

Job Search Assistance

Scope of Work

The vendor will provide resume writing assistance to 1000 individuals during the period July 1, 2001 to June 30, 2002. Such assistance will be provided by vendor staff on-site at each of three One-Stop locations: 33 Elm Street, 70 Park Street, and 225 Main Street. Such assistance includes initial review of individual's previous resume (if any), providing the individual with general principles of resume writing; showing the individual how to use the resume writing software available on-site at each of the centers, and reviewing the individual's subsequent resume attempts.

The vendor will also provide 96 half-day job search skills workshops during the contract period listed above. Each workshop shall have at least five (5) participants, and may have as many as twenty (20). The workshops will be conducted at the three one-stop locations listed above. While the overall curriculum for the workshops is the responsibility of the vendor, the following topics shall be covered at each workshop:

- Interest inventory
- Skill assessment
- Job Search Techniques:
 - Internet
 - Networking
 - Job fairs
- Small business opportunities

Facilities, and equipment including resume writing software will be provided for the vendor at each One-stop site. For the two activities described above, the vendor shall provide at least two (2) full time job search technicians at each one-stop site. The vendor is responsible for providing the trainer and training materials for each of the 96 job search skills workshops.

One-Stop Operator

Scope of Work

The term of this contract is two (2) years. The vendor shall be responsible for the coordination and scheduling of services provided by multiple programs within each one-stop, and ensuring universal service provision and appropriate customer flow. These contract funds shall not be utilized for actual direct service provision. However, the vendor shall ensure the achievement of the following target levels of performance for WIA adult and dislocated worker services:

Adults		Dislocated Workers	
Entered Employment	70%	Entered Employment	74%
Job Retention	78%	Job Retention	80%
Earnings Change	2300	Earnings Replacement	89%
Credential Attainment	50%	Credential Attainment	50%

The vendor shall ensure that the 3 one-stop sites (33 Elm Street, 70 Park Street, and 225 Main Street) shall provide 4000 individuals with core services, 2000 individuals with intensive services, and 600 individuals with ITA funds annually.

The vendor shall be responsible for the continuous improvement of services at the three sites and developing the management tools for monitoring those improvements. The vendor shall also be responsible for ensuring that the services through the one-stops (both on and off site) are appropriately tracked and reported in the systems of record for each program. The vendor is responsible for providing the facilities and equipment necessary to carry-out the above responsibilities. The vendor shall provide one (1) full time one-stop director responsible for the overall operation of the 3 one-stop sites.

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Case Management Services

Scope of Work

The vendor shall provide integrated case management for services provided under the workforce investment and TANF employment assistance programs. Case management services shall be provided to 2000 individuals annually. Such case management services will include the following activities:

- Development of an individual development plan, including the establishment of individual development goals with target dates
- Appropriate referral of individuals to services provided at or through the three one-stop locations (33 Elm Street, 70 Park Street, and 225 Main Street)
- Timely tracking and follow-up of individuals' progress in the service sequence established for the individual, and providing as-needed coaching and counseling
- Timely recording the individual's progress (including any positive outcomes) in the case-management tracking system

Facilities, equipment, and access to the case-management operating system will be provided for the vendor at each One-stop site. The vendor will provide a minimum of three full-time case managers at each One-stop site.

Vocational Assessment and Counseling Services

The vendor shall provide vocational assessment and counseling, both for customers seeking/requiring training and those who may not require training but may require other vocationally oriented services. These services shall be provided for the period July 1, 2001 to June 30, 2002. A combined total for the 3 sites of 2500 individuals are to be counseled/assessed at the three one-stop sites (33 Elm Street, 70 Park Street, and 225 Main Street). Services to be provided include at a minimum:

- In-depth interest inventory (Strong-Campbell, or similar)
- In-depth assessment of current skills (using well-recognized testing instruments)
- Guided vocational exploration (as necessary)
- Identification of appropriate vocational options
- Vocational plan (including linkage to other job-related services the individual may access through the one-stop)

Facilities, and equipment will be provided for the vendor at each One-stop site. The vendor shall provide at least two (2) full time job counselors at each one-stop site. The vendor shall also supply any software and testing materials necessary to fulfill the contract requirements. The counselors shall be responsible for the timely data entry into the client case management system of the record of assessment and counseling services provided by the counselors.

Instructions for Developing Contract Monitoring Plan

Develop a monitoring plan based on the measures and activity priorities you developed earlier.

1. Add or change measures as necessary.
2. Describe how you will use desk review and site visits to make effective use of resources in monitoring this contract.
3. Describe any and all linkages between the desk review and site visit activities.
4. Describe how your monitoring plan will contribute to/support continuous improvement of activities covered in this contract.
5. Identify any features of the contract or activities covered that made it difficult to build an adequate monitoring plan.