

**California Human Development Corporation
Amendment Number 1**

to the Agreement to Provide

ONE-STOP OPERATOR SERVICES

Funding Amount: **\$434,000**

Term: 11/01/2019 to 06/30/2021

Agreement Number: ET-CHD-1STOPOP-1921

Funding Source: Workforce Innovation & Opportunity Act (WIOA)

Adult Formula Grant and Dislocated Worker Formula Grant

CFDA #s: 17.258 and 17.278

This Amendment Number 1 ("Amendment"), is by and between the County of Sonoma, a political subdivision of the State of California (hereinafter "County"), and California Human Development Corporation, a California non-profit corporation (hereinafter "Contractor").

As provided by Article 13.7., Merger, the parties hereby evidence their intent and desire to amend the Agreement. The parties mutually desire to amend said Agreement to make the following changes:

1. Revise Article 2., Payment, to increase the Agreement amount by One Hundred Thousand Dollars (\$100,000), for a new contract total of Four Hundred Thirty-Four Thousand Dollars (\$434,000);
2. Replace Exhibit A: Scope of Work to provide for expanded Navigation Services; and
3. Replace Article 9, Budget in Exhibit B: Fiscal Provisions/Budget.

RECITALS

WHEREAS, County and Contractor entered into that certain Agreement, dated November 1, 2019, for One Stop Operator Services; and

WHEREAS, County and Contractor desire to amend the Agreement to increase funding to provide for expanded Navigation Services; and

NOW, THEREFORE, the parties hereto are desirous of modifying the Agreement in accordance with the terms and conditions set forth herein and hereto agree as follows:

SPECIFIC PROVISIONS

2. **Payment.**

For all services and incidental costs required hereunder, Contractor shall be paid on a cost reimbursement basis in accordance with the budget set forth in "Exhibit B: Fiscal Provisions/Budget" (hereinafter "Exhibit B"), attached hereto and incorporated herein by this reference. Contractor shall be paid an amount not to exceed Four Hundred Thirty-Four Thousand Dollars (\$434,000.00), without the prior written approval of County. Expenses not expressly authorized by the Agreement shall not be reimbursed.

Unless otherwise noted in this agreement, payments shall be made within the normal course of county business after presentation of an invoice in a form approved by the

County for services performed. Payments shall be made only upon the satisfactory completion of the services as determined by the County.

Exhibit A: Scope of Work

A. Role of the One Stop Operator

The role of the One-Stop Operator is equivalent to a managing partner. In this role, the Operator will be responsible for ensuring a seamless delivery of services from all partners. Certain workforce services are integrated into the framework of the one-stop service delivery system and are provided through partner agencies under various funding sources.

This workforce system is characterized by three critical hallmarks of excellence:

1. The needs of business and workers drive workforce solutions.
2. One Stop centers provide excellent customer service to jobseekers and employers and focus on continuous improvement.
3. The workforce system supports strong regional economies and plays an active role in community and workforce development.

The One-Stop Operator's job description has been defined as:

- Coordination of service delivery among partners and service providers.
- Ensure universal access to career and training services offered by AJCC partners.
- Act as a liaison to WIB, partner, and affiliate AJCC staff, the community and employers for the Workforce System.
- Market the AJCC System and its services.
- Ensure each One Stop partner abides by their MOU Scope Work.
- Recruit additional partners.
- Facilitate the sharing and maintenance of data.
- Create continuous improvements methods reflective of the ETA's Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA) as outlined in Training and Employment Guidance Letter (TEGL) 4-15.
- Create and maintain a Resource Guide.
- Assure compliance with state and Local Board certification criteria which is essential for receipt of infrastructure funding.
- Work to enhance Workforce Investment Board (WIB) initiatives.

B. Service Model

The OSO will be expected to continue to develop and enhance the workforce development system by focusing on a fully coordinated and integrated customer service strategy. The goal is to create a "single-point of contact" model that is market driven and offers value-added services to our employer and job seeker customers.

The focus of services will be driven by four (4) key points:

- Providing exceptional customer service.
- Meeting the needs of businesses and job seekers.
- Program integration to provide seamless access, increase service accessibility, leverage resources.
- Accountability.

This model requires collaboration – people coming in the doors are “shared customers” of the American Job Center partners. The intent is to have an integrated customer service team that supports the customer flow, with staff from different programs working together to complete the work. Services and staff resources should not be separated in silos by funding stream or program.

