

VENDOR SERVICES LIST

Connecting
People
to Their
Potential.

**WORKFORCE
DEVELOPMENT**

**CHILD DEVELOPMENT AND
FAMILY SERVICES (CFS)**

**ELECTRONIC
VERSION**



VENDOR SERVICES
Workforce Development
Child Development and Family Services (CFS)

Name	Activity(s)	Contract # & Term
Angela's Interpreting Services, Inc. Contact: Christine Prasad, CEO Phone: (916) 752-8540 E-mail: info@angelasint.com	Interpretation/Translation Assistance	444999VS 5/23/2024-OPEN
California Capital Financial Development Corporation Contact: May Masunaga, Controller Phone: (916) 442-1729 E-mail: mmasunaga@californiacapital.org https://cacapital.org/	Financial Literacy/Planning In-Service Training Business Development and Process Improvement	210201VS 06/03/2010-OPEN
California Employers Association Contact: Daniella Devitt, Outreach Programs Phone: (916) 921-1312 E-mail: ddevitt@employers.org https://www.employers.org/	Job Readiness/Pre- Employment Skills Business Development and Process Improvement Financial Literacy Job Retention/Life/Success Skills	183201VS 6/25/2010-OPEN
California Human Development Contact: Thomas Stuebner Phone: (707) 523-1155 X 4739 E-mail: thomas.stuebner@cahumandevlopment.org https://californiahumandevlopment.org/	Adult Literacy (VESL) Basic Computer/ Technology Literacy	011201WSPS 7/1/2013-OPEN
Center for Fathers and Families Contact: Wanda Williams, CFO Phone: (916) 568-3237 ext. 210 E-mail: wanda@cffsacramento.org https://www.cffsacramento.org/	Adult Literacy (GED Prep) Counseling Life Skills/Success Skills	294201WSPS 4/5/2012-OPEN
Cooperative Personnel Services dba CPS Human Resources Consulting Contact: Karen Evans, Training Manager Phone: (916) 471-3341 E-mail: kevans@cpsshr.us https://www.cpsshr.us/	Career Exploration In-Service Training Job Readiness/Pre- Employment Skills Training	262201VS 7/7/2022-OPEN

VENDOR SERVICES
Workforce Development
Child Development and Family Services (CFS)

Name	Activity(s)	Contract # & Term
<p>Elk Grove Unified School District Adult and Community Education Contact: Angela Rodríguez, Principal Phone: (916) 525- 4744 ext.7939 E-mail: ajrodrig@egusd.net https://egace.egusd.net/</p>	<p>Basic Computer/Technology Literacy Counseling Financial Literacy/Planning In-Service Training Job Readiness/Pre- Employment Skills Training Job Retention/Life Skills Small Business Development</p>	<p>088201WSPS 07/01/2006-OPEN</p>
<p>Goodwill Industries Contact: Sutonya Lopez, Workforce Development Manager Phone: (916) 395-9000 ext. 213 E-mail: SutonyaGipson@goodwill.com https://www.goodwillsacto.org/</p>	<p>Financial Literacy Job Readiness/Pre- Employment Skills Training</p>	<p>026201VS 7/1/2013-OPEN</p>
<p>Greater Sacramento Area Economic Council Contact: Vanessa Young Director of Operations Phone: (916) 441-2144 E-mail: vyoung@selectsacramento.com https://www.greatersacramento.com/</p>	<p>Business Development and Process Improvement</p>	<p>317201VS 8/27/2015-OPEN</p>
<p>Greater Sacramento Urban League Contact: Amos Holts Jr. Financial Empowerment Manager Phone: (916) 286-8609 E-mail: aholts@gsul.org http://www.gsul.org/</p>	<p>Adult Literacy (GED Prep) Financial Literacy/Planning Computer/Technology Literacy</p>	<p>064201VS 10/6/2011-OPEN</p>
<p>JAD Nutrition Consulting, LLC* Contact: Jennifer DeBerdt, Owner Phone: (916) 673-8365 E-mail: Jennifer.Deberdt@seta.net <i>*Provides services for CFS only</i></p>	<p>Nutrition Services</p>	<p>413201VS 6/7/2022-OPEN</p>
<p>KS Consulting* Contact: Kristen Smith Phone: (916) 956-2266 E-mail: Kristen8014@att.net <i>*Provides services for CFS only</i></p>	<p>In-Service Training</p>	<p>367201VS 3/15/2019-OPEN</p>

VENDOR SERVICES
Workforce Development
Child Development and Family Services (CFS)

Name	Activity(s)	Contract # & Term
Language World Services, Inc. Contact: Sarah Geraty Phone: (916) 333-5247 x 131 E-mail: sgeraty@languageworld.com https://languageworld.com/	Interpretation/Translation Services	409201VS 10/7/2021-OPEN
NorCal Services for Deaf and Hard of Hearing Contact: Susan Snapp Phone: (916) 272-1101 E-mail: Comm-Managers@norcalcenter.org https://norcalcenter.org/	Interpretation/Translation Assistance	360201VS 8/21/2017-OPEN
Opening Doors, Inc. Contact: Ms. Debra DeBondt Phone: (916) 492-2591 ext. 206 E-mail: debra@openingdoorsinc.org https://openingdoorsinc.org/	Job Readiness/Pre-Employment Skills Training Job Retention/Life Skills Small Business Development	181201WSPS 08/02/2007-OPEN
PRIDE Industries – (Crossroads Diversified Services, Inc.) Contact: Dee Gavaldon, Program Manager Phone: (916) 242-4105 Email: dee.gavaldon@prideindustries.com https://www.prideindustries.com/	Basic Computer/Technology Literacy Financial Literacy/Planning Informational Workshop Job Readiness/Pre-Employment Skills Training Job Retention/Life Skills	132201WSPS 07/01/2006-OPEN
River Oak Center for Children* Contact: Tina Traxler, Ph.D. Division Director Phone: (916) 226-2804 E-Mail: ttraxler@riveroak.org <i>*Provides services for CFS only</i>	Mental Health Services	10C19551HO 7/15/2009-OPEN

VENDOR SERVICES
Workforce Development
Child Development and Family Services (CFS)

Name	Activity(s)	Contract # & Term
<p>Sacramento City Unified School District Skills and Business Education Center Contact: Eileen Ramos-Prince Phone: (916) 433-2600 ext. 1058 E-mail: eramosp@delpaso.seta.net https://caj.scusd.edu/about-us</p>	<p>Basic Computer/ Technology Literacy - (English) Basic Computer/ Technology Literacy - (Spanish) Financial Literacy/Planning Informational Workshop Interpretation/Translation Assistance Job Readiness/Pre- Employment Skills Training</p>	<p>074201WSPS 07/01/2006-OPEN</p>
<p>Sacramento County Office of Education Contact: Matthew Perry, Ed.D. Court/Community Schools & ROP/CTE Phone: (916) 228-2507 E-mail: mperry@scoe.net https://www.scoe.net/</p>	<p>Basic Computer/Technology Literacy Financial Literacy/Planning Informational Workshop In-Service Training Interpretation/Translation Assistance Job Readiness/Pre- Employment Skills Training Job Retention/Life Skills</p>	<p>096201WSPS 09/07/2006-OPEN</p>
<p>Solvera Consulting Contact: Hannah Messick, President/Senior Consultant Phone: (317) 997-5868 E-mail: info@solveraconsult.com https://www.solveraconsult.com/</p>	<p>In-Service Training</p>	<p>431201VS 8/16/2023-OPEN</p>
<p>WEAVE, Inc. Contact: Margaux Helm, Director of Programs Phone: (916) 319-4956 E-mail: mhelm@weaveinc.org https://www.weaveinc.org/</p>	<p>Counseling</p>	<p>238201WSPS 4/28/2011-OPEN</p>

Angela's Interpreting Services, Inc.

Interpretation/Translation Assistance

EXHIBIT 2

WORK SCHEDULE

I. OVERVIEW

On August 6, 2015, the SETA Governing Board approved release of the *Revised* Vendor Services (VS) Request for Qualifications (RFQ). Vendor Services are fee-for-service activities that provide additional options for adults and youth who face a myriad of challenges to academic success and/or gainful employment.

The revised RFQ was developed on the basis of SETA programs under the Workforce Investment and Opportunity Act (WIOA) of 2014; Refugee Social Services (RSS) Program; Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following areas: **Interpretation/Translation Assistance**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

All services will be provided with prior approval of SETA Management and in accordance with all applicable SETA Directives found on SETA's Website at www.seta.net.

CONTRACTOR will provide Interpretation/Translation Assistance within the Sacramento Works America's Job Centers of California (SWAJCC) system and Children and Family Services for limited English Proficient (LEP) clients.

Interpreter/Translation Assistance will be performed by local team members and can be performed both on-site and remotely. Services shall include:

- Written translation of documents, which provides the written translation of source texts in one chosen language, including the meaning and intent of original texts. See **Attachment A** for the listing of languages available for translation services.
- Verbal language interpretation (consecutive), which provides oral, multilingual interpreter services in a variety of settings involving spoken communications from one source language to the target language. See **Attachment A** for the listings of specific language available in-person, face-to-face, over-the-phone (OPI), or via video remote interpretation (VRI).

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report along with workshop sign-in sheets (if applicable) and other appropriate documentation upon request. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

RATES		
Services	Individual Rate	Group/Workshop Rate
Document Translation	\$0.25 per word Spanish \$0.32 per word for all other languages (minimum \$50)	N/A
Consecutive Interpreting – All Languages		
Onsite	\$80 per Hour (2-Hour minimum, or \$160)	<p>*2 - 4 hours - Half Day rate \$300 - 1 Interpreter for 1-10 LEP clients - \$300 - 2 Interpreters for 11-25 LEP clients, interpreter alternating every hour - \$600 - 3 Interpreters for 26-50 LEP clients, interpreter alternating every 30 minutes - \$900 - 4 Interpreters for 51 -100 LEP clients, interpreter alternating every 30 minutes - \$1,200</p> <p>*4 - 8 hours - Full Day Rate \$550 - 1 Interpreter for 1-10 LEP clients - \$550 - 2 Interpreters for 11-25 LEP clients, interpreter alternating every hour - \$1,100 - 3 interpreters for 26-50 LEP clients, interpreter alternating 30 minutes - \$1,650 - 4 interpreters for 51 -100 LEP clients, interpreter alternating every 30 minutes - \$2,200</p>
Video Remote (VRI) Virtual	\$110 per Hour (1-hour minimum, or \$110)	N/A
Over-the-Phone (OPI)	\$2.00 per minute (30-minute minimum, or \$60)	N/A

*If the conference involves consecutive interpretation and is longer than 2 hours, two interpreters will be required to be able to alternate every 30 minutes.

All services offered by Angela’s Interpreting Services, Inc. shall be subject to prior approval by SETA management.

PAYMENT TO CONTRACTOR:

SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR and with prior approval of Management. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA.

