easy access to services requested or needed and permit seamless movement between services funded from various sources.

**D. Board Outcomes.** The Board has established five outcomes for the 13-county regional workforce system it oversees:

- More competitive employers
- A better-educated and skilled workforce
- More and better jobs
- Higher real incomes
- An ever improving return on the taxpayer's investment

The board has established performance measures and set baselines and targets for four of the five goals.

## **Section 2. Planned Staff Positions and Required Staffing Levels.**

**A.** This is a Research & Demonstration Project that is utilizing staff compensated by The WorkSource and staff compensated by a grant from the Department of Housing and Urban Development. The following staff will be performing duties in The WorkSource at Midtown:

- Greeter (funded by The WorkSource)
- Resource Room Specialist (funded by The WorkSource)
- Assoc. Vice President-Programs (funded by The WorkSource, HUD )
- Career Office Manager (funded by TheWorkSource)
- Supervisor to oversee ECs and PSRs (funded by HUD)
- 2 PSRs (1-WS; 1-HUD)
- Financial Aid Specialist (funded by The WorkSource)
- 2 Employment counselors (1-WS; 1-HUD)

- Testing/assessment specialist/Seminar Facilitator (funded by The WorkSource)
- Tracker (funded by The WorkSource)
- Licensed professional counselor (may provide service through subcontract) – there will be 1.5 available – one FTE funded thru The WorkSource and .5FTE funded thru Texas Department of State Health Services PATH grant.

**B. Required Staffing Levels.** Contractor will staff its operations by The WorkSource standards and guidelines and this agreement. Contractor agrees to maintain staffing levels in its Resident Services Division offices sufficient to provide services at those locations. Contractor may deploy staff or adjust staff levels among its various locations as it determines necessary to provide these services. The staffing chart is attached.

**C. Office Locations.**

Contractor operates one career office at the following location:

The WorkSource at Midtown – 2505 Fannin – Houston, Texas 77002

**D. Regional identity.** Contractor will work closely with H-GAC and other partners, including the Texas Workforce Commission (TWC) and the Texas Health and Human Services Commission (HHSC), to develop and promote the regional career office system. Contractor will use the regional career office name, "**The WorkSource**", to identify the career offices. Further requirements and information are contained in the Standards and Guidelines maintained by H-GAC for The WorkSource workforce system.

**E. System development.** Contractor will work with system partners by participating on the Regional Management Team and other workgroups. Contractor agrees to fully cooperate with the Board, H-GAC, the Employer Services Division, the Financial Aid Payment Office and other career office and research and development contractors to provide maximum benefit to customers.

**F. Hours of Operation.** The WorkSource career offices are open Monday through Friday from 8:00 a.m. to 5:00 p.m.

**G. National Workforce Institute.** Contractor must ensure that its employees, who provide services through The WorkSource, will receive training in a variety of courses offered through the Regional Training Institute.

New employees are required to take the course "An Orientation to The WorkSource." This overview of The WorkSource system is offered online only and must be completed within 30 days of the individual's hire date.

**Section 3. Services**

Contractor will provide services to residents in a multi-tiered approach that *includes basic services, expanded services, and services requiring financial aid*. Each level of service provides the customer with successively higher levels of assistance and resources, along with the expectation that the customer will either obtain or keep a job. The third level, financial aid for education, training and child care services, provides a higher level of support for customers who need additional resources. Contractor will adhere to the Board's Standards and Guidelines to provide these services.

In providing financial aid to customers, Contractor will determine customer eligibility for child care financial aid, education and training services and other work-related services.

Contractor will work closely with staff at the Financial Aid Payment Office to provide information on financial aid and eligibility requirements to the community. Printed materials such as parent handbooks which cover financial aid and flyers with information concerning suspected fraud and how to report it will also be made available. All contractors will work with Board staff to develop these materials.