C. Duties and Specific Tasks

The One Stop Operator will be responsible for the following:

1. Community/Partner Relations and System Development

- a. Establish and maintain key relationships with all workforce partners, whether onsite, offsite, or at the Affiliate AJCC.
- b. Coordinate with partners to implement quality and continuous improvement principles within the system and in accordance with the Hallmarks of Excellence, including streamlining services and minimizing duplication.
- c. Facilitate capacity building within the system and with partner agencies.
- d. Promote adoption of creative and innovative methods and best practices in the delivery of the required services, with particular focus on co-enrollment opportunities.
- e. Support the development of new initiatives responsive to the needs of the workforce and businesses, including working with partners in the development of in-demand accelerated training opportunities.
- f. Develop workforce development activities responsive to AJCC System business needs assessment.
- g. Promote workforce programs within the community concerning the workforce system services.
- h. Implement new and innovative methods to serve customers with barriers to employment including ex-offenders, homeless individuals, veterans, and individuals with disabilities.
- i. Provide outreach across the community, including other Human Services and County of Sonoma Departments, including distributing brochures; presenting on services available at the AJCC; and representing the AJCC system at meetings.
- j. Coordinate the development and implementation of a formal referral process for services using a universal intake and referral form within and outside of

the One Stop; including minimum standards for referral, follow-up requirements, and electronic documentation of referral outcomes.

- k. Ensure AJCC partners are providing services as outlined in their Memorandum of Understanding (MOU).
- l. Coordinate access to virtual resources at appropriate partner locations and other points throughout the communities such as libraries that strengthen accessibility to services.
- m. Provide data, information, and analysis of appropriate labor market data to local partners.
- n. Coordinate and facilitate monthly One Stop Partner meetings that bring together the workforce system in the spirit of collaboration and coordinated activities and services. Topics should include operations; service referrals; information sharing, including labor market data; training opportunities, including cross training, among others.
- o. Through consensus at One Stop Partner meetings, establish regular method of communications will all partners and front-line staff.
- p. Coordinate partner staff training and development to ensure the ability to adequately perform assigned roles and the functional knowledge of the policies, procedures and specific characteristics of all co-located partner programs, including the development of marketing materials and/or educational tools.
- q. Create and maintain an online Resource Guide of relevant sources of assistance in the community to be used by One Stop staff, jobseekers, and partners.
- r. Ensure full implementation of the Federal, State, and local branding standards.
- s. In collaboration with One Stop Partners and the WIB, recommend policy changes and activities to ensure continuous improvement.
- t. Resolve disputes regarding service delivery with appropriate partner program supervisor/manager.
- u. Represent the AJCC system at relevant meetings, including the Violence Prevention Partnership, DOR Competitive Integrated Employment initiative, among others.
- v. In partnership with WIB Analyst, assist in the development, writing, and execution of the One Stop Partners Memoranda of Understanding (MOU). WIB Analyst will take the lead on negotiating the terms of the MOU.
- w. Collect and report on shared costs within the One Stop, in partnership with WIB Analyst.
- x. Ensure non-discrimination as to assure customers' have an equal opportunity to access programs and services administered by the WIB. No

individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with programs on the basis of race, color, religion, sex, national origin, disability, age, political affiliation, marital status, and/or sexual orientation, and each customer shall have such rights as are available under any federal, state, or local law prohibiting discrimination.

y. Workshop Facilitation

- i. Work with One Stop Partners to assist with the development and delivery of job search related workshops at the AJCC and additional offsite locations, including partner agencies and libraries. Topics may include Resume Writing, Interviewing, Job Search, Cover Letters, Social Media, Self-Assessment, Basic Computer Skills for Job Search, and additional workshops as needed.

2. WIB Collaboration and Compliance

- a. Implement WIB strategic priorities and policy directives.
- b. Assist Board's outreach efforts and event coordination on behalf of the WIB.
- c. Serve as a community liaison to represent the goodwill of the AJCC System.
- d. Advise and assist the Board on all items relevant to the AJCC System, as required by WIOA.
- e. Notify the WIB of any service or resource needs.
- f. Represent the AJCC system at WIB meetings.
- g. Perform continuous improvement activities to achieve high level service quality and exceptional customer service in line with the Hallmarks of Excellence.
- h. Meet regularly with WIB Director and WIB Analyst.

3. Employer Connection

- a. Retain, support, and establish relationships and networks with large and small employers and their intermediaries.
- b. Increase the number of employers participating in the workforce development network.

4. One Stop Certification

- a. Take the lead on the biennial AJCC Certification self-assessment process.
- b. Support the biennial Affiliate AJCC Certification self-assessment process.

5. Equal Opportunity Monitoring

Take the lead on the annual Equal Opportunity monitoring and site visit, in partnership with HSD Compliance Officer.

6. Online Presence

Maintain social media accounts and website, including up to date partner information and calendar of partner workforce events.

7. Navigation

Provide One Stop Navigator(s), whose duties will include welcoming, registering, orienting and ensuring new and returning customers are supported and directed appropriately. Contractor will provide adequate back up so that Navigation services are consistently available.

- a. Expanded Navigation Services. Contractor will expand navigation services with the goal of increasing Job Link's virtual reach across Sonoma County, as follows:
 - 1) Hire four Navigators: three will provide universal services in Job Link Satellites in areas such as Sonoma Valley, West County, North County or others sites as they are identified and one will assist staff and clients at Job Link.
 - 2) Identify opportunities to co-locate off-site Navigators at libraries, adult schools, La Luz or other similar venues.
 - 3) Increase the number of on-line workshops/services that clients can participate in remotely by creating the following:
 - Job Search 101
 - Self-assessment
 - Networking in a virtual world
 - How do to an informational interview
- b. Navigators placed out in satellites, under the guidance of the One Stop Operator, will assess client needs, connect them to the appropriate services, and assist them with connecting virtually to Job Link services and registration in CalJOBS, the completion of paperwork needed for enrollment, and for other WIOA Basic Services activities such as providing workshops, assisting with resume reviews, job search, applying for supportive services, and referring clients to other services such as Adult Education.
- c. Utilize the AJCC Tracking Spreadsheet to track how many clients have been served.
- d. Create effective local safety nets that would reduce the need for clients to travel to Santa Rosa for employment/social services needed by them.
- e. Rotate through to begin with a few days at Job Link and a few days at co-location as part of Navigator training.
- f. Provide off-site Navigators Laptops and hot spots for connectivity purposes.
- g. Hold monthly meetings led by OSO and/or the Director of Workforce Development Division.

- h. Coordinate with Web page designer to provide a platform to work well on mobile devices, and:
 - 1) Create a user-friendly page with more graphics, larger font size, easier navigation and the ability to embed videos if feasible.
 - 2) Provide information and navigation for Basic Job Link Services
 - Partners and referrals
 - Resources
 - Career Focused Virtual Workshops
 - Zoom or other teaching platform
 - CalJOBS
 - 3) Provide information and navigation for Individualized Services (WIOA)
 - Counselor of the Day (COD)
 - Training
 - Supportive Services
 - 4) Provide materials/information to be placed on the Web Page
- 8. Oversight of Day to Day Operations
 - a. Assure that basic services are available and operable: technology, resource equipment, phones, and interpretive devices.
 - b. Track staffing and office use by partners in an effort to calculate partners' share of infrastructure costs.
 - c. Coordinate scheduling and staffing for eligibility appointments, workshops, and navigation.
 - d. Appropriately escalate any disagreements between partners that cannot be resolved to their respective program supervisors/managers.
 - e. Address grievances from customers, following appropriate protocols.
 - f. Solicit and respond to customer feedback.
 - g. Develop and implement safety and emergency protocols in partnership with E&T safety coordinator.
 - h. Maintain physical space, including job or resource boards and digital signage. This includes setting up for hiring events, job fairs, and workshops.
 - i. Ensure staffing is available to maintain operations, including Navigator, Computer Lab Tech, and Workshop Facilitators.
- 9. Quarterly Reporting

Assist with the development and distribution of a system-wide quarterly report that accurately reflects and measures:

- a. Partner activity, specifically referrals or on-site related activities.
- b. AJCC traffic, specifically overall usage and service specific information.
- c. Co-enrollment between partner programs.
- d. Success stories.
- e. Referrals to partner agencies and outcomes.
- f. Customer satisfaction.

Exhibit B: Fiscal Provisions

9. Budget.

Item No.	Line Item Description	Amount
1	Staff Salaries	289,117
2	Staff Benefits	80,953
3	Rental / Lease of Facility	
4	Utilities / Building Maintenance	
5	Telephone / Communications	3,240
6	Insurance Expense	
7	Equipment Rental / Lease / Maintenance	
8	Office Supplies / Expenses	1,634
9	Books / Educational Materials	1,500
10	Staff Mileage / Travel	1,800
11	Staff Training / Conferences	4,000
12	Other:	
13	Other:	
14	Subcontractors and Services	
15	Indirect Costs @ 13.54%	51,756
PROGRAM BUDGET TOTALS:		\$434,000

Except as expressly modified in this Amendment, the terms and conditions of Agreement Number ET-CHD-1STOPOP-1921 shall remain in full force.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment to be fully executed by their authorized representatives.

This Amendment shall be effective on and as of the date of the last signature.

CONTRACTOR
California Human Development Corporation

COUNTY OF SONOMA

By: Thomas Stuebner
Name: Thomas Stuebner
Title: Chief Executive Officer
Date: 01/25/2021

By: _____
Name: Angela Struckmann
Title: Director, Human Services
Department
Date: _____

APPROVED AS TO SUBSTANCE FOR
COUNTY

By: Katherine Greaves
Name: Katherine Greaves
Title: Director,
Employment & Training Division

☐ EXEMPT FROM COUNTY COUNSEL
REVIEW

APPROVED AS TO FORM FOR COUNTY
By: Adam Radtke, Deputy
County Counsel

☒ CERTIFICATES OF INSURANCE ON FILE
WITH COUNTY
☐ INSURANCE REQUIREMENT CHANGES
APPROVED, WAIVED, OR EXEMPTED
BY RISK MANAGEMENT

By: Cristin Tuider