**EXHIBIT 2
ATTACHMENT A**

Angela's Interpreting Services Inc.

www.angelasint.com

info@angelasint.com

Language List

Afrikaans	Fijian	Laotian	Sephardic Konkan
Albanian	Fijian-Hindi	Latvian	Serbian
Amharik	Finnish	Lithuanian	Shanghai Chinese
Apakapa	Flemish	Macedonian	Sibuano
Arabic	French	Malay	Sicilian
Armenian	Fukien Chinese	Malayalam	Sindhi
Ashkarik	Georgian	Malaysian	Slovakian
Assyrian	German	Mandarin	Slovenian
Azerbaijani	Greek	Marathi	Somalian
Basque	Gujarati	Mesquito	Spanish
Bengali	Hakka	Mestaco	Swahili
Bosnian	Hebrew	Mien	Swedish
Bulgarian	Hindi	Minh	Tagalog
Burmese	Hmong	Mixteco	Taiwanese
Cambodian (Khmer)	Hoiping Chinese	Moldavian	Tamil
Cantonese	Hungarian	Nagamese	Tegrinyan
Catalan	Ibo	Nepali	Telugu
Cebuano	Ilocano	Norwegian	Thai
Chamorro	Ilongo	Oaxaca	Toisan
Chiu Chow	Indonesian	Pangasinan	Tongan
Choktav	Italian	Papiamento	Tulu
Creole	Japanese	Pashto	Turkish
Croatian	Kamasaja	Polish	Ukrainian
Czech	Kanarese	Pompango	Urdu
Danish	Kannada	Portuguese, Brazilian	Urghur
Dari	Kapangpongan	Portuguese, European	Vietnamese
Dutch	Khmer (Cambodian)	Punjabi	Visayan
Estonian	Konkani	Romanian	Yemeni
Farsi	Korean	Russian	
	Kurdi	Samoan	

California Capital Financial Development Corporation

Financial Literacy/Planning
In-Service Training
Business Development and Process Improvement

EXHIBIT 2 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
California Capital FDC
hereinafter referred to as “CONTRACTOR”

WORK SCHEDULE

I. OVERVIEW

On August 6, 2015, the SETA Governing Board approved release of the *Revised Vendor Services (VS) Request for Qualifications (RFQ)*. Vendor Services are fee-for-service activities that provide additional options for adults and youth who face a myriad of challenges to academic success and/or gainful employment.

The revised RFQ was developed on the basis of SETA programs under the Workforce Investment and Opportunity Act (WIOA) of 2014; Refugee Social Services (RSS) Program; Targeted Assistance (TA); Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following areas: **Financial Literacy/Planning, In-Service Training and Business Development and Process Improvement.**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

All services will be provided with prior approval of SETA Management and in accordance with all applicable SETA Directives found on SETA’s Website at www.seta.net. CONTRACTOR will provide:

Financial Literacy/Planning/In-Service Training

Topics of 2-hour workshops include:

Goal Setting

Clients will understand the importance of setting S.M.A.R.T. (specific, measurable, attainable, realistic, timely) goals in life and more specifically, with regards to financial matters. They will be able to set their own financial goals and their plan for achieving them.

Class Structure/Methodology: Instructor guided conversation with students about current beliefs, attitudes, and practices regarding goals; short lecture on S.M.A.R.T. goals; written and group activities of creating their own S.M.A.R.T. goals; conclude by explaining the importance of not giving up on goals, to keep trying, and having some clients share their goals with the class.

Budgeting

Clients will be able to create their own household budget. They will understand how a budget can help them achieve their financial goals. They will be able to fill out a cash record form to keep track of their income and spending.

Class Structure/Methodology: The class will begin with a guided discussion where clients have the opportunity to share their experiences with budgeting and/or writing a budget; short lecture on the different elements of a budget, including estimated income, estimated expenses, estimated savings, and estimated donations; presentation and practice with the budgeting equation; the six steps to writing a budget; guided practice writing their own budget; introduction and practice using a cash record form to keep track of spending and income; conclude by challenging the students to keep a budget for a month and not to give up if their actual income and spending do not match up with their estimated income and spending in their budget.

Mainstream vs. Alternative Bank Services and Products

Clients will understand the high costs involved with alternative banking services and products such as payday lenders, check cashers, rent-to-own stores, and pawn shops. They will learn the steps involved in opening a bank account and in keeping the account in good standing.

Class Structure/Methodology: Introduce the topic by having a conversation about clients' experiences with banks and credit unions, as well as their experiences with alternative financial institutions; present the clients with the advantages of using mainstream financial institutions and the products and services they offer; present the clients with the products and services offered by alternative financial institutions and demonstrate their high costs with examples; teach clients how to choose a bank, what services they need, what identification is needed, etc.; close by providing clients with resources on banks and credit unions they could use.

Saving and Investing

Clients will be able to create their own saving and investing plan. They will understand the importance of developing the habit of saving and investing and that time is their greatest asset when investing. They will be introduced to a variety of investing and retirement tools. They will be able to calculate compound interest and will learn the "Rule of 72," a simplified way to determine how long an investment will take to double, given a fixed annual rate of interest.

Class Structure/Methodology: Class will begin with a brief discussion about clients' and instructors' experiences with saving and investing; there will be a brief lecture on the difference between saving and investing; clients will be introduced to the reasons it is important to invest-to make their money work for them, to beat inflation, to have a secure retirement; they will learn about the different tools for

investing, including stock, mutual funds, bonds, CD's, money market accounts, real estate, 401(k)'s, IRA's, etc; they will understand the concept of risk and return and how they are correlated; they will be able to calculate the time it will take an investment to double using the "Rule of 72;" they will learn about diversification; class will close with students sharing how they plan to apply what they learned about saving and investing and they will be given a variety of resources to help them get started with their saving and investing plans.

Evaluating Advertising

Clients will be able to recognize the tricks used by advertisers to get them to buy their products. They will understand the importance of comparison shopping and see that buying generic items can save a lot of money.

Class Structure/Methodology: Discussion about experiences when clients have fallen for advertising, either good or bad, and how clients make purchase decisions; there will be a variety of activities including recognizing common advertising slogans and an interactive shopping game; clients will learn about the techniques advertisers use to get them to purchase their products, including but not limited to repetition, scarcity, guarantees, sex appeal, emotional appeal, and scare tactics; clients will have the opportunity to create their own advertisements using the tactics they learn; class will close with a summary of how clients can be better shoppers and be more aware of advertising in their daily life.

Purchasing a Home

Clients will understand the steps involved in purchasing a home. They will learn about the advantages and disadvantages of homeownership and how home financing works. They will be able to determine if they are ready to purchase a home or the steps they need to take to be able to purchase a home.

Class Structure/Methodology: Class will begin with a brief discussion in which clients can share what they know about homeownership and any experiences they have had with homeownership; brief lecture on the major costs of homeownership, including but not limited to the down payment, the closing costs, moving in, repairs and maintenance, and insurance; clients will learn about the types of mortgages available and how to find the best mortgage to fit their needs; they will be able to calculate how much they can afford when shopping for a home; clients will also learn how to recognize predatory lending practices and how to avoid them; they will learn the steps they can take to avoid foreclosure; clients will be given a variety of resources to help them with their homeownership needs.

Credit, Spending, and Debt

Clients will learn about the different types of credit available. They will understand the importance of building credit and maintaining a good credit score, as well as repairing a bad credit score. They will become familiar with the five e's of credit (character, capacity, capital, collateral, and condition). They will understand the connection between spending, debt, and credit scores.

Class Structure/Methodology: Class will begin with an instructor guided discussion on credit; clients will share their experiences and prior knowledge of credit; they will learn the factors that make someone a good candidate to receive credit; they will learn how to access and read their credit report; they will be introduced to FICO

scores and the components that make up one's FICO score including payment history, debt, length of credit history, new credit, and types of credit used; they will see real life examples of how credit can affect everything from employment opportunities to insurance coverage to interest rates on loans; clients will learn the different elements of credit cards and how to choose one that fits their needs; they will learn about the cost of making minimum payments on credit cards, as well as the benefits of using a credit card carefully; they will be able to inventory their debt and spending habits and make adjustments so that they can improve their credit score; clients will receive resources to help them with any credit or debt issues they may have, including where to find free credit counseling.

Understanding Taxes

Clients will be able to understand the deductions that they see on their paycheck. They will be introduced to tax terminology and where they can go for help with filing their taxes.

Class Structure/Methodology: Clients will present their tax questions to be addressed during class; they will learn the difference between net and gross income; they will understand the different deductions from their paychecks, including social security, disability, and Medicare as well as state and federal deductions; they will discuss tax credits such as the earned income credit and the education credit; they will be introduced to the components of a W4 form; they will learn about standard deductions, dependent deductions; they will be directed to resources such as VITA sites for help with filing their taxes.

Business Development and Process Improvement – provides services to prospective and current business owners to develop new businesses, strengthen existing businesses, or avert layoff or business closure. CONTRACTOR will coordinate with SETA's Employer Services team to provide the following:

- Screening/Needs Assessment of new business opportunities and businesses at risk of layoff, downsizing, relocating, or closure.
- Consultation/Mentoring on business process improvement planning, including formulating strategies for financial, marketing, and planning improvements, implementing quality management systems, strategies for new product development and diversification of existing products, and implementation of technology to improve efficiency and business performance.
- Consultation/Mentoring on implementation of systems to improve efficiencies in financial management, organizational development, marketing, human resources management and information systems management.
- Consultation/Mentoring on meeting licensing and regulatory requirements.

Following initial Screening/Assessment, businesses will be referred to one or more of California Capital's business development services (see Attachment A). The final phase is on-going one-on-one technical assistance and follow-up between the business and one of California Capital's counselors to ensure that jobs have been retained and/or created as a result of intervention.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report along with workshop sign-in sheets (if applicable) and other appropriate documentation upon request. All services provided require prior approval of SETA management. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Activity	Individual Rate	Workshop Rate
<ul style="list-style-type: none"> • Financial Literacy/Planning • In-Service Training 	\$72 per hour per client 2 hour per workshop (\$144) 5 workshop maximum (\$720)	Workshop Rate (11-15 Clients) \$69 per hour per client 2 hours per workshop - \$1,518 to \$2,070 per workshop 5 workshop maximum (\$7,590 to \$10,350) Workshop Rate (16-20 Clients) \$65 per hour per client 2 hours per workshop – \$2,080 to \$2,600 per workshop 5 workshop maximum (\$10,400 to \$13,000)
<ul style="list-style-type: none"> • Business Development and Process Improvement 	\$72 per hour (20 hour maximum per employer, or \$1,440)	N/A

PAYMENT TO CONTRACTOR:

SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR and with prior approval of SETA Management. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA.

ATTACHMENT A

Hrs	Topic	Descriptions
1.5	(Webinar) Getting Noticed! How to Enhance & Leverage SAM & SBA Profiles	Approximately 50% of small businesses seeking opportunities with the federal government fail to complete or optimize their SAM & SBA profile, which often reduces their chances of being invited to bid on projects from federal agencies and large prime contractors. Is your firm one of them? Both federal agencies and large prime contractors have small business goals to meet and actively search these databases to find qualified diverse small businesses to build relationships with and offer bidding opportunities to. In this webinar you will hear firsthand from a former contracting officer discussing the importance of these two databases, and what you can do to make your profile stand out and increase your chances of being selected to bid on projects that typically aren't published to the general public.
1.5	(Webinar) Marketing Your Small Business to Government Agencies & Prime Contractors	Marketing is an essential element of any business endeavor; but how does this differ in the government market, and what can you do to set yourself up for success down the road?
1.5	(Webinar) Understanding Obtaining Federal Small Business Certification	This webinar will help you understand the major federal small business certification programs, as well as the benefits of each program, and how to obtain certification for your small business. Attendees will also learn about federal small business goals and how these are achieved through small business set aside and sole source contracts.
2	8(a) with the Small Business Administration	Topics Covered: Eligibility requirements. The application process. Required Documentation. 8(a) contracting procedures
2	ACA 101	Topics Covered: Background information on ACA. How ACA will impact your small business. Small Business Health Care Tax Credit. Small Business Health Options Program- SHOP. Employer Shared Responsibility. Myth vs. Fact regarding ACA. ACA rollout timeline. Resources.
2	Advanced Financial Planning for small business owners	AXIANTA Financial Partners (AFP) has developed a customized financial program that they will walk you through a step-by-step process that will help make you feel confident in your decisions.
2	Affordable Care Act for Small Business	Topics Covered: Background information on ACA. How ACA will impact your small business. Small Business Health Care Tax Credit. Small Business Health Options Program- SHOP. Employer Shared Responsibility. Myth vs. Fact regarding ACA. ACA rollout timeline. Resources.
1.5	All you need to know Proposal Writing Series	In Course 1, Lorraine provides a detailed guide to preparing a Strategic Win Plan, including a "living" structure for research, competitive analysis, teaming strategies, identifying discriminators and preparing proposal themes. Lorraine shares her unique approach to outlining a Request for Proposal and tools to help you review and score your proposal with or without a team. Lorraine offers tips for writing the critical parts of win-able proposals.
2	Alternative Financing for Small Business	The Community Advantage loan program allows for financing for small businesses seeking capital to acquire an existing business, start a business, or expand their existing profitable operation. Available financing ranges from \$20,000 through \$250,000. The loan program is available to assist all businesses, but designed to target underserved markets, including startups and business located in low-moderate income communities and improvement areas such as HUB-Zones.
1	Apple Apps in Business	At this event, you'll see how the right apps will improve the way you work. Discover great business apps from the App Store, learn how to purchase and distribute them to your employees, and get tips on your own in-house app development. You'll also learn about best practices for working with third-party developers to get custom B2B apps tailored to your specific needs.
2.5	Basic State Payroll Tax Seminar with the EDD	Attendees will learn: How and when to report state payroll taxes. How to distinguish between an employee and an independent contractor. About independent contractor reporting requirements. Ways to get assistance.

ATTACHMENT A

2	BERC	Join our class and learn about BERCs free and confidential compliance assistance services including: A non-regulatory environment to ease regulatory concerns. Facilitation to ease and outline regulatory permit processes. Both pre and post regulatory inspection compliance assistance. One on one on site consultation. Multiagency and business association coordination. Ombudsman services to help arrive at equitable solutions. Comprehensive regulatory and technical assistance. Best management practices. Business advocacy and resources for business development. A sustainable business program to recognize sustainable business and an annual awards ceremony
2	BOE Sales & Use Tax	This class will cover what you need to know about Sales/Use Tax and how to obtain a Seller's Permit for this industry.
1.5	Breaking Down Federal Solicitations	For new participants in the government market, reading and understanding federal solicitations can be a bit daunting. In this webinar we make the shift from finding the opportunity to reviewing, analyzing, and breaking down a federal solicitation. Attendees will also become familiar with common language seen on fedbizopps as we define terminology such as special notice, solicitation, award, presolicitation, sources sought, justification and approval, sole source, and fair opportunity/ limited sources justification. we will also discuss sections within the uniform contract format as well as tips and tricks small businesses can use to ensure they are providing a Responsive proposal.
1.5	Business 101	This class is a great place to begin if you want to start a business. Learn some of the techniques of confirming how to develop your business idea and successfully expand it into an actual business. Many people who try to start a business, mistakenly concentrate on the wrong issues and end up wasting too much time and money. His class will help you evaluate the elements involved in validating a business idea, allowing you to take the right steps in the right order. We will also introduce you to a formula that all successful companies follow. Be sure to take this class before you make any long-term commitments e.g. leases and loans. Who should attend? Anyone who is thinking of starting a business but has questions about how to do it right. What will you learn? What to do first. If you don't get the foundation right, well, you know the likely result. Doing this correctly however, will enable your business to survive the twists and turns of an unforfeiving market place
2	Business Banking	Topics Covered: Choosing the right bank. Accounts and other services. Avoiding Fraud. Commercial lending. Wealth management. Retirement planning.
2	Business Continuity Training Lab	Do you know how to stay business after disaster strikes? Did you know that you could take steps today that will mitigate and minimize your future business losses after disaster?
2	Business Law for Entrepreneurs	With this presentation, attendees will learn the basics of: Company formation; employment contracts; Intellectual property; Social media law; and preventing business lawsuits,
2	Business Loan Readiness	This class is designed for those who have been in business for 1 years or longer. Come and gain valuable information and insight on how lenders think! Learn how to present yourself and your business to make a good impression and increase you chances of receiving a loan. Topics Covered: 5 C's of lending. Understanding Credit. Types of Loans Available. Understanding Loan Terms. Preparing a Loan Package. What Lenders are looking for in a Borrower.
1	Business Owner's Mastermind Call Part 1	Learn how to close any sale you might need to procure!
1	Business Owner's Mastermind Call part 2	Identify the common objections in your industry, How to use Stories to Overcome, Objections How to Isolate the Objection, and How to Identify the Real Objection
1	Business Owner's Mastermind Call Part 3	In this class you will learn: how to create your follow-up system. How to qualify at various stages of the sales process, How to generate consistent referrals, and how to leverage POI for quality referrals.
1	Business Owner's Mastermind Call Part 4	What you will learn: Massive Action Mindset Principles & Practices, Time Management Myths & Realities, The Importance of an Established Success Schedule, and Goal Setting Process that Works
1	Business Owner's Mastermind Call Part 5	You will learn the biggest benefit of Goals Setting and how to capitalize on it.
1	Business Owner's Mastermind Call Part 6	Key concepts discussed will be: Types, entities, and characteristics of a small business. Business Transitions and valuations. Basic Business planning foundations. Buy -Sell and business succession planning.

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1	Business Owner's Mastermind Call Part 7	You will learn, Step by step formula for identifying your perfect client, how to get you clients to come to you, how to get consistent client referrals, and how to identify you wow client.
1	Business Owner's Mastermind Call Part 8	What you will learn: Stop Guessing...and start knowing that works. Learn to design the brand guide for your company. Learn to design your brand message for your company. Learn to design your outreach plan for your company.
1	Business Owner's Mastermind Call: Appointment Setting Mastery	What you will learn on this call: What is the purpose of an Appointment, 3 ways to increase your Appointment setting results, the components of appointment setting, and how to achieve 90% appointment setting conversion rates.
1	Business Owner's Mastermind Call: Creating a Sales Process that Works	Topics: Creating a Sales Process that Works. The Basics of an Effective Sales Process. 5 Lead Generation Systems that Work. The Importance of an Effective Marketing Strategy. How to Create an Appointment System that works.
1	Business Owner's Mastermind Call: Lead Generation	Topics covered: What is a Lead Generation System, 3 Ways in increase your lead Generation, 10 lead Generation systems that work now, and how to leverage Networking Events the right way
1	Business Owner's Mastermind Call: Sales Process Series, "Trust & Rapport"	You will learn on this call: How to define trust, define rapport, differentiate motive and technique, and learn to use proven methods
1	Business Owner's Mastermind Call: Sales Process Series, "What Customers Want"	You will learn: how the sales can be 80% closed during this step, How to get your prospect to tell you exactly how to sell them, how to identify the buyer fingerprint of your prospect, and how to prepare a list of powerful questions.
1	Business Owner's Mastermind Call: Sharing the Benefits	Learn how to get clear on the benefits of your product or service, how to communicate the benefits properly, how to share the benefits the client is interested in and how to prepare your presentation.
2	Business Tax Basics 1	Topics Covered: What is Business: How does revenue differ from other income, Avoid the IRS hobby-loss classification. What qualifies as a business deduction: Why receipts aren't enough by themselves, What record keeping is needed. IRS Audits Lowering your chance of an IRS audit, Avoiding mistakes that send up "red flags", Recordkeeping that can survive an IRS audit. Common misunderstood business deductions: start up costs, Vehicle expenses, Home office deduction, Health insurance and medical expenses, spouse or kids on the payroll, Meals entertainment and travel, Is there a better way to deduct some expenses. Tax and legal business structures: sole proprietorships and partnerships, LLCs and corporations, What's the best tax structure for your business, maximizing owner benefits, reducing fines from regulatory agencies, protecting your home and family's assets from business liability.
2	Business tax Basics 2	Topics Covered: What is Business: How does revenue differ from other income, Avoid the IRS hobby-loss classification. What qualifies as a business deduction: Why receipts aren't enough by themselves, What record keeping is needed. IRS Audits Lowering your chance of an IRS audit, Avoiding mistakes that send up "red flags", Recordkeeping that can survive an IRS audit. Common misunderstood business deductions: start up costs, Vehicle expenses, Home office deduction, Health insurance and medical expenses, spouse or kids on the payroll, Meals entertainment and travel, Is there a better way to deduct some expenses. Tax and legal business structures: sole proprietorships and partnerships, LLCs and corporations, What's the best tax structure for your business, maximizing owner benefits, reducing fines from regulatory agencies, protecting your home and family's assets from business liability.
2	Cal/OSHA	Join our class to learn about the services Cal/OSHA can provide your small business and how to be proactive in providing a safe and healthy workplace. Come and learn how Cal/OSHA can help you: Reduce injury and illness rates. Lower workers comp. costs. Improve worker morale. Increase productivity. Identify and analyzing hazards. Remove hazards. Use safer work practices. Improve safety program. Strengthen safety culture. Provide training assistance.
2	Cal/OSHA Workshop	Join our class to learn about the services Cal/OSHA can provide your small business and how to be proactive in providing a safe and healthy workplace. Come and learn how Cal/OSHA can help you: Reduce injury and illness rates. Lower workers comp. costs. Improve worker morale. Increase productivity. Identify and analyzing hazards. Remove hazards. Use safer work practices. Improve safety program. Strengthen safety culture. Provide training assistance.
2	California Small Business Paid Leave Laws and also Energy Saving Tips for Small Businesses	Topics included in this seminar are: California's Global Warming Solution act. Energy upgrade California & Clean Energy Programs for Small Businesses. Energy Star Portfolio Manager. Clean Energy Tips. Climate Credit for Small Business

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1.5	Capture Management for small Businesses in the Government Marketplace	In this webinar, we will discuss how small businesses with limited resources can develop and execute their own capture plan to help them increase their win rate on government contracts in advance of the solicitation phase.
4	Cash Reigns Supreme	This is a half day course designed for small business owners that teaches the importance of financial statements and how they can be used to make better business decisions. This class will make the connection between bookkeeping transactions and financial statements using QuickBooks software. Participants will also learn how third parties, including lenders, evaluate financial statements to make lending decisions. Specific topics include: The importance of maintaining current and accurate financial records. Keeping financial records with QuickBooks. AccouProfit and loss statement. accounting terminology. Balance Sheet. Profit and loss statement. The importance of cash. Determining your company's cash needs. cash flow statements. Cash flow forecasting. Selecting an accountant and accounting system. Preparing for growth.
2	Communication, Marketing and Time Management	Take this Job and Fun It! This energetic training session will teach you how to have fun at your job and increase your productivity. De-stress practices will be emphasized by changing our attitudes, learning to play and having the tools to make this all happen. Revitalize your energy level at work! Take the Work out of Networking! For those who find mixing, mingling, and small talk challenging if not death defying, does Pat have some ideas for you! Her networking tools and ideas will not only take the dread out of making new contacts, but will actually put some fun into it!
2	Conflict Resolution for Small Business	Topics covered: What are the issues underlying conflict? What are conflict resolution options for businesses? Differences between mediation, arbitration and litigation. Mediation as an option- How does it work? What are the types of disputes that are appropriate for mediation? What are the benefits of mediation? Basic conflict resolution skills/ Top conflict resolution tips for employers and organizations
2	Contracting with Caltrans	If your business could be used to design, permit or build a Caltrans infrastructure project or if your business sells any of the thousands of products and services Caltrans staff use or contract for every year, you'll want to attend this class! Learn specific details about how to find those bidding opportunities and Caltrans buyers.
2	Contracting with Sacramento County	Topics Covered: Working with (or selling to) the County of Sacramento. Registering your business with Sacramento County. Tips for Successfully Responding to a Bid Local and Small Business Assistance Defined
2	Corporation	Join us to learn how to properly form and maintain an Corporation; what gives it legal standing and how that relates to tax savings, asset protection and fringe benefits for the owners. Improperly formed or maintained entities will not provide these benefits. We will discuss: Reasons to operate as a corporation. Legal structure of a corporation Legal government. C Corp vs S corp tax structures. How to properly form a corporation. Compliance and maintenance. How to reduce chances of an IRS Audit.
3	Cost and Price Analysis for Govt Contracting	Join us to learn cost and price elements of writing a proposal to contract with the government and how the government evaluates the costs and prices proposed
2	Creating a Marketing Strategy	Join us for a new class by Uptown Studios! Tina and Leidhra will be speaking about how to create and implement a marketing strategy for your business! Whether you have a strategy already in place, a draft started, or nothing at all, they will help get you up to speed on setting up and implementing your very own marketing strategy. This will include how to identify your primary and secondary audiences as well as setting goals for the strategic and a plan to achieve those goals.
2	Creating and Implementing a Marketing Strategy	Join us for a new class by Uptown Studios! Tina and Leidhra will be speaking about how to create and implement a marketing strategy for your business! Whether you have a strategy already in place, a draft started, or nothing at all, they will help get you up to speed on setting up and implementing your very own marketing strategy. This will include how to identify your primary and secondary audiences as well as setting goals for the strategic and a plan to achieve those goals.

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1.5	Creating Your Government Opportunity Forecast	This webinar will help firms seeking government market opportunities understand the importance of developing an accurate forecast. Attendees will also learn tips, strategies, and best practices for developing their own forecast opportunities.
1.5	Creating your own forecast of Government Market Opportunities	Agency publish forecasts are often not accurate or provide little information on upcoming opportunities. This webinar will help firms seek government market opportunities understand the importance of developing an accurate forecast. Attendees will also learn tips, strategies, and best practices for developing their own forecast of opportunities.
2	Cyber Security for Small Businesses	Over 80% of the 25,000 businesses in Sacramento are small and medium sized businesses and they are not immune to cyber attacks. Cyber Security is no longer only a technical issue, but it is now also a business issue for all companies. At this seminar learn about the cyber threats relevant to small and medium sized businesses in Sacramento and some ways to mitigate some of those threats.
2	DBE Certification Lab	The State of California strives to make doing business with the state as easy as possible. The eProcurement system provides one location to advertise procurement opportunities. This workshop presented by the California Department of General Services will provide hands-on technical assistance for on-the-spot online certification to get certified as a California Small Business Enterprise supplier. Information on procurement and contracting opportunities with the State of California, California Department of Transportation, California Public Utilities and other reciprocity partners will be shared. All businesses are welcome.
2	Department of General Services (DGS) Certification Lab	The State of California strives to make doing business with the state as easy as possible. The eProcurement system provides one location to advertise procurement opportunities. This workshop presented by the California Department of General Services will provide hands-on technical assistance for on-the-spot online certification to get certified as a California Small Business Enterprise supplier. Information on procurement and contracting opportunities with the State of California, California Department of Transportation, California Public Utilities and other reciprocity partners will be shared. All businesses are welcome.
2	DGS RESD	Does your business provide a good or service related to real estate construction or maintenance? Do you feel like government contracts are often designed for much larger companies than yours? If yes, then this class is for you!! Department of General Services is coming to speak about State contracting opportunities under their Real Estate Services Division. They will give an overview of their program and teach you how to participate. This program is designed for smaller business seeking smaller contracts.
2	Disaster Training Lab	Every year, disasters like fire and data breaches can inhibit the ability of small businesses from recovering from and thriving after disasters great and small when they don't have a disaster plan in place.
2	Doris Matsui Round Table	The goal of the roundtable is for you to share your thoughts with Congresswoman about the economy, the Sacramento business climate and how the federal government can help your business grow and prosper. We look forward to our attendance and comments.
2	Effectively Communicating Safety	Join our class to learn how to effectively communicate safety and how to be proactive in providing a safe and healthy workplace. Come and learn how you can: Reduce injury and illness rates. Lower workers comp. cost. Improve worker morale. Increase productivity. Identify and analyzing hazards. Remove hazards. Use safer work practices. Improve safety program. Strengthen safety culture. Provide training assistance.
2	Emergency Management Part 1	Disaster Planning: What Every Small Businesses Needs to Know will share disaster planning concepts, tools, and resources as well as offer case studies of local small businesses that have integrated emergency management into their business process.
2	Emergency Management Part 2	Part 2- Business Continuity Planning: Keys to Business Survival After Disaster will cover business continuity planning process steps for small businesses and share free and low-cost business continuity planning tools and templates geared specifically for small businesses.
2	Emotional Intelligence for Small Business Owners	Learn how to build an emotionally intelligent business by discovering the emotional reality, visualizing the ideal, and sustaining emotional intelligence.

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2.5	Employee or Independent Contractor Seminar with the Employment Development Department	Attendees will learn: Common misconceptions about independent contractors. Ways to combat payroll tax fraud. How to distinguish between employees and independent contractors. Statutory and exempt employment. Resources to help classify workers.
2	eProcurement with Sacramento County	Now that your firm is registered to receive solicitation notifications for the County of Sacramento through its eProcurement partner (Public Purchase), this workshop will show you how to use Public Purchase to respond. The workshop will include Review of Sacramento County Standard Bid Document, How to enter a Response in Public Purchase, How to navigate the system, How to review your response, How to print your response, and Question and Answer Session.
1.5	Exploring the Government Marketplace for Your Small Business	If you are a start-up interested in the government market or new to government contracting, this workshop will help you understand "The Big Picture" of the government marketplace and how to begin building the right foundation now for success in the future.
2	Facebook for Small Businesses	So you started a Facebook company page, but don't know what to do now? Uptown Studios is here to help. Join us as we discuss best Facebook practices and look at how to reach your objectives through Facebook ads and promotions. This course is best suited for those who already manage Facebook business page and are now looking for help building their audience and reaching their marketing goals. Bring your questions and leave with applicable tips.
1.5	Federal Acquisitions Regulations 101	Do you want to earn the respect of government agencies, prime contractors, and be a federal market superstar? Then learning the rules of the game is essential! In this webinar you will learn how to navigate the Federal Acquisition Regulation (FAR) as well as how to find and access the supplemental regulations of each federal agency, and much more. After registering, you will receive a confirmation email containing information about joining the webinar. This webinar is brought to you by The California Capital Financial Development Corporation Procurement Technical Assistance Program.
2	Federal Contract Administration	Join us to learn how to manage the performance of your government contract
2	Federal Contract Negotiations	Join us to learn how to negotiate a contract with the federal government
2	Federal Contracting 101	Topics Covered: Registering with the federal government. Small Business Certification. Small Business contracting set-asides. Look for opportunities. How the Government Buys. Marketing to the Federal Government
2	Federal Resources for Small Business	Are you looking to prepare an industry analysis? Are you looking to start a business and need access to capital? The office of Congressman Ami Bera is hosting a workshop that will cover the following: A presentation by the US Small Business Administration (SBA) on access to capital and business financing. How does a small business get money? Bank loans-are they impossible? Doing your homework before applying for a loan and ho might be able to help. Why banks might not be able to lend to your business. How SBA might help. Sba loan guarantee program overview (7(a) & 504 Loan Programs
2	Filing for Social Security: Flexibility and Choices for Your Retirement Income	Social Security is our country's single largest Federal program and the sole means of support for many retirees. Remarkably, it offers a high level of flexibility to optimize your retirement income needs. We invite you to learn about Social Security's unexpected options.
2	Financial Management 1	Topics Covered: Benefits of financial management. Budgeting. Book keeping. Managing Cash Flow
2	Financial Management 2	Topics Covered: Business Financing do's and don'ts. Financing Preparation. Loan Packaging. Qualifying for financing. Look for a loan. Start-up financing.
2	Financial Planning for the Business Owner	Attend this class to explore the different stages of financial, business, and estate planning for the business owner.
2	Franchising	This is a detailed guide for individuals who are looking to get into the franchise industry but may not know where to start. This class will touch on questions you should ask the Franchisors, what to look for in the FDD- Franchise Disclosure Document as well as the overall benefits of buying a franchise.
5	Franchising Lab: The A to Z of Buying a Franchise	This full day course offer a chance to learn everything you need to know about purchasing a franchise.

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2	Grow Your Business With Email Marketing	Build the relationships that are the key to your business success with easy, inexpensive, and highly effective email marketing! Learn how to increase your email deliverability and open rates; write good content; and perhaps most importantly- get and keep high quality prospects, customers and members.
1	Hiring Assistance Program	By participating in the Hiring Assistance Program, you will be able to bring on a qualified new employee and receive a cash reimbursement for providing necessary orientation and training to that employee. You can receive up to \$5,000 over the course of 6 months or less.
1.5	How to Communicate & Build Relationships with Government Agencies	In this webinar, we discuss these two memos as well as effective and ineffective ways small businesses use to communicate with, gain information from, and influence key stakeholders in government.
1.5	How to Develop & Implement and Federal Marketing & Capture Plan	In the webinar, we will discuss how small businesses with limited resources can develop and execute their own capture plan to help them increase their win rate on government contracts in advance of the solicitation phase.
2.5	How to do Biz with Sac County and SMUD	Working with (or Selling to) the County of Sacramento and SMUD. Registering your Business with Sacramento County and SMUD. Tips for Successfully Responding to a BID. Local Small Business Assistance Defined
2	Human Resources for Small Business	Topics Covered: HR Audit and Compliance. Basic Leadership Styles. Legal Side of Managing. Coaching. Motivating. Communications
1	iCloud	Join us to learn how a free iCloud account can help you store content to keep you and your business organized!
3	Intro to Government Contracting	Join us for a class covering a general introduction to Federal, State and Local contracting
1	iOS in business	Join us to learn how iPad and iPhone deliver an engaging experience that is simple, intuitive and engaging for business users. Discover how Apps are inspiring new and better ways to work. We will also discuss how iPhone and iPad fit into virtually any business environment with a layered approach to security and scalable deployment options.
1.5	Labor Law	Topics Covered: What to do before the first employee starts work. The Law regarding hours and day of work, record keeping, employee breaks, filing reports, inspection, penalties and much more. Pay days and recordkeeping. Payroll deductions. Employee vs Independent contractor. Termination of employment and final pay. Employee rights.
2	Linked in 101	Topics Covered: Setting up profile. Headline. Adding photo. Current & Past Positions. Education. Public Profile. Summary. Skills. Add Sections. Recommendations. Settings. Who's viewed your profile.
2	Linked in 201	Topics covered: Advanced Search. Company Profile. Connections. Develop an overall strategy. Following companies. Groups. Importing of Contacts. Jobs. Share an update. Smartphone App. Twitter
2	LinkedIn	Learn what you need to know about creating an optimal LinkedIn profile and how to use it. Learn to set up a personal profile-photo, headline, summary, and experience, import rich media files, Identify key words for profile optimization, learn more about groups, expand your business, engage your connections.
2	LLC	Join us to learn how to properly form and maintain an LLC; what gives it legal standing and how that relates to tax savings, asset protection and fringe benefits for the owners. Improperly formed or maintained entities will not provide these benefits. We will discuss: Reasons to operate as an lilac. Legal structure. Legal governance. LLC tax structures. Proper formation. Compliance and maintenance. Tax reduction strategies. Staying under IRS Radar
1	Mac in Business	At this event, we'll discuss how Mac can power your business including: performance and compatibility. Discovering and updating the apps you need to run your business. How our Business Team can help you make the switch
2	Marketing	Determining your target market and their needs. How to build your brand. Positioning yourself. Crafting your marketing message
2	Marketing to the Government	Join us for a class and learn strategies to market to the government. Understanding the government customer. Evaluating the market and capabilities. Applying the 4 key principles. Making contact.

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1.5	Mastering Virtual Partnerships (Webinar)	The course examines several common tools that facilitate online communication and collaboration, including email, chat, online documents, file sharing, and conferencing. It explores the underlying technology that allows communication over the internet to employees, partners, vendors and customers. This information will give the small business owner the background and terminology needed to make informed decisions when working with virtual partners.
2	Navigating the FAR	Join us for a class covering the Federal Governments "rule book" on the purchasing of goods and services.
2	Patent and Trademark	Join us for a class where Mr. John Cabeca, Director of the Silicon Valley U.S. Patent and Trademark Office, will provide an opportunity to learn about the practical tools offered by the US Patent and Trademark Office. In particular, Director Cabeca will highlight: The Basics of Intellectual Property. Important initiatives underway at the USPTO. How the USPTO connects with start-ups and entrepreneurs and the local community. The tools and services available to the community through the USPTO's Silicon Valley office.
2	Paying Employees: Salary vs Hourly and Overtime	Join us to learn the difference between an hourly and salary (non-exempt vs exempt) employee plus more! Specific areas covered are: Executive exemption. Administrative exemption. Professional exemption. Outside Salespersons
2	Payroll Services	Join us to learn what payroll is and it implications in each of the following areas: Identify Taxes. How taxes are calculated. Business structure. Employee vs independent contractor. Hiring employees: employer responsibilities. Fair labor standards act. Exempt and nonexempt employees. Payroll dates and frequencies.
1.5	Prospecting for Federal Market Opportunities	This webinar will not only help you understand where to look for opportunities that are posted to the public, but will also help you discover other techniques to find opportunities that are not posted. Additionally, you will learn how various agencies use a variety of websites to publicize their opportunities, and understand why the majority of opportunities are never visible to the general public.
3	PTAC - Project Management for the Small business Government Contractor	Join our free workshop and learn the tools and techniques of project management that help you meet government cost schedule and scope requirements.
2	QuickBooks Professional Overview for Small Business Owners	If you are wondering if QuickBooks Pro is right for you, or how to maximize the one you already have, this class is for you. We'd suggest taking this class before setting up the program incorrectly. This class can help you avoid common mistakes and a lot of wasted time and effort.
2	Record Keeping for Small Businesses with the Internal Revenue Service	Topics Covered: Importance of record keeping. What is record keeping. Understanding what tools/software you need. Where to find free business software training.
1.5	Refining Your Web Presence	This 2-part Website Development course lays the foundation for the successful integration of a website into business operations and introduces the best practices of web presence. The building blocks you will receive will help you further understand and integrate these emerging technologies. Web development can range from a simple single page website to a series of pages with the services and products you provide. Learn to take the appropriate leap to the web for your business.
1.5	Reporting Unclaimed Property	Are you in compliance with California's unclaimed property reporting process? Noncompliance could cost you! Join us for a class led by the California State Controller's Office covering everything you need to know as a business owner about unclaimed property.
2	Restaurants, Catering Food trucks BOE	This class is specific to restaurants, catering and food truck businesses and will cover what you need to know about Sales/Use Tax and how to obtain a Seller's Permit for this industry.
2	Retirement Planning for Small Business Owners	Attend this class to explore the various retirement plans that are available to businesses and business owners.

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1.5	Sacramento County eProcurement	Now that your firm is registered to receive solicitation notifications for the County of Sacramento through its eProcurement partner (Public Purchase), this workshop will show you how to use Public Purchase to respond. The workshop will include Review of Sacramento County Standard Bid Document, How to enter a Response in Public Purchase, How to navigate the system, How to review your response, How to print your response, and Question and Answer Session.
2	Sales/Use Tax for Contractors	This seminar will help you understand tax laws and regulations relevant to those in the construction industry. Come learn how you can help your business be successful by avoiding common tax problems.
2	SBA Certified Woman-Owned Business	The SBA Woman-Owned Small Business (WOSB) Federal Contract Program went into effect in February 2011. The program is aimed at expanding Federal contracting opportunities for women-owned small businesses (WOSBs). Topics: Overview of program eligibility and contracting requirements. Details on the steps to getting self-certified as a woman-owned small business (WOSB) or an Economically Disadvantaged Woman Owned Small Business (EDWOSB). Hints and tips on where to look for Federal contracting opportunities. How to market to Federal agencies.
1.5	SBA Disaster Loan	Was your business negatively affected by the drought? If so, SBA offers Economic Injury Disaster Loans to small, nonfarm businesses, small agricultural cooperatives, small businesses engaged in aquaculture and most private, nonprofit organizations of any size. Up to \$2 million can be lent to help meet financial obligations and operating expenses which could have been met had the disaster not occurred.
1.5	SBA Financing	Topics covered: How does a small business get money? Bank loans-are they impossible? Doing your homework before applying for a loan and who might be able to help/ Why banks might not be able to lend to your business. How SBA might help. SBA loan guarantee program overview. Tips for dealing with lenders.
2	SBA SAM Certification Lab	If you would like to certify with the SBA for federal contracting for your business, you first need to register in the SAM System. This class will walk you through how register in SAM to set up your account for the SBA certifications.
4.5	SBA Tax Workshop	Topics Covered: Agency Services and Products. Getting it Right for Your Business. Small Business Financing.
2	SBA Veteran Programs	The SBA has various sources and programs available to Veterans and Service Disabled Veterans. Join us to learn about the role of the Veterans Business Outreach Center, the SBA Veterans Advantage Loan Program, and the what it takes to become a Certified Federal Government Veteran-Owned Small Business (VOSB) or Service Disabled Veteran-Owned Small Business (SDVOSB)
2	SBA Woman Owned Small Business	Background: The SBA Woman-Owned Small Business (WOSB) Federal Contract Program went into effect in February 2011. The program is aimed at expanding Federal contracting opportunities for women-owned small businesses (WOSBs). Topics: Overview of program eligibility and contracting requirements. Details on the steps to getting self-certified as a Woman-owned Small Business (WOSB) or an Economically Disadvantaged Woman Owned Small Business (EDWOSB). Hints and Tips on where to look for Federal contracting opportunities. How to market to Federal agencies.
2.5	SBA/AARP Encore Entrepreneur Mentor Workshop	This no cost event is designed for entrepreneurs who are age 50 and older and who are interested in finding a mentor who can help them develop and implement their small business plans. Whether you are considering starting a business for the first time, or leveraging your previous experience to start or expand a small business, this workshop is for you. learn successful approaches to starting a new business venture or expanding an existing business from the experts.
2	SMUD SEED and EBSS Registration Lab	Join us to learn about SMUD's SEED Program a small business incentive program and register on the spot in their Electronic Bid Solicitation System. The SEED (Supplier Education and Economic Development) program offers local small businesses incentives to participate in SMUD's competitive bid process. It also helps prime contractors find local sub-contractors to gain an advantage in developing their bids or proposals.
2	So, You Want to Open a Mobile Cart or Truck Food Business? BERCCan Help!	You should attend this class if you want to know: How to open a mobile food business. How to get started. What permits do I need? Where can you sell food? What food can I sell? Where to store my cart, food truck ice cream truck? Where to find a used or new vehicle.

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2	Social Media for Small Businesses	Social media has become an essential tool for marketing and brand development. Join our FREE class sponsored by Safe Credit Union to demystify the world of social media and better understand how these free tools can help build awareness of your organization, business or campaign. We will break down the different channels and how to best use them to achieve your goals. Join us and get social!
2	Social Security Medicare Benefits Workshop with the Social Security Administration	The course will teach you about: your retirement benefits, benefits for family members, spousal benefits, application process, examples of when to file, earning limitations after filing for benefits, Medicare enrollment and programs, and online features.
2	Special Guest Speaker California State Treasurer John Chiang	The state is exploring the development of a voluntary, low-risk, low-cost, portable retirement savings plan for private sector employees whose employers don't offer retirement. While the program is in the early design stages, the Treasurer wants to share
2	State Payroll Tax Workshop	How to Mind Your Business and get Consistent results. How to stop Spinning Plates and get the important things done. How to create a massive action plan you can be consistent with.
2	Straight talk about Franchising	Why own a business? Why own a franchise? Misconceptions about franchising. How to find the right franchise.
2	Strategic Leadership Part 1	Whether you're an entrepreneur or small business owner, you're likely to have identified some of the keys to strategic growth including access to capital, customers, and opportunities to increase market share, etc. However, there is a less tangible but essential element to the survival and success of your business: leadership. This strategic leadership development program is aiming at empowering entrepreneurs and small business owners with strategic influence to promote a sustainable and thriving organization. We will examine the key challenges and imperatives that entrepreneurs and small business owners face such as developing an organization's key competencies and capabilities, developing and communicating an organizational vision, infusing strategically congruent values into the organization's culture, and using social network to promote and expand the business. We will also strive to use this knowledge to reflect upon and assess your personal leadership philosophy and values.
2	Strategic Leadership Part 2	Whether you're an entrepreneur or small business owner, you're likely to have identified some of the keys to strategic growth including access to capital, customers, and opportunities to increase market share, etc. However, there is a less tangible but essential element to the survival and success of your business: leadership. This strategic leadership development program is aiming at empowering entrepreneurs and small business owners with strategic influence to promote a sustainable and thriving organization. We will examine the key challenges and imperatives that entrepreneurs and small business owners face such as developing an organization's key competencies and capabilities, developing and communicating an organizational vision, infusing strategically congruent values into the organization's culture, and using social network to promote and expand the business. We will also strive to use this knowledge to reflect upon and assess your personal leadership philosophy and values.
2	Strategic Leadership Part 3	Whether you're an entrepreneur or small business owner, you're likely to have identified some of the keys to strategic growth including access to capital, customers, and opportunities to increase market share, etc. However, there is a less tangible but essential element to the survival and success of your business: leadership. This strategic leadership development program is aiming at empowering entrepreneurs and small business owners with strategic influence to promote a sustainable and thriving organization. We will examine the key challenges and imperatives that entrepreneurs and small business owners face such as developing an organization's key competencies and capabilities, developing and communicating an organizational vision, infusing strategically congruent values into the organization's culture, and using social network to promote and expand the business. We will also strive to use this knowledge to reflect upon and assess your personal leadership philosophy and values.

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2	Strategic Leadership Part 4	Whether you're an entrepreneur or small business owner, you're likely to have identified some of the keys to strategic growth including access to capital, customers, and opportunities to increase market share, etc. However, there is a less tangible but essential element to the survival and success of your business: leadership. This strategic leadership development program is aiming at empowering entrepreneurs and small business owners with strategic influence to promote a sustainable and thriving organization. We will examine the key challenges and imperatives that entrepreneurs and small business owners face such as developing an organization's key competencies and capabilities, developing and communicating an organizational vision, infusing strategically congruent values into the organization's culture, and using social network to promote and expand the business. We will also strive to use this knowledge to reflect upon and assess your personal leadership philosophy and values.
2	Structuring your Business as a Corporation	Join us to learn how to properly form and maintain an Corporation; what gives it legal standing and how that relates to tax savings, asset protection and fringe benefits for the owners. Improperly formed or maintained entities will not provide these benefits. We will discuss: Reasons to operate as a corporation. Legal structure of a corporation Legal government. C Corp vs S corp tax structures. How to properly form a corporation. Compliance and maintenance. How to reduce chances of an IRS Audit.
2	Structuring your Business as an LLC	Join us to learn how to properly form and maintain an LLC; what gives it legal standing and how that relates to tax savings, asset protection and fringe benefits for the owners. Improperly formed or maintained entities will not provide these benefits.
2	Take Your Job and Fun It!	Do you want to improve your communication and presentation skills? Put a positive spin into your message using comedy and humor. Learn the techniques to make your presentations engaging and powerful using humor. Whether you are speaking one on one with your customer or to an audience you will learn the techniques to improve your delivery with positive energy and great impact.
1	Talking Business	Join us for our second biweekly call with Alton Byrd of Shirlaws Business Coaching, where we will discuss anything and everything about business! These call will take place every other Wednesday at the same time. Call in and speak with Alton Byrd, a professional business coach from Shirlaws Business Coaching. The floor is open to discuss anything and everything about your business!! Come with questions for Alton and he will facilitate a discussion regarding your specific topic of interest. Need some ideas? Here you go!
2	Tax Forum with BOE, FTB, IRS, and EDD	A panel of the four business taxing agencies consisting of the Internal Revenue Service, Franchise Tax Board, Employment Development Department and Board of Equalization will be at the Women's Business Center discussing your tax rights and responsibilities as a small business owner.
2	Technology Lab	Join us for a computer lab led by Imda Hye, a Computer Science student at Washington University. She will walk you through Facebook and Pinterest from creating an account to features and utilization. She will also include bonus lab work for computer issues and utilization commonly requested.
2	The Ultimate Results Workshop for Business Owners	During this workshop you will learn: A sales system that will change your business results.
1.5	Understanding and Obtaining Federal Small Business Certifications (Webinar)	Find out why small businesses should get certified today. This webinar will help you understand the major federal small business certification programs, as well as the benefits of each program, and how to obtain certification for your small business. attendees will also learn about federal small business goals and how these are achieved through small business set aside and sole source contracts.
2	Understanding Nonprofit Sales & Use Tax with BOE	This class will cover what you need to know about Nonprofit Sales/Use Tax and how to obtain a Seller's Permit for this industry.
2	US Census Data for market research	In our 21st century information age, having access to the right data and information is crucial for the success of many small businesses. This workshop can help you, as a small business owner, learn how data from the U.S. Census Bureau can help you gain a better understanding of competitive forces within your industry and make the right strategic decisions now, that can help you grow in the future.

ATTACHMENT A

2	Veterans Contracting with the SBA	Counseling and training: The free counseling/mentoring services from the SBA's Resource Partners such as the Veterans Business Outreach Center (VBOC), SCORE, Small Business Development Center (SBDC), Women's Business Center (WBC), Business Information Center (BIC), and the hundreds of training courses available both online and face-to-face. Contracting: The registration sites and certification requirements for Federal Government Contracting such as SAM and VetBiz will be discussed. Where and how to search for Federal Government solicitations in FBO from the various federal agencies and a question and answer session on Federal Government Contracting.
2	WANTED: Business People Who Need the Right Tools to Grow their Business/Women's Brunch at Learn with the Small Business Administration	How would you like to increase your sales results by more than 20% over the next 3 months? This workshop will teach you: How to get non-stop focus while prospecting, selling & living/ How to guarantee you'll never struggle with sales ever again. How to overcome sales resistance and embrace selling. How to increase the number of referrals you get by 50% in 90 days
2.5	WBC Reception - Effective Networking Strategies	Are you maximizing your online Linked In networking potential? Is your personal brand and are your online networking efforts effective? We invite you to meet Melissa Washington, nationally recognized LinkedIn expert and author of Get Back to Work. Melissa will share strategies to maximize your online profile, how to optimize your social media efforts and much more. Attendees will receive the ultimate sneak peak on how to achieve online success, meet author Melissa Washington and have an opportunity to purchase a signed copy of her book, Get Back to Work. The event also offers quality networking opportunities. We look forward to you joining us for this special event.
2	Wealth Transfer Strategies	Attend this class to learn the different strategies that can be used to attain your financial legacy goals.
2	Wellness Discussion Workshop for Small Business Owners	California Capital Women's Business Center is partnering with Small Business Majority to host a series of workshops this year to educate small businesses about the economic, community and health benefits of implementing workplace wellness programs and what specific, simple, affordable steps small business owners can take to adopt a program that's right for their business. As a first step, we are seeking input from small business owners and health and wellness resource providers to share ideas about adopting and implementing wellness programs, best practices and local health and wellness programs and services to add to a "local resource toolkit."
	Women Owned Small Business with the SBA	The SBA Woman-Owned Small Business (WOSB) Federal Contract Program went into effect in February 2011. The program is aimed at expanding Federal contracting opportunities for women-owned small businesses (WOSBs). Topics: Overview of program eligibility and contracting requirements. Details on the steps to getting self-certified as a woman-owned small business (WOSB) or an Economically Disadvantaged Woman Owned Small Business (EDWOSB). Hints and tips on where to look for Federal contracting opportunities. How to market to Federal agencies.
2	Women-Owned Small Business Certification Workshop with the Small Business Administration	The SBA Woman-Owned Small Business (WOSB) Federal Contract Program went into effect in February 2011. The program is aimed at expanding Federal contracting opportunities for women-owned small businesses (WOSBs). Topics: Overview of program eligibility and contracting requirements. Details on the steps to getting self-certified as a woman-owned small business (WOSB) or an Economically Disadvantaged Woman Owned Small Business (EDWOSB). Hints and tips on where to look for Federal contracting opportunities. How to market to Federal agencies.
2	Workers' Compensation	Join us for an informational seminar covering Worker's Compensation. Worker's Comp is a mandatory state insurance program. If you have employees, join this class to answer the following questions: What is it? Why does may small business need it? When should I purchase it? How do I obtain a policy? Is it expensive?
2	Workplace Wellness Forum for Sacramento Health and Wellness Resource Providers	Attend this forum to share information about local health and wellness programs and services your company provides, best practices and advice for implementing a wellness program.
2	Your Retirement Income – Making it Last and Enjoying It!	Topics Covered: How you define your retirement. How much will it cost. What sources of income will fund it. What risks you need to manage. How do you build your withdrawal plan?

California Employers Association

Job Readiness/Pre-Employment Skills
Business Development and Process Improvement
Financial Literacy
Job Retention/Life/Success Skills

EXHIBIT 2 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
California Employers Association
hereinafter referred to as “CONTRACTOR”

WORK SCHEDULE

I. OVERVIEW

On August 6, 2015, the SETA Governing Board approved release of the *Revised Vendor Services (VS) Request for Qualifications (RFQ)*. Vendor Services are fee-for-service activities that provide additional options for adults and youth who face a myriad of challenges to academic success and/or gainful employment.

The revised RFQ was developed on the basis of SETA programs under the Workforce Innovation and Opportunity Act (WIOA) of 2014; Refugee Social Services (RSS) Program; Targeted Assistance (TA); Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following areas: **Financial Literacy/Planning (Youth), Job Readiness/Pre-Employment Skills Training (Youth and Adult – separate curriculum), Job Retention/Life/Success Skills, and Business Development and Process Improvement.**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

All services will be provided with prior approval of SETA Management and in accordance with all applicable SETA Directives found on SETA’s Website at www.seta.net. CONTRACTOR will provide:

(Youth) Financial Literacy/Planning – provides instruction to youth ages 18 –

24 with curriculum designed to teach the basics of handling their money and finances, including how to create positive relationships with financial institutions. Each of the eight instructor-led modules includes a participant guide and slides. Modules can be taught sequentially or one or more individual module(s) on a stand-alone basis in four (4) hour or eight (8) hour workshops. **(See Attachment A for description of modules).**

(Youth) Job Readiness Pre-Employment Skills Training – provides instruction and curriculum designed to provide youth ages 18 – 24 with the skills needed to apply for a job and secure employment. Training will assist youth in finding a career path, job search, the application process, the job interview and beyond into the workplace. Networking opportunities will be provided to help motivate youth to stay in school and work their plan. Modules can be taught sequentially or one or more individual module(s) on a stand-alone basis in four (4) hour or eight (8) hour workshops. **(See Attachment A for description of modules).**

(Adult) Job Readiness/Pre-Employment Skills Training – provides instruction with curriculum designed to provide adult clients the skills needed to apply for a job and secure employment. Instruction will be given in finding a career path, job search and the application process, the job interview, and beyond into the workplace. Modules can be taught sequentially or combined in four (4) or eight (8) hour workshops. Modules can be taught sequentially or one or more individual module(s) on a stand-alone basis in four (4) hour or eight (8) hour workshops. **(See Attachment A for description of modules).**

Job Retention – provides instruction that focuses on employer’s expectations in customer service skills, communication, self-leadership and team assimilation. Curriculum is designed to provide clients with skills to successfully obtain and/or retain employment. Modules can be taught sequentially or one or more individual module(s) on a stand-alone basis in four (4) hour or eight (8) hour workshops. **(See Attachment A for description of modules).**

Business Development and Process Improvement – provides outreach to employers and will develop and implement solutions and strategies that can help a business to survive and grow, to prevent business layoffs. CONTRACTOR will coordinate with SETA’s Employer Services team to provide services. **(See Attachment A for description of modules).**

III. **METHOD OF PAYMENT**

CONTRACTOR will submit a Monthly Fiscal Report along with workshop sign-in sheets (if applicable) and other appropriate documentation upon request. All services provided require prior approval of SETA management. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Activity	Workshop Rate
(Youth) Financial Literacy/Planning*	\$1,595 half day training rate \$2,995 full day training rate (min 6;max 30 participants)
(Youth) Job Readiness/Pre-Employment Skills Training*	\$1,595 half day training rate \$2,995 full day training rate (min 6;max 30 participants)
(Adult) Job Readiness/Pre-Employment Skills Training*	\$1,595 half day training rate \$2,995 full day training rate (min 6;max 30 participants)
Job Retention/Life/Success Skills*	\$1,595 half day training rate \$2,995 full day training rate (min 6;max 30 participants)
Business Development and Process Improvement:* <ul style="list-style-type: none"> <li data-bbox="300 911 730 945">• Layoff Aversion Assistance <li data-bbox="300 1024 673 1092">• Business Development Committee <li data-bbox="300 1171 747 1205">• Employer Forum Workshops <li data-bbox="300 1285 803 1352">• Employee Development Training Workshops 	\$245 per hour, per employer (20 hour max, or \$4,900) \$245 per hour \$1,595 per workshop \$1,595 half day training rate \$2,995 full day training rate (min 5;max 25 participants)

*All services subject to prior management approval.

PAYMENT TO CONTRACTOR:

SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR and with prior approval of SETA Management. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA.

Financial Literacy/Planning (Youth Only)

1. **Bank On It** – teaches about banking basics. Students learn the types of financial institutions, why people use banks, and the fundamentals of using bank accounts. This module also covers additional banking services that a bank might provide and the functions of bank personnel so that when the time comes, the students have the tools they need to begin a relationship with a bank.
2. **Check It Out** – helps students understand checking accounts. They learn how checking accounts work, what fees they charge, how to open an account, and how to maintain it.
3. **Setting Financial Goals** – shows students how to manage their money by preparing a personal spending plan, differentiating wants from needs, and identifying ways to decrease spending and increase income.
4. **Pay Yourself First** – helps students identify ways they can save money and introduces savings options that they can use to save toward their goals.
5. **Borrowing Basics** – helps you learn how to use credit appropriately and determine what forms of credit best suit your needs.
6. **Charge It Right** – teaches students about credit card cards and how to use them responsibly.
7. **Paying for College and Cars** – provides general information on installment loans, including car loans and student loans.
8. **A Roof Over Your Head** – gives students the information they need to make informed choices about renting their first apartment. It will also review the basics of getting a mortgage, and help them make decisions and answer questions to determine their readiness to have a space of their own.

(Youth) Job Readiness/Pre-Employment Skills Training Workshops

1. **Introduction to Social Media** – Social Media is a critical part of our next economy. Employees need to understand the benefits and pitfalls of using social media tools to market their organizations, themselves and network. The training participants will be given an overview of social media and how to use social networking in their career strategies. The training reviews the various job search social media tools including: LinkedIn, Facebook, YouTube, Slogging and Twitter. Upon completion of the training the participant will be able to:

- Understand what is social media and why it is important organizations
- How to use social media tools to create profiles
- Create an online profile to be used in social networking site
- How to manage their web presence
- Set up a LinkedIn and twitter account
- Develop connections with target companies, recruiters and HR professionals

2. StrengthsFinder-Teams Built on Strengths – This training includes the Gallup StrengthsFinder 2.0 book and online assessment. Each participant will receive an analysis of their top 5 strengths results in an interactive session. The training reviews how to utilize strengths on teams and in the workplace. Each participant will be given practical tools to achieve career goals and develop their leadership style. This training is well suited for professionals from entry to mid-management levels. Training includes:

- Identify strengths for career success
- Develop and utilize individual & team strengths to improve organizations performance
- Appreciate the value of strengths-based leadership as a tool for creating positive change in the workplace and enhancing personal career satisfaction
- Create a personal strengths-based leadership/career plan of action
- Recognize the role of strengths when building teams

3. Leveraging the Power of LinkedIn – LinkedIn is fast becoming the number one tool for job seekers and employees seeking to enhance their Online Personal Brand. The LinkedIn workshop is designed to help the professional jobseeker achieve more results from LinkedIn. Participants will learn how to connect with their peers, recruiters and target companies. They will stand out among their competitors and gain attention from hiring managers. Activities include searching for job opportunities, joining groups and managing their online presence.

4. Building Your Personal Brand – Building off the of Strengths Finder classes, participants will use their strengths and attributes to build their brand and value proposition. The training will be an in-depth overview of what is needed in developing and creating their online and offline Personal Brand. Participants will learn how to differentiate themselves from the sea of applicants including techniques used by professional marketers and recruiters.

5. SMARTGoal – A SMART Goal is a statement that describes a specific objective the employee undertakes to fulfill within a specified time period. It is (S)pecific, (M)easurable, (A)ttainable and (R)esults- oriented/relevant and (T)ime bound. SMART Goals provide detailed steps required to accomplish the goal, the timeline for completion and any new skills for development in

order to achieve absolute clarity and agreement between the manager and employee as to what will be done by when. Training includes:

- Development of straightforward, real-time goals using the SMART elements
- Breaking out smaller objectives to see positive results as milestones
- Prioritizing goals to allow employees to know which are the most important to the department and organization.
- Develop a strategy and process collaboratively that involves the employee in the goal- setting process, establishing when and who will be responsible for intermittent check-ins on goal status.
- Implement accountability in coaching employee to reach set goals

6. Leader Speak-Communicating Effectively & Clearly – Business professionals must have rules and tools for communicating effectively. Leaders need a firm foundation in listening mechanics, conflict resolution, and political acumen (Managing up, Leading Down). Every leader must develop these communication skills, or face considerable hardship navigating organizational life, its stressors, and the unique demands inherent in leading others. Upon completion of the training the participant will be able to:

- Define, distinguish, and formulate crucial active listening skills
- Describe and analyze skills needed for "Managing Up, Leading Down" for political acumen, agenda/decision-making, and employee engagement
- Identify methods for dealing with difficult people and resolving conflict on the job
- Understand how to interpret non-verbal cues through body language

7. Critical Thinking and Decision Making – Critical thinking is thinking that assesses itself. In this course you will learn the critical dimensions of business-based decision making including practical tools to be used when defining problems, considering alternatives and coming to conclusions. Training includes:

- Gather and assess relevant information to analyze issues
- Raise important questions in a constructive manner
- Think open-mindedly while considering alternatives
- Come to well-reasoned decisions and solutions that address the right problems and involve the right people
- Create environments that foster feedback for continuous improvement of decision making

8. Attitude Makes a Difference – An employee's attitude can make the difference between success on the job or failure. Bad attitudes in the workplace can deteriorate morale, lower productivity, and increase costs. It doesn't take much for a co-worker, manager, or customer to feel the

negative effects from someone with a bad attitude. The good news is there is now a process for dealing with these difficult people! This training covers:

- Recognize and describe the characteristics of a bad attitude
- Assess a challenging situation and determine an appropriate strategy
- Utilize a 5-step process for dealing with difficult people
- Regain your positive attitude about the other person or situation

9. Self Leadership-Unlocking Your Inner Power – Before you can lead others you must be able to lead yourself. Employers are looking for workers that can manage themselves as well as work in teams. Accountability for your actions and time will lead you to success. Average employees are goal driven; peak performers are mission driven! This training covers:

- Meaning of Self Leadership
- Types of Power
- Making a difference in the workplace
- Solving problems not identifying problems
- Applying the principles of Self Leadership on the job

10. Participatory Leadership – Strategic business professionals must change their role from strictly managing all-things from HR, to being business savvy, networked, and influential participatory leaders who embody the greatness of leadership. Professionals will learn to embrace participatory leadership, build strategic know-how, and position themselves as business contributors, who understand how the business earns, saves, and spends its resources, for improved decision-making. Training includes:

- Managing versus Leading
- Assessing your leadership style
- Identifying key participatory leadership traits
- Creating your leadership skills development plan
- Managing Up: How to be there for your boss and employees
- Learning how the business earns, saves, and spends its resources, for improved decision-making

11. Becoming a Customer Service Star – The customer service training addresses the employers need from their employees representing their company, product and reputation. Customer service is receiving a great deal of attention in almost every business and industry. The purpose of this training is to measure and increase customer service performance in both employees and managers. In Becoming a Customer Service Star you will learn the five points or facets of customer service. Training includes:

- Feel Positively Toward Customers
- Encourage Customer Feedback
- Respond to Customer Problems

- Develop Repeat Relationships
- Seek to Exceed Customer Expectations

12. Creating Workplace Respect – It is essential that effective communication, honesty, trust, and respect be found in the workplace as the foundation for a productive environment. The diversity in today's work place, not only involves differences in race, gender and culture, but we also address issues that include differences in communication style, ages, education, values, etc. With insight, understanding, and skill development, we can learn to value differences as opportunities and strengths. A culture of trust and respect enhances team efforts and goal attainment. This training covers:

- What is meant by workplace respect?
- Barriers to understanding and respect
- Strategies to create stronger respect
- The importance of validation and appreciation
- Personal action plan

13. Dress for Success – This workshop centers on the importance of understanding how our bodies speak volumes to an observer. Non-verbal communication is universal and easily misunderstood. An applicant is judged by skills and superficialities including their eye contact, hand shake or where their arms are placed during the interview. Hands on activities identify nonverbal blunders and tips on how to make a great impression.

14. Getting to the Yes-Effective Negotiations – Individual who seeks to improve their abilities or are taking their first steps into the flexible arena of negotiation will discover that this training will give them an understanding of what makes a great negotiator. By identifying and avoiding the pitfalls and tactics that unscrupulous negotiators might employ becomes somewhat easier. Participants are tutored on how to be proactive in their follow up after the job interview. Topics include:

- Get the best deal in a negotiation
- Overcome obstacles in negotiation
- Close the deal
- Take control of a negotiation
- Negotiate with unreasonable people
- Decide when to make the first offer
- Know when to walk away

(Adult) Job Readiness/Pre-Employment Skills Training

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training participants will be given an overview of social media and how to use social networking in their career strategies. The training reviews the various social media tools including: LinkedIn, Facebook, YouTube, Blogging and Twitter. Upon completion of the training the participant will be able to:

- Understand what is social media and why it is important to organizations
- How to use social media tools to create profiles
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- Appreciate the value of strengths-based leadership as a tool for creating positive change in the workplace and enhancing personal career satisfaction
- Create a personal strengths-based leadership/career plan of action
- Recognize the role of strengths when building teams

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- Understand how to interpret non-verbal cues through body language

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- recognize and describe the characteristics of a bad attitude
- Assess a challenging situation and determine an appropriate strategy
- Utilize a 5-step process for dealing with difficult people
- Regain your positive attitude about the other person or situation

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- Managing versus Leading
- Assessing your leadership style
- Identifying key participatory leadership traits
- Creating your leadership skills development plan
- Managing Up: How to be there for your boss and employees
- Learning how the business earns, saves, and spends its resources, for improved decision-making

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- Respond to Customer Problems
- Develop Repeat Relationships
- Seek to Exceed Customer Expectations

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- What is meant by workplace respect?
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- Strategies to create stronger respect
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- Get the best deal in a negotiation
- Overcome obstacles in negotiation
- Close the deal
- Take control of a negotiation
- Negotiate with unreasonable people
- Decide when to make the first offer
- Know when to walk away

13. Building High Performance Teams – Leaders spend most of their time focused on improving their teams. They want their teams to perform better, innovate more, resolve conflict, and independently solve any problem that emerges. The training focuses how to utilize strengths on teams and in the workplace. Participants will be given practical tools to develop team trust and develop their leadership style. Training includes:

- Develop and utilize individual & team strengths to improve organizations performance
- Appreciate the value of strengths-based leadership as a tool for creating positive change in the workplace and enhancing personal career satisfaction
- Build trust and cooperation within teams
- Establish framework for high performance teams

- 14. Attitude Makes a Difference** – an employee’s attitude can make the difference between success on the job or failure. Bad attitudes in the workplace can deteriorate morale, lower productivity, and increase costs. It doesn't take much for a co-worker, manager, or customer to feel the negative effects from someone with a bad attitude. The good news is there is now a process for dealing with these difficult people! This training covers:
- Recognize and describe the characteristics of a bad attitude
 - Assess a challenging situation and determine an appropriate strategy
 - Utilize a 5-step process for dealing with difficult people
 - Regain your positive attitude about the other person or situation
- 15. Behavioral Interview Workshop** – This training includes mock interviews with peer reviews to prepare participants for the behavioral questions that are popular with most companies today. The session engages all participants in role playing the interviewer and the interviewee.
- 16. Dress for Success & Watch Your Body Language-** This training centers on the importance of understanding how our bodies speak volumes to an observer. Non-verbal communication is universal and easily misunderstood. An applicant is judged by skills and superficialities including their eye contact, hand shake or where their arms are placed during the interview. Hands on activities identify nonverbal blunders and tips on how to make a great impression
- 17. Building Your Personal Brand** – Building off the of Strength Finder classes, participants will use their strengths and attributes to build their brand and value proposition. The workshop will be an in-depth overview of what is needed in developing and creating their online and offline Personal Brand. Participants will learn how to differentiate themselves from the sea of applicants including techniques used by professional marketers.
- 18. Resumes that Get Hired** – This workshop will help participants inventory skills, background, education, and accomplishments and communicate that information in written form. The topics include: where to begin, resume formats, information needed, skills search, cover letter and the “Do’s and Don’ts and best practices when writing a resume that gets the interview.
- 19. Best Practice Interview Strategies** – Participants are given tips and tools to prepare them to get interviews in one of the toughest job markets in decades. The session provides an opportunity to practice answering interview questions and get advice on how to prepare for interviews and job search events. Topics of discussion include “Watch Your Body Language” and “How to differentiate you as the Candidate of Choice.” This workshop will give job seekers the professional edge they need to land the job they want. We will also discuss how Skype interviews are used today.
- 20. Leveraging the Power of LinkedIn** – LinkedIn is fast becoming the number one tool for job seekers and employees seeking to enhance their Online

Personal Brand. The LinkedIn Workshop is designed to help the professional jobseeker achieve more results from LinkedIn. Participants will learn how to connect with their peers, recruiters and target companies. They will stand out among their competitors and gain attention from hiring managers. Activities include searching for job opportunities, joining groups and managing their web presence.

Job Retention/Life/Success Skills

1. Introduction to Social Media – Social Media is a critical part of our next economy. Employees need to understand the benefits and pitfalls of using social media tools to market their organizations, themselves and network. The training participants will be given an overview of social media and how to use social networking in their career strategies. The training reviews the various social media tools including: LinkedIn, Facebook, YouTube, Blogging and Twitter. Upon completion of the training the participant will be able to:

- Understand what is social media and why it is important to organizations
- How to use social media tools to create profiles
- Create an online profile to be used in social networking site
- How to manage their web presence
- Set up a LinkedIn and twitter account
- Develop connections with target companies, recruiters and HR professionals

2. StrengthsFinder-Teams Built on Strengths – This training includes the Gallup StrengthsFinder 2.0 book and online assessment. Each participant will receive an analysis of their top 5 strengths results in an interactive session. The training reviews how to utilize strengths on teams and in the workplace. Each participant will be given practical tools to achieve career goals and develop their leadership style. This training is well suited for professionals from entry to mid-management levels. Training includes:

- Identify strengths for career success
- Develop and utilize individual & team strengths to improve organizations performance
- Appreciate the value of strengths-based leadership as a tool for creating positive change in the workplace and enhancing personal career satisfaction
- Create a personal strengths-based leadership/career plan of action
- Recognize the role of strengths when building teams

3. Leveraging the Power of LinkedIn – LinkedIn is fast becoming the number one tool for job seekers and employees seeking to enhance their Online Personal Brand. The LinkedIn workshop is designed to help the professional

jobseeker achieve more results from LinkedIn. Participants will learn how to connect with their peers, recruiters and target companies. They will stand out among their competitors and gain attention from hiring managers. Activities include searching for job opportunities, joining groups and managing their online presence.

4. SMART Goal – A SMART Goal is a statement that describes a specific objective the employee undertakes to fulfill within a specified time period. It is **(S)**pecific, **(M)**easurable, **(A)**ttainable and **(R)**esults-oriented/relevant and **(T)**ime bound. SMART Goals provide detailed steps required to accomplish the goal, the timeline for completion and any new skills for development in order to achieve absolute clarity and agreement between the manager and employee as to what will be done by when. Training includes:

- Development of straightforward, real-time goals using the SMART elements.
- Breaking out smaller objectives to see positive results as milestones
- Prioritizing goals to allow employees to know which are the most important to the department and organization.
- Develop a strategy and process collaboratively that involves the employee in the goal-setting process, establishing when and who will be responsible for intermittent check-ins on goal status.
- Implement accountability in coaching employee to reach set goals

5. Leader Speak - Communicating Effectively & Clearly – HRCI – Business professionals must have rules and tools for communicating effectively. Leaders need a firm foundation in listening mechanics, conflict resolution, and political acumen (Managing up, Leading Down). Every leader must develop these communication skills, or face considerable hardship navigating organizational life, its stressors, and the unique demands inherent in leading others. Upon completion of the training the participant will be able to:

- Define, distinguish, and formulate crucial active listening skills
- Describe and analyze skills needed for “Managing Up, Leading Down” for political acumen, agenda/decision-making, and employee engagement
- Identify methods for dealing with difficult people and resolving conflict on the job
- Understand how to interpret non-verbal cues through body language

6. Critical Thinking and Decision Making – Critical thinking is thinking that assesses itself. In this course you will learn the critical dimensions of business-based decision making including practical tools to be used when defining problems, considering alternatives and coming to conclusions. Training includes:

- Gather and assess relevant information to analyse issues
- Raise important questions in a constructive manner
- Think open-mindedly while considering alternatives
- Come to well-reasoned decisions and solutions that address the right problems and involve the right people
- Create environments that foster feedback for continuous improvement of decision making

7. Attitude Makes a Difference – An employee's attitude can make the difference between success on the job or failure. Bad attitudes in the workplace can deteriorate morale, lower productivity, and increase costs. It doesn't take much for a co-worker, manager, or customer to feel the negative effects from someone with a bad attitude. The good news is there is now a process for dealing with these difficult people! This training covers:

- Recognize and describe the characteristics of a bad attitude
- Assess a challenging situation and determine an appropriate strategy
- Utilize a 5-step process for dealing with difficult people
- Regain your positive attitude about the other person or situation

8. Self Leadership-Unlocking Your Inner Power – Before you can lead others you must be able to lead yourself. Employers are looking for workers that can manage themselves as well as work in teams. Accountability for your actions and time will lead you to success. Average employees are goal driven; peak performers are mission driven! This training covers:

- Meaning of Self Leadership
- Types of Power
- Making a difference in the workplace
- Solving problems not identifying problems
- Applying the principles of Self Leadership on the job

9. Participatory Leadership- HRCI – Strategic business professionals must change their role from strictly managing all-things from HR, to being business savvy, networked, and influential participatory leaders who embody the greatness of leadership. Professionals will learn to embrace participatory leadership, build strategic know-how, and position themselves as business contributors, who understand how the business earns, saves, and spends its resources, for improved decision-making. Training includes:

- Managing versus Leading
- Assessing your leadership style
- Identifying key participatory leadership traits
- Creating your leadership skills development plan
- Managing Up: How to be there for your boss and employees
- Learning how the business earns, saves, and spends its resources, for improved decision-making

10. Becoming a Customer Service Star – The customer service training addresses the employers need from their employees representing their company, product and reputation. Customer service is receiving a great deal of attention in almost every business and industry. The purpose of this training is to measure and increase customer service performance in both employees and managers. In Becoming a Customer Service Star you will learn the five points or facets of customer service. Training includes:

- Feel Positively Toward Customers
- Encourage Customer Feedback
- Respond to Customer Problems
- Develop Repeat Relationships
- Seek to Exceed Customer Expectations

11. Creating Workplace Respect – It is essential that effective communication, honesty, trust, and respect be found in the workplace as the foundation for a productive environment. The diversity in today's work place, not only involves differences in race, gender and culture, but we also address issues that include differences in communication style, ages, education, values, etc. With insight, understanding, and skill development, we can learn to value differences as opportunities and strengths. A culture of trust and respect enhances team efforts and goal attainment. This training covers:

- What is meant by workplace respect?
- Barriers to understanding and respect
- Strategies to create stronger respect
- The importance of validation and appreciation
- Personal action plan

12. Getting to the Yes-Effective Negotiations – Individual who seeks to improve their abilities or are taking their first steps into the flexible arena of negotiation will discover that this training will give them an understanding of what makes a great negotiator. By identifying and avoiding the pitfalls and tactics that unscrupulous negotiators might employ becomes somewhat easier. Participants are tutored on how to be proactive in their follow up after the job interview. Topics include:

- Get the best deal in a negotiation
- Overcome obstacles in negotiation
- Close the deal
- Take control of a negotiation
- Negotiate with unreasonable people
- Decide when to make the first offer
- Know when to walk away

13. Building High Performance Teams – Leaders spend most of their time focused on improving their teams. They want their teams to perform better, innovate more, resolve conflict, and independently solve any problem that emerges. The training focuses how to utilize strengths on teams and in the workplace. Participants will be given practical tools to develop team trust and develop their leadership style. Training includes:

- Develop and utilize individual & team strengths to improve organizations performance
- Appreciate the value of strengths-based leadership as a tool for creating positive change in the workplace and enhancing personal career satisfaction
- Build trust and cooperation within teams
- Establish framework for high performance teams

14. Culture Shock-Employee Engagement Changes Everything! – According to Gallup's 2014 State of the American Workplace report, businesses are losing billions of potential revenue because most of their employees are disengaged. A company comprised of engaged employees have a 240% jump in performance-related business outcomes. An employee's engagement can make the difference between success on the job or failure. An actively disengaged employee in the workplace can deteriorate morale, lower productivity, and increase costs. The good news is as a leader you can start to change your culture to one that is actively engaged and improve your bottom line! This training covers:

- Recognize and describe the characteristics of an engaged & disengaged employee
- Assess your organization workforce engagement
- How to coach a disengaged employee
- How an engaged workforce translates into increased productivity and positive customer experience

Business Development and Process Improvement

1. Layoff Aversion Assistance – CONTRACTOR will work with local economic development organizations to be proactive in identifying and approaching “at risk” employers and will:

- Contact employers and offer to meet on-site to assist in identifying services and options to avoid layoffs.
- Contact targeted Sacramento County employers to educate them about placement services for jobseekers, Human Resource (HR) services and business services offered by SETA/Sacramento Works.
- Work with employers to develop a schedule and identify programs using media, surveys and local HR Resources such as Hotline

programs and Employer Forums to assess the current positions affected and create a plan for assisting at risk employers.

2. Business Development Committee – CONTRACTOR will work with the business service team, local industry and economic partners to develop strategies that identify industry sectors experiencing a downturn and provide outreach activities as follows:

- Explore ways to reach employers that are struggling and refer services that address the individual needs of those businesses.
- Help employers devise a strategy that includes HR Compliance assistance, job training, job retention and identifying services to help their business survive.
- Develop an **Alert Checklist** that lists warning signs of companies to be surveyed or observed. Once businesses are identified as a potential risk, team will work to schedule on-site visits.
- Act as a liaison between collaborative partners by offering referrals to assist with layoff aversion strategies to include financial restructuring, operation restructuring, cost management, improving workforce performance, buyouts, strategic partnerships and mergers.

3. Employer Forum Workshops – CONTRACTOR will conduct Employer Forum workshops, webinars and low cost trainings designed to assist employers in complying with labor laws and employment regulations in California and inform them of available business services provided by SETA/Sacramento Works Business Services as follows:

- Design, develop and facilitate two-hour topic specific seminars and workshops to encourage business engagement and to deliver HR information to the business community.
- Provide SETA with marketing materials for each workshop.
- Provide a report to SETA's Employer Services team after each workshop/seminar to identify the business, industry representation, and the contact information for the attendees.
- Provide a subject matter expert for each HR seminar/workshop.
- List SETA on the CEA website.
- Over 40 Topics to choose from including:
 - 2015 Labor Law Update
 - Breaking Up Is Hard To Do
 - Demystifying CA Leave Laws
 - Simplifying Wage and Hour Laws in CA
 - Hire Slow, Fire Fast
 - How to Deliver Dynamic Performance Reviews

4. Employee Job Retention Training Programs – CONTRACTOR will provide soft skills training for employees to assist employers in staff development. Trainings will focus on an employer's need to create a culture of highly engaged employees and will include:

- Leadership Skills for Today's Market
- Improving Communications
- Time Management Skills
- Critical Thinking
- Building Effective Teams
- Conflict Management
- Strengths Assessment
- Customer Service Skills
- Building a High Performance Work Group During Change
- Reducing Absenteeism

California Human Development

Adult Literacy
Basic Computer/Technology Literacy

EXHIBIT 1 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
California Human Development
hereinafter referred to as “CONTRACTOR”

WORK SCHEDULE

I. OVERVIEW

On August 7, 2007, SETA released a revised Vendor Services (VS) Request for Qualifications (RFQ) to recruit qualified applicants for SETA’s Adult and Dislocated Worker, Youth and Child Development and Family Services vendor lists.

The revised RFQ was developed on the basis of SETA-funded programs under: the Workforce Investment Act (WIA) of 1998, as amended; Refugee Employment Social Services (RESS) Program; Targeted Assistance (TA); Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following areas: **Basic Computer/Technology Literacy and Adult Literacy**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

All services will be provided based on the need of the client with prior approval of the coach and/or in accordance with all applicable SETA WIA Directives found on SETA’s website at www.seta.net.

Basic Computer Technology/Literacy

CONTRACTOR will