Contractor is also responsible for:

- Placing families onto the wait list for child care financial aid
- Granting face-to-face interviews with customers as requested.
- Promoting customer use of COSS (automated system) linking to The WorkSource's web-site
- Determining and re-determining customer eligibility at least annually for all child care financial aid recipients expect when TANF cash assistance is certified for more than a year.

Contractor will educate customers on the full range of child care arrangements available to them. Contractor will also provide customers with information about other services available through The WorkSource.

Contractor is responsible for maintaining the automation system necessary for service delivery. H-GAC and contractor will jointly manage database software and hardware for CCSD and The WorkSource Financial Aid Communication Systems (FACS).

Contractor will work closely with board staff, Financial Aid Payment Office, research and development contractors and other system contractors (including match contributors which provide local resources to expand child care resources).

Contractor must also ensure that child care financial aid is available timely and that children are enrolled correctly.

#### **Section 4. Outplacement Services and Mass Recruitment**

Contractor may be required, at the discretion of H-GAC, to respond to situations involving plant closings or substantial layoffs in the region.

H-GAC may require that Contractor provide a variety of services including, but not limited to:

- orientation to available workforce services, job search assistance, workshops such as resume writing, stress management, debt financial management, and retraining services for workers affected by closings or substantial layoffs at certain employers or business sites.
- workforce or outplacement services to dislocated workers in cases in which the state of Texas rapid response system is active.
- responding to requests from employers to assist with their mass recruitment efforts. Services to these employers will include, but not be limited to: assistance to job applicants with work applications, screening job applicants for the employer,

### **Section 5. Accessibility**

- a. **Accessibility.** Contractor will arrange for and provide assistance to individuals with disabilities including but not limited to persons with visual and hearing impairments. Contractor will also ensure that the full range of services is available to persons who are not proficient in English. Enhancing accessibility to workforce services may include arranging for large print material or adaptive equipment which enlarges printed material, maintaining bilingual staff and providing other language translation services as needed and services to assist the hearing impaired such as those services offered through Relay Texas or through a sign language interpreter, when appropriate.
- b. **Itinerant visits.** Contractor will make itinerant visits to schools, homes, community based organizations, senior employment program sites operated under Title V of the Older Americans Act, and other locations, as necessary, for the purpose of providing services to customers. Other itinerant services may be scheduled during the period of this contract upon agreement between H-GAC and Contractor.
- c. **Facility requirements.** Contractor will locate in facilities that meet requirements of Section 504 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990, US Department of Labor Directorate of Civil Rights (DCR) regulations, Texas Accessibility Standards (TAS) of the Architectural Barriers Act, Article 9102, and Texas Civil Statutes effective April 1, 1994 regarding physical accessibility and program accessibility. All offices will be accessible to individuals with disabilities and must provide properly constructed restrooms and required parking access.

### **Section 6. Outreach and Recruitment**

**Marketing for Outreach and Recruitment.** Contractor will comply with The WorkSource Standards and Guidelines for Marketing.

## Section 7. Performance Standards/Outcomes

H-GAC will evaluate Contractor's performance using the following measures:

- a. Assessment and Employment Planning.** Contractor will follow the Standards and Guidelines – Uniform Procedures for assessment and employment planning. As stated in these procedures, employment plans must be completed in cooperation with the customer, must be entered in TWIST and updated whenever circumstances result in the need to change the plan.
- b. Eligibility Determination.** Contractor must ensure that eligibility determinations are made correctly and timely according to processes outlined in the Standards and Guidelines.
- c. Systems Integrity and Accountability.** Contractor must demonstrate its ability to abide by the terms of this contract, and the laws, regulations, guidelines, issuances, etc., provided by federal and state agencies and H-GAC for the provision of all workforce services under this contract, as indicated by the results of program monitoring and oversight.
- d. Office Sites.** Contractor will ensure all career offices remain open for services to customers throughout the term of this agreement. Staffing by Contractor at each and every career office will remain at no less than 90% of full, approved contract level.
- e. Office Certification.** Throughout the term of this contract, career office indicated in Section 1 will meet and/or maintain the certification requirements established by H-GAC and TWC.
- f. Expenditure Rates.** Contractor must meet expenditure rate requirements detailed in the Contract Management Policies and Procedures included as part of this agreement.
- g. Financial Systems Integrity and Accountability.** Contractor must demonstrate its ability to abide by the terms of this contract, and the laws, regulations, OMB circulars, Governor's Uniform Grant Management Standards, TWC Financial Manual for Grants and Contracts, Generally Accepted Accounting Principles, and any other applicable standards, as indicated by the results of financial monitoring and the audit of Contractor's operations.
- h. Performance Requirements.** Contractor will carry out its work in accordance with The WorkSource's Standards and Guidelines and will meet or exceed the numerical goals listed on page 1 of the Contract Performance Measures Chart. If Contractor does not meet one or several of these goals, H-GAC will place Contractor on corrective action or sanction Contractor as appropriate. H-GAC may terminate this contract if Contractor fails to meet numerical goals.

Contractor will establish internal office targets for each of the numerical goals listed on page 1 of the Contract Performance Measures chart and provide H-GAC with a list and description of those internal targets by no later than November 30, 2005. Contractor will notify H-GAC of any changes in these internal targets as they may occur during the contract period.

During the contract year, H-GAC will add additional numerical goals to required contract performance. These additional goals come from the pending measures on page 2 of the Contract Performance Measures chart.

H-GAC will track and report performance on all indicators shown on page 3 of the Contract Performance Measures chart. H-GAC may add other indicators to this list during the contract year. H-GAC may require corrective action if Contractor fails to reasonably meet expected levels for these indicators.

### **Section 8. Coordination.**

Contractor will work closely with all H-GAC's other workforce contractors throughout the region to provide customers with the broadest range of high-quality services. Contractor agrees to fully cooperate with the Board, H-GAC, and other contractors for career office operations and for various special projects and to accommodate each other's work and activities related to the implementation of workforce services in the region in order to provide maximum benefit to customers of the workforce system.

**Research and Development Projects.** Contractor will cooperate with other Research and Development projects as required by H-GAC for the purpose of expanding The WorkSource's capacity for serving customers.

Research and Development projects will work within the design of The WorkSource's process to provide enhanced services to customers.

Contractor may be required to provide resources for other research and development contract staff during the contract period.

## **Part 2. Technical and Programmatic Requirements**

### **Section 1. Administration**

The administrative offices for Contractor are located at 2505 Fannin, Houston, 77002. The principal contact for this contract is Sandy Reese-Kessler, Executive Director. Other organization contacts include Ina Montgomery, Finance Director and Kate Lyons, Associate Vice President: Programs.

### **Section 2. Funding Sources**

Contractor operates The WorkSource career office listed above using state and federal

funds available in this contract through the U.S. Department of Labor, U.S. Department of Health and Human Services, U.S. Department of Agriculture funding streams -- including the Workforce Investment Act, Employment Service, the Unemployment Insurance system, Veterans Employment and Training, the Trade Adjustment Assistance Act, Food Stamp Employment & Training program, TANF Choices, Child Care and Development Fund, and funds through the State of Texas.

### **Section 3. Administration costs**

Contractor's costs properly charged to the administrative cost classification or category, as defined in the law and regulations implementing services in any of the funding streams, may not exceed the amount agreed upon for administration.

### **Section 4. Memoranda of Understanding**

Copies of existing Memoranda of Understanding must be submitted to the Contract Liaison within 30 days of this agreement. Future copies of Memoranda of Understanding established for the purpose of providing services or resources through The WorkSource must be approved by H-GAC prior to execution.

### **Section 5. Match Requirement**

Contractor must demonstrate matching funds and resources make-up at least 30% of the total project cost. Contractor is responsible for submitting a quarterly report to the assigned contract liaison that provides details regarding the source of the match, the type of match and the dollar amount of the match. **Reports are due on 12/31/05; 3/31/05, 6/30/05 and 9/30/05.**

### **Section 6. Attachments**

- Contract Performance Measures
- Budget Summary
- Funding Summary
- Required Staff Positions and Staffing Levels
- H-GAC The WorkSource Contract Management Policies and Procedures

## Contract Performance Measures SEARCH

TRACKED MEASURES AND OTHER INDICATORS	TRACKED MEASURES AND OTHER INDICATORS	Targets
	Job Openings Filled	52,000
	Priority Market Share	1,450
	Total Entered Employment	63%
	Total Employment Retention	80%
	WIA YY Retention	65%
	WIA Adult Earnings Change	\$3,350
	WIA DW Earnings Change	-\$700
	WIA Older Youth Earnings Change	\$3,100
	Total Education Achievement	75%
	YY Skill Attainment Rate	86%
	UI Claimant Reemployment Rate	58%
	Placement of Registered Claimants Within 10 Weeks	TBD
	Average Number of Children Served per Day	24,681
	Choices Participation Rate	55%
	Choices Customers Meeting Participation Requirements, with Good Cause, Serving a Penalty or Penalty Initiated	90%
	Enhanced Service Entered Employment	Blended from Rates Below
	RIO Entered Employment	65%
	Food Stamp Entered Employment	80%
	Choices Entered Employment	74%
WIA Adult/DW Entered Employment	88%	
ES Entered Employment	62%	

## Contract Performance Measures SEARCH

		Targets	
Board Goal	Board Measures	System	SEARCH
<b>More Competitive Employers</b>	Revenue Per Employee - Percent of "Significant" Employer Customers experiencing and increase in revenue of at least 10%	20.5%	
	Market Share	21,000	
	Customer Loyalty	5,500	
<b>More and Better Jobs</b>	customers employed in the 1st Qtr After Exit	170,000	2,517
	customers, unemployed at entrance, employed in the 1st Qtr After Exit	167,000	2,472
	customers directly placed	52,000	408
	Number of customers employed in 2nd and 3rd quarters after exit	205,000	3,035
<b>Higher Incomes</b>	Exiters with Earnings Gains of at least 10%	113,000	1,673
	Exiters employed in the 1st Qtr After Exit with Earnings Gains	151,000	2,236
<b>A Better Educated Workforce</b>	customers pursuing Education Credential that achieve one	3,030	45
	age 14-18 customers receiving HS diploma	400	6
	customers enrolled in post-secondary who earn certificate/degree	2,600	38
	customers who earn post-secondary certificate/degree in fields preparing for jobs in high-skill occupations	1,500	22

**ATTACHMENT A-2.1**  
**H-GAC FINANCIAL REPORT FORM**  
**FUNDING SUMMARY AND TRACK OF AMENDMENTS**  
 Contract Period - October 1, 2005 to September 30, 2006

Contractor: Search Contract Number 204-06  
 Original Contract Date: 10/1/2005

	WIA Admin CFDA # 17.268, 17.259, 17.260	WIA Adult CFDA 17.258	WIA Youth (In School) CFDA 17.259	WIA Youth (Out School) CFDA 17.259	WIA Dislocated Worker CFDA 17.260	WIA Statewide Alternatives CFDA 17.268	WIA NEG Katrina CFDA 17.260	Food Stamp CFDA 10.561	TANF Choices CFDA 98.588	Child Care Transition CFDA 93.579/93.596	WP ES Current Year Funds CFDA 17.207	WP ES Prior Year Funds CFDA 17.207	Project RIO (NO CFDA 3, STATE APPROPRIATI ON)
Administration	\$35,597	\$25,234	\$21,543	\$63,086	\$82,011	\$6,309	\$2,400	\$1,262	\$6,070	\$-	\$631	\$-	\$-
Direct Services	\$615,260	\$227,109	\$21,543	\$63,086	\$82,011	\$6,309	\$7,600	\$23,972	\$115,336	\$-	\$11,986	\$-	\$6,308
<b>Total Funds</b>	<b>\$650,857</b>	<b>\$227,109</b>	<b>\$21,543</b>	<b>\$63,086</b>	<b>\$82,011</b>	<b>\$6,309</b>	<b>\$60,000</b>	<b>\$25,234</b>	<b>\$121,406</b>	<b>\$-</b>	<b>\$12,617</b>	<b>\$-</b>	<b>\$6,308</b>

**Amendment 1** Date: \_\_\_\_\_

	WIA Admin	WIA Adult	WIA Youth (In School)	WIA Youth (Out School)	WIA Dislocated Worker	WIA Statewide Alternatives	WIA NEG Katrina	Food Stamp	TANF Choices	Child Care	WP ES Current	WP ES Prior	Project RIO
Total													Project RIO
Administration	\$0												
Direct Services	\$0												
Total Funds	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

**Amendment 2** Date: \_\_\_\_\_

	WIA Admin	WIA Adult	WIA Youth (In School)	WIA Youth (Out School)	WIA Dislocated Worker	WIA Statewide Alternatives	WIA NEG Katrina	Food Stamp	TANF Choices	Child Care	WP ES Current	WP ES Prior	Project RIO
Total													Project RIO
Administration	\$0												
Direct Services	\$0												
Total Funds	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

**Amendment 3** Date: \_\_\_\_\_

	WIA Admin	WIA Adult	WIA Youth (In School)	WIA Youth (Out School)	WIA Dislocated Worker	WIA Statewide Alternatives	WIA NEG Katrina	Food Stamp	TANF Choices	Child Care	WP ES Current	WP ES Prior	Project RIO
Total													Project RIO
Administration	\$0												
Direct Services	\$0												
Total Funds	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

**Amendment 4** Date: \_\_\_\_\_

	WIA Admin	WIA Adult	WIA Youth (In School)	WIA Youth (Out School)	WIA Dislocated Worker	WIA Statewide Alternatives	WIA NEG Katrina	Food Stamp	TANF Choices	Child Care	WP ES Current	WP ES Prior	Project RIO
Total													Project RIO
Administration	\$0												
Direct Services	\$0												
Total Funds	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

**TOTALS ALL AMENDMENTS COMBINED**

	WIA Admin	WIA Adult	WIA Youth (In School)	WIA Youth (Out School)	WIA Dislocated Worker	WIA Statewide Alternatives	WIA NEG Katrina	Food Stamp	TANF Choices	Child Care	WP ES Current	WP ES Prior	Project RIO
Total	\$35,597	\$25,234	\$21,543	\$63,086	\$82,011	\$6,309	\$2,400	\$1,262	\$6,070	\$-	\$631	\$-	\$-
Administration	\$35,597	\$25,234	\$21,543	\$63,086	\$82,011	\$6,309	\$2,400	\$1,262	\$6,070	\$-	\$631	\$-	\$-
Direct Services	\$615,260	\$227,109	\$21,543	\$63,086	\$82,011	\$6,309	\$7,600	\$23,972	\$115,336	\$-	\$11,986	\$-	\$6,308
<b>Total Funds *</b>	<b>\$650,857</b>	<b>\$227,109</b>	<b>\$21,543</b>	<b>\$63,086</b>	<b>\$82,011</b>	<b>\$6,309</b>	<b>\$60,000</b>	<b>\$25,234</b>	<b>\$121,406</b>	<b>\$-</b>	<b>\$12,617</b>	<b>\$-</b>	<b>\$6,308</b>

\* Total in Shaded Box Must Equal Total Contract Value

**CONTRACT EXPENDITURE REQUIREMENTS**

**20% BY DECEMBER 2005** 1,261.80 5,046.80 24,281.20 2,523.40 1,261.60

**70% BY JUNE 2006** 4,416.30 17,663.80 84,984.20 8,831.90 4,415.60