



**workforce**  
SOUTHWEST WASHINGTON

**Southwest WDA One-Stop Youth Center  
Contract with Career Path Services  
Effective September 1, 2023 – June 30, 2023**

**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 lead 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.

**Next Spaces**

Next has a physical building in Clark County. Subrecipient will need to consider and run consistent center hours that are most effective at serving out-of-school youth. Next staff will also be expected to regularly co-locate at WorkSource Vancouver, the Department of Social and Health Services – Vancouver, Fort Vancouver Regional Libraries, Bridgeview Resource Center, and Partners in Careers. A co-location plan is to be submitted to the WSW Program Manager no later than November 17, 2023.

Next’s Cowlitz County presence is based out of Goodwill’s Longview Work Opportunity Center. Subrecipient will need to ensure that a physical presence in Cowlitz County is maintained, and that staff are available to out-of-school youth in-person on a consistent, minimum weekly basis, especially during hours most effective at serving out-of-school youth. Next staff will also be expected to co-locate at WorkSource Cowlitz/ Wahkiakum and the Department of Social and Health Services – Kelso. A co-location plan is to be submitted to the WSW Program Manager no later than November 17, 2023.

Next’s Wahkiakum County presence is currently based out of Wahkiakum Health and Human Services. Subrecipient will need to ensure that staff are available to out-of-school youth in Wahkiakum County on a consistent, minimum bi-monthly basis, especially during hours most effective at serving out-of-school youth.



### **Staff Training and Performance Management**

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.

During this contract term, Subrecipient will complete ongoing staff development trainings covering topics including trauma informed care, diversity, equity, inclusion, and conflict resolution. Other educational topics and competencies relevant to the mission of Next and the populations served at the center should be ongoingly performed.

Next leadership will work with all WIOA Title 1 Youth staff to set individual and team goals. Progress will be measured against annual benchmarks, with course corrections made as needed.

Performance Scorecards will be used to track performance on a weekly basis to drive positive outcomes. Scorecards will be reviewed by the management team on a bi-weekly basis to assess progress and develop any necessary action plans.

### **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 the Next functional leadership team. Subrecipient will need to work with Next's partners 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 WSW to ensure that youth enrolled in services at Next have access to services and programs that meaningfully advance their educational goals. Subrecipient should ensure that GED services are provided at Next via a subcontractor or vendor agreement. It is the responsibility of the Subrecipient to ensure open lines of communication between the GED provider and other co-located programs to ensure that Opportunity Youth are accessing programs most in line with their individual education and employment goals.



Additionally, Next should remain a GED testing center through Pearson VUE. Subrecipient is expected to ensure that this testing center follows all requirements and offers testing on a minimum weekly basis to Next participants. Three different Next staff members, at minimum, will need to be trained to proctor GED tests.

### **Leadership**

The Subrecipient is responsible for executing a subcontract or vendor agreement with a community partner to provide leadership and entrepreneurship training to participants.

### **Participant Mentoring**

Subrecipient will create and draft a mentoring program in collaboration with the WSW Program Manager throughout the contract term.

### **Triage Services**

Triage services are critical services that set the tone for each participant's visit. The Subrecipient will need to ensure that all Next staff can 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.
- Referrals to information on post-secondary options, job fairs, hiring events, and informational events and instructions on how to register.
- Referrals to appropriate programs, including all Next 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. WIOA Title 1 Youth partners 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.

### **Service Delivery**

The Subrecipient will lead a team during this contract period to provide comprehensive youth services to eligible out-of-school participants aged 16 to 24 under the Workforce Innovation and Opportunity Act (WIOA) Title 1 Youth Program. Subrecipient will need to train staff to provide the following:

1. Outreach and Recruitment: Subrecipient will train staff to conduct basic outreach and recruitment activities to identify eligible participants for the program.
2. Objective Assessment: Subrecipient will train staff to conduct a comprehensive assessment of each participant to determine their eligibility, strengths, and barriers to employment.



3. Individualized Service Strategy: Subrecipient will train staff to develop an individualized service strategy for each participant that outlines the services activities they will receive based on their comprehensive assessment.
4. Career Exploration and Guidance: Subrecipient will train staff to provide career exploration and guidance to help participants identify their career interests and goals.
5. Work-Based Learning: Subrecipient will train staff to provide work-based learning opportunities to participants, such as paid internships, job shadows or on-the-job training.
6. Training and Education: Subrecipient will train staff to provide training and education services to participants, such as workshops and workforce preparation classes.
7. Supportive Services: Subrecipient will train staff to provide supportive services to participants, such as transportation assistance or childcare assistance, as needed to help them overcome barriers to employment.
8. Job Placement and Retention: Subrecipient will train staff to provide job placement and retention services to participants, including job search assistance, resume development, and ongoing coaching and support.

Additionally, please ensure that staff are aware and follow [TEGL 9-22](#), [TEGL 21-16 Change 1](#) 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 be handed off to the Next CareerTeam staff when appropriate in order to be co-enrolled. Subrecipient will need to work with the functional leadership team and CareerTeam to develop a clear process for participants eligible for both systems.

**Priority Populations**

During the program year, the 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

\*Introductory meeting(s) with preferred partner organizations will list in the quarterly report in which the meeting occurs (delineating 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 will need to know how to record case notes and services/activities and provide evidence of services and activities provided to participants while enrolled in WIOA activities. Quality assurance checks will need to 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. Local Next partners can perform outreach as “[organization name] at Next”. When developing/conducting outreach for Next programming, Subrecipient will use the WSW-Next-Guidelines to ensure that the brand is protected and used in an appropriate manner.

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, or “[organization name] at Next”.
- Staff refusal to use Next emails, business cards, or self-identify as Next staff can lead to disciplinary action from the Next Director.
- Subrecipient will develop flyers, pamphlets, information sheets, and other physical or digital materials related to Next within Next’s branding guide.

Outreach will generally be focused on Next’s priority populations and should continue to develop effective community partnerships throughout all counties, 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. It is expected that the Subrecipient create and continually adapt a formal Outreach Plan that includes strategy for outreach throughout the contract term.

Subrecipient will develop and execute a social media strategy for the social media platforms that Next will operate (Instagram, Facebook, LinkedIn and SnapChat). This strategy will also include procedures for implementing consistent, effective, and engaging content on these platforms. Social media content should also highlight participant success stories and demonstrate what Next participants and their journeys look like. Subrecipient will also implement mechanisms to assess if a youth heard about Next through social media content. This data will be collected to guide future social media engagement.

Subrecipient is expected to develop new and innovative outreach strategies designed to increase the number of Opportunity Youth coming into the center, and also work to increase the number of youth from underserved communities not yet substantially reached by Next services. Subrecipient will also explore other advertising options including podcasts, blogs, radio, television, or print advertising directed either at Opportunity Youth or their families.

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



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Subrecipient will send quarterly reports to the WSW Program Manager utilizing a template that is created by the Next Director 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 both from the Subrecipient and other co-located partners
- A summary of partnership activities within and outside the center
- Summary of Next Gen Leadership Activities
- 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.