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SOUTHWEST WASHINGTON

## **Southwest WDA One-Stop Youth Center**

**Contract with Career TEAM, LLC**

**Effective July 1, 2023 – June 30, 2024**

### **Statement of Work**

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#### **Program Overview**

This funding will support the Subrecipient to lead a team who will continue the work of a broad youth vision that elevates the integrated service delivery system and local approach typified in “Next,” Southwest Washington’s youth workforce model. Next integrates education, training, and career services to help young adults get set to succeed in work and life. Next is a physical place located in Clark, Cowlitz, and Wahkiakum counties, as well as a brand and a philosophy of collaboration.

Subrecipient will work with Next’s functional leadership team, and the entire consortium, to ensure that staff are prepared to support Opportunity Youth in Southwest Washington for post-secondary and career success.

#### **Staff Training**

The Subrecipient agrees to participate in education and training for Next staff to widen and deepen their understanding of, and ability to identify and eliminate, implicit bias within policies, processes, and practices, because structural inequities and implicit bias adversely impact all young people, both those from non-dominant as well as dominant populations in the region. The intention of this work is to respond compassionately and effectively to diverse youth of Southwest Washington while also growing the capacity of the Subrecipient and community partners to offer welcoming, caring, and culturally responsive services and resources.

Subrecipient will complete, as guided by the functional leadership team, a minimum of: three staff development trainings covering topics including trauma informed care, diversity, equity, and inclusion; and three staff development trainings covering conflict resolution. Other educational topics and competencies relevant to the mission of Next and the populations served at the center should be ongoingly performed.

#### **Functional Leadership**

Next is fundamentally an ongoing collaborative project between numerous partners working to create exceptional outcomes for Opportunity Youth. The functional leadership team is defined as the Next Director, with support from the Next Office Coordinator and Next Outreach Specialist. The Next Director is empowered and given responsibility through partner directors to lead the Next consortium in all counties, ensuring open and effective communication between the agencies, determining best practices of agency collaboration, and driving the expansion of the Next consortium in tandem with Workforce Southwest Washington.



### **Staffing**

It is the responsibility of the Subrecipient to hire and train Job Coaches in coordination with the Next functional leadership team. Subrecipient will need to work with Next's functional leadership team to ensure that Next is appropriately staffed to provide services to youth.

### **GED**

Next is required to provide access to General Education Development (GED) programming. It is the responsibility of the Subrecipient to collaborate with the functional leadership team to ensure that youth enrolled in services at Next have access to services and programs that meaningfully advance their educational goals.

Additionally, Next should remain a GED testing center through Pearson VUE. The Subrecipient is expected to work with the functional leadership team to ensure that this testing center follows all requirements and offers testing on a minimum weekly basis to Next participants. At the functional leadership team's discretion, some Subrecipient staff may need to be trained to proctor GED tests.

### **Next Champions Council**

The Next Champions Council (NCC) is the board committee for Next, providing community and agency feedback and guidance for the center's programming and growth. The Next Director serves as the lead of the NCC. Subrecipient is required to attend the NCC meetings and must send a proxy if unable to attend.

### **Next Gen Leadership Council**

The Next Gen Leadership Council is intended to give a voice to Opportunity Youth utilizing the center and empower Opportunity Youth to take a greater role in guiding the center's offerings. The overall size of Next Gen is to be determined by the functional leadership team. Any Next Opportunity Youth enrolled in any co-located program may apply to serve on Next Gen. The Subrecipient will coordinate Next Gen as determined by the Next Director.

### **Triage Services**

Triage services are critical services that set the tone for each participant's visit. The Subrecipient will work with the Next functional leadership team to ensure staff deliver the full range of services needed to help participants obtain and retain employment. Next staff will need to provide resources that include, but are not limited to:

- A warm welcome to participants entering Next.
- An orientation to Next, and referring participants to services, workshops, and general labor market information.
- Initial assessment of the participant's skills, education, and career objectives to determine the participant's needs and next steps.



- Assistance navigating the WorkSourceWA.com website to access job search tools and resources, career opportunities, building a resume, learning about occupations in demand, and researching training opportunities.
- Assistance with job searching, navigating LinkedIn Learning, resume critiques, mock interviews, completing online applications and employment referrals.
- Referrals to job fairs, hiring events, and informational events and instructions on how to register.
- Career training information and referrals to appropriate programs

### **Sector Alignment**

The Subrecipient's program activities will be aligned with the region's sector plan goals for the high growth and high demand sectors of healthcare, manufacturing, construction, technology, and the additional "First Jobs" category. This will occur by infusing emphasis on preparing for targeted sector employment throughout the service delivery process. Subrecipient will track and report results as needed to the Next Director. The results will be shared to identify work experience and other program activities with businesses recruited.

### **Eligibility Determination and Priority Requirements**

Individualized career services require eligibility determination and registration into the WIOA Title I OSY Program. The Subrecipient will work with the functional leadership team to ensure staff can conduct an intake. More information can be found on WSW's website, in [Eligibility Guidelines and Documentation Requirements Policy #3028](#) and [Attachment A - Eligibility Policy Handbook](#).

### **Objective Assessment**

To be enrolled in the WIOA Title I OSY program, participants must receive an objective assessment. The objective assessment is an important tool used to gather information about the participant's basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, developmental needs, and strengths. The Subrecipient will work with the functional leadership team to ensure staff use this information to identify the appropriate combination of services the participant needs to work towards a career pathway to develop an Individual Service Strategy (ISS). The objective assessment should be an ongoing process to enable the Subrecipient to evaluate how effective services are in meeting needs and ensuring flexibility in adapting service delivery strategies to youth's needs and employment goals.

### **Individual Service Strategy (ISS) Plan**

The ISS begins with an interactive discussion between the participant and Subrecipient, resulting in a mutually developed plan. The Subrecipient will work with the functional leadership team to ensure staff complete an ISS for each eligible participant based on the results of an objective assessment. More information can be found on WSW's website, in the [Training Policy Handbook](#).



### **Consistent Data Entry:**

Subrecipient will ensure that each Job Coach maintains a caseload spreadsheet that includes: participant name, ETO ID number, date of program enrollment, last case note recorded, last service recorded, last ISS update, last objective assessment update, and any other information the Job Coach determines necessary. On the same spreadsheet, Job Coaches will also need to track participants about to be enrolled, as well as exited participants. These spreadsheets will be submitted and/or reviewed by the Next Director on a minimum bi-weekly basis.

### **14 Program Elements**

The WIOA Title I OSY program provides the following wrap-around services to at-risk participants. Along with intake, eligibility, objective assessment, and development of ISS, the Subrecipient will need to ensure that Next staff either perform or can provide access to each of the following services to eligible participants on an ongoing basis:

1. **Tutoring** – Provide study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to the completion of the requirements for a secondary school diploma or its equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or a recognized post-secondary credential.
2. **Alternative Secondary School Services, or Dropout Recovery Services** – Assist youth who have struggled in traditional secondary education by utilizing basic education skills training, individualized academic instruction, English as a Second Language training, counseling, and educational plan development.
3. **Paid and Unpaid Work Experience** - Enhance the employability of a participant who has limited work history by providing short-term work experiences to develop good work habits and build positive work skills. Paid and Unpaid Work Experiences help the participant gain experience in their area of interest, obtain a letter of recommendation, create networking opportunities, and boost their resume with real-world experience. More information can be found on WSW's website, in the [Training Policy Handbook](#). Below are the types of Work Experiences:
  - a. Paid and Unpaid Work Experience with Academic/Education Component-**Internships or employment opportunities;**
  - b. Paid and Unpaid Work Experience with Academic/Education Component-**Job Shadowing;**
  - c. Paid and Unpaid Work Experience with Academic/Education Component-**On-the-Job Training Opportunities;**
  - d. Paid and Unpaid Work Experience with Academic/Education Component-**Pre-Apprenticeship Programs;**
4. **Occupational Skills Training** – Participants interested in improving their vocational skills or gaining occupational certificates will be provided with training opportunities targeting growth industries. The Subrecipient will utilize Individual Training Accounts (ITA) to provide participants with specialized training services through state-approved training providers listed on the Washington State Eligible Training Provider List (ETPL). ITA's will be designed



to provide education and skills to participants in need of training to prepare them for employment. More information can be found on WSW's website, in the [Training Policy Handbook](#).

5. **Education Offered Concurrently with Workforce Preparation and Occupational Training**- Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
6. **Leadership Development Opportunities** - Participants learn responsibility, confidence, employability, self-determination, and other positive social behaviors. Next's consortium needs to include a partner who specializes in leadership development. Examples of leadership development include:
  - Exposure to post-secondary educational possibilities;
  - Community and service-learning projects;
  - Peer-centered activities including peer mentoring and tutoring;
  - Organizational and teamwork training, including team leadership training;
  - Training in decision making, including determining priorities; and
  - Citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources.
7. **Support Services** – Participants will need to be enabled to participate in WIOA program activities and transition to self-sufficiency. The Subrecipient will need to ensure staff can use the self-sufficiency calculator to assist participants in budget planning to determine their needs to complete their training plan and job search successfully. The Subrecipient will also ensure staff can identify gaps and locate resources to close these gaps for participants. All support services allowed by law will be used to remove or neutralize barriers to participation and employment. Payments and fees for employment and training-related applications, tests, and certifications. More information can be found on WSW's website, in [Supportive Service Policy #3005](#).
8. **Mentoring** - The Subrecipient will follow the functional leadership's strategy for creating and maintaining Next's mentorship program, which will include mentors that offer guidance, support, and encouragement to develop the competence and character of participants.
9. **Follow-up Services** - Subrecipient will provide follow-up services to participants after the completion of participation in WIOA unless the participant declines to receive follow-up services or the participant cannot be located or contacted. Follow-up services are critical services provided following a participant's exit from the program to help ensure the participant is successful in employment and/or post-secondary education and training. The Subrecipient will use the State's Management Information System (MIS), Efforts to Outcome (ETO), or its successor to record all follow-up services. Follow-up services will include the following program elements:
  - Supportive services;
  - Adult mentoring;
  - Financial literacy education;



- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
  - Activities that help youth prepare for and transition to postsecondary education and training.
10. **Comprehensive Guidance and Counseling** – The functional leadership team will ensure that partnerships are developed or maintained with organizations who can take referrals to provide counseling to participants. Staff will need to know how to make referrals to these organizations.
11. **Financial Literacy Education** - The functional leadership team will ensure that partnerships are developed or maintained with organizations who can provide financial literacy education to participants.
12. **Entrepreneurial Skills Training** – Help participants develop the skills associated with entrepreneurship, such as the ability to take the initiative, creatively seek out and identify business opportunities, develop budgets, and forecast resource needs, and communicate effectively and market oneself and one's ideas. Next's consortium needs to include a partner who specializes in leadership and entrepreneurial development, as maintained by the functional leadership consortium partners.
13. **Services that Provide Labor Market and Employment Information** - The Subrecipient will need to work with the functional leadership team to ensure staff can provide career awareness, career counseling, and career exploration services. Labor market information also identifies employment opportunities and provides knowledge of job market expectations, including education and skill requirements and potential earnings. User-friendly tools and applications are available on ESD Labor Market Information Website to provide labor market and career information to youth and will be made available to help youth make appropriate decisions about education and careers.
14. **Post-secondary Preparation and Transition Activities** - The Subrecipient will need to work with the functional leadership team to ensure staff can assist participants with preparing for post-secondary education and training. These services should include helping youth explore post-secondary education options, including technical training schools, community colleges, 4-year colleges and universities, and Registered Apprenticeship programs. Staff will need to be able to:
- Assist youth with exploring post-secondary education options;
  - Assist youth to prepare for SAT/ACT testing;
  - Assist youth with college admission applications;
  - Search and apply for scholarships and grants;
  - Fill out the proper Financial Aid applications and adhering to changing guidelines;
  - Connect youth to post-secondary education programs.

Additionally, please ensure that staff are aware and follow WSW [Supportive Service Policy #3005](#), [Eligibility Handbook](#) page 18 and [TEN 22-19](#) for WIOA Title 1 Youth program delivery.



**Accessing the Adult System**

Subrecipient will need to ensure that eligible participants over the age of 18 have access to and can be co-enrolled in WorkSource’s programs. As a best practice, these participants should primarily work with the Subrecipient to be co-enrolled. Subrecipient will need to work with the functional leadership team and other WIOA Title 1 Youth partners to develop a clear process for participants eligible for both systems.

**Priority Populations**

Subrecipient must demonstrate a commitment to serving the following priority populations by ensuring that they are connected to partner organizations who specialize in serving each priority population. The Next Director will lead planning and outreach for each priority population and partner organization. All participants served must also meet eligibility requirements whether they are a part of a priority population or not. The youth program must target Opportunity Youth who are ages 16-24, and should focus on serving youth who identify in one of the WIOA or WSW Priority Populations, as follows:

<b>Population*</b>
Low-income individuals
Individuals with disabilities
Past or current justice-involved individuals
Unhoused individuals
Youth who are in or have aged out of foster care
English Language Learners: individuals with low levels of literacy and/or individuals facing substantial cultural barriers
Single or expecting parents
Veterans and eligible spouses (as determined by the Governor)
Communities of color
LGBTQIA+
Youth experiencing mental health issues

\*A list of meeting(s) with preferred partner organizations will be listed in the quarterly report in which the meeting occurs and delineating between the priority population they serve.

**Washington State – MIS**

WIOA adheres to a case management approach to service delivery. Integral to this approach is the maintenance of comprehensive case notes for each participant. The Subrecipient will need to work with the functional leadership team to ensure access to the State MIS (Efforts to Outcomes) for relevant Next WIOA Title 1 Youth staff. Most likely relevant staff will include those who provide direct participant contact and services, like Job Coaches, and any staff



performing quality assurance checks. Staff must know how to record case notes and services/activities and provide evidence of services and activities provided to participants while enrolled in WIOA activities ([TA Memo #21 Case noting](#), [Policy #3028](#), [Policy #3033](#)). Quality assurance checks must be performed to ensure that services are entered and the system is utilized correctly.

### **Outreach**

The consortium will generally operate under a single brand, Next. When marketing Next programming, Subrecipient will use the WSW-Next-Guidelines to ensure that the brand is protected and used in an appropriate manner and receive prior approval from the functional leadership team before use.

It is also the Subrecipient's responsibility to ensure that their staff operating out of Next utilize the Next brand. This includes:

- All staff located at the center must use their Next email addresses when conducting business related to Next, or on programs that are collocated at or operate out of Next.
- All co-located staff must utilize their Next business cards when undertaking engagement with youth, colleagues, or external partners.
- All co-located staff, when engaging with participants or external partners, must identify themselves as Next staff.
- Staff refusal to use Next emails, business cards, or self-identify as Next staff will lead to disciplinary action from the Next Director and possible removal of offending agencies from the Youth Consortium.
- Subrecipient will use flyers, pamphlets, information sheets, and other physical or digital materials related to Next and is developed by the functional leadership team within Next's branding guide.

Subrecipient will conduct outreach under the functional leadership team's guidance. Outreach will generally be focused on Next's priority populations and should continue to develop effective community partnerships throughout Clark County, including but not limited to: local high schools, community based organizations, non-profit organizations, banks and financial institutions, training providers, and organizations that advocate for specific underserved populations. It is expected that Next operates with a growth mindset that is modeled by the Subrecipient, that consistently develops ties with the community to raise awareness of Next services, increase the number of students coming into the center, and eventually increase the size of the consortium by adding more co-located partner organizations at Next.

### **General Reporting**

Subrecipient shall submit all Financial, Participant MIS, Program Performance, and all other reports required by WSW in accordance with the specified time frames in this contract. Subrecipient shall provide WSW access to all records and data necessary to verify or clarify information requested or provided in such reports. Failure to submit reports by specified timeframes or provide adequate substantiation of reports as specified by WSW may result in





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suspension of payments to the Subrecipient until such time as all delinquent obligations are fulfilled.

Additionally, if Subrecipient fails to comply, WSW may take action in accordance with the Disallowance of Payments section.

Subrecipient will send quarterly reports to the WSW Program Manager utilizing a template that is created by the Subrecipient and the WSW Program Manager. The reports will be due to the WSW Program Manager within 10 days following the end of the quarter. Program reports will summarize the scope of services, progress towards deliverables, and any other pertinent information as requested. These reports will be used to monitor program progress, program gaps in services, and identify any potential problems requiring WSW attention.

The reports will provide:

- A narrative assessment of activities at the Next center from the Subrecipient
- Service delivery data for the quarter
- Demographic data including detailed data on the demographics of enrolled participants, and the center's progress in recruiting and serving diverse participants, especially those identified as priority populations in this contract.

Additionally, if Subrecipient fails to comply, WSW may take action in accordance with the Disallowance of Payments section.