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SOUTHWEST WASHINGTON

**Southwest WDA One-Stop Youth Center
Contract with Goodwill of the Olympic and Rainier Regions
Effective July 1, 2023 – June 30, 2024**

Statement of Work

Program Overview

This funding will support the Subrecipient to lead business development activities that support 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 best supporting Opportunity Youth in Cowlitz and Wahkiakum counties 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 training 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.



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Staffing

It is the responsibility of the Subrecipient to hire and continually train a Business Development Specialist (BDS) in coordination with the Next functional leadership team. The Next Director will functionally supervise the BDS. Subrecipient will need to work with Next's functional leadership team to ensure that Next is appropriately staffed to provide business services in Cowlitz and Wahkiakum counties.

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 all NCC meetings.

Business Development

The primary responsibility of the Subrecipient under this contract is to *cultivate relationships* with Cowlitz and Wahkiakum County businesses, especially within the region's sectors outlined below in this contract. The Subrecipient will proactively establish and maintain meaningful relationships with local businesses in Cowlitz and Wahkiakum Counties to promote workforce development opportunities and foster partnerships. This involves frequent communication, networking, and attending relevant business events to foster connections and gain insights into industry needs and trends.

While establishing meaningful relationships, the Subrecipient should seek to assess businesses' workforce needs and skill requirements. By understanding the specific demands of local industries, the Subrecipient can help Next tailor their services and training programs to align with those needs. Subrecipient will facilitate regular communication and collaboration between businesses and program staff to ensure a seamless integration of youth into the workforce.

Once the Subrecipient understands local business needs, they will collaborate with businesses to develop customized solutions that address their unique workforce challenges. This may include designing specialized training programs or work-based learning opportunities that cater to the businesses' specific needs and goals.

Additionally, Subrecipient's outreach efforts will inform businesses about the benefits of hiring youth participants and the various incentives available to support their involvement in Next. Subrecipient will also provide ongoing support and resources to businesses, assisting them in understanding the unique abilities and benefits of Next participants. Subrecipient will offer guidance on creating inclusive work environments, accommodating diverse learning styles, and implementing effective professional mentoring programs for Next interns and employees.

Subrecipient will collaborate with local chambers of commerce, business associations, and economic development organizations to expand the network of supportive employers and enhance the overall impact of Next in the community. This includes participating in business events, job fairs, and networking opportunities to raise awareness about Next and workforce development opportunities while forging new relationships with businesses.



Sector Alignment

The Subrecipient's business development 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 connecting with businesses within these sectors. Subrecipient will track and report engagement as needed to the Next Director.

Program Element 3 of 14

Subrecipient is ensuring that Next Opportunity Youth in Cowlitz and Wahkiakum counties have access to Program Element number 3, Paid and Unpaid Work Experience (WEX). This enhances 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 participants 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, under [Policies](#). Below are the types of Work Experiences:

- Paid and Unpaid Work Experience with Academic/Education Component-**Internships or employment opportunities;**
- Paid and Unpaid Work Experience with Academic/Education Component-**Job Shadowing;**
- Paid and Unpaid Work Experience with Academic/Education Component-**On-the-Job Training Opportunities;**
- Paid and Unpaid Work Experience with Academic/Education Component-**Pre-Apprenticeship Programs;**

LaunchPad

Subrecipient will always check to see if a business or contact is entered into LaunchPad before reaching out. If a business or contact is already registered, Subrecipient will need to reach out to the contact owner for permission to connect, or for a warm handoff. All new business contacts developed must be swiftly entered into LaunchPad within 7 days of contact. Additionally, continued contact needs to be summarized in a new note and also entered into LaunchPad within 7 days. All newly developed business relationships will be designated with a single point of contact within the youth system to reduce redundant contact with business partners, assuring that outreach to businesses comes as a singular entity rather than from disparate partner agencies.

It is important to note that all business engagement staff operating as part of Next, WorkSource, and WSW are expected to collaborate with one another and maintain single point of contact for all businesses. WSW is responsible for leading business relationships in healthcare, manufacturing, construction, and technology. It will be expected that the Next BDS coordinate with the WSW industry lead for business contacts in these industries. Once the Next BDS has developed their own relationships with hiring managers, recruiters, and HR professionals in these industries, communication between the teams will take place in Launchpad.



Business Team Collaboration

The BDS will work in partnership with Next's Clark County business development staff, WorkSource's business development team, and the WSW Business Services team on a monthly basis via a consistent monthly meeting. The BDS is required to attend. The BDS will collaborate with Next's Clark County business development staff more frequently.

Consistent Data Entry

Subrecipient will ensure that the BDS maintains a business development spreadsheet that includes: business name, contact name, date initial contact, date of last contact, how they are interested in connecting with Next/ workforce development, and any other information the BDS determines necessary. On the same spreadsheet, BDS will also need to track WEX budget expenditures and participants who need and have completed a WEX. These spreadsheets will be submitted and/or reviewed by the Next Director on a minimum bi-weekly basis. They must be clear enough that, if necessary, other staff can review for information and updates.

Fiscal Oversight and Management

It is the responsibility of the Subrecipient to support Career Path Services in managing relevant program expenses and finances, including participant WEX expenses for WIOA Title I Youth programming. Subrecipient will coordinate with Career Path Services to ensure that WIOA Title I Youth participant WEX expenses are accessible, allowable, and correctly expended.

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 BDS 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.

Branding

The consortium will generally operate under a single brand, Next. Subrecipient can be marketed as "Goodwill at 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” or “Goodwill at Next”.
- 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.

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.

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.

These quarterly reports will provide:

- A narrative assessment of activities at the center both from the Subrecipient and co-located partnerships
- A summary of partnership activities within and outside the center
- Service delivery data for the quarter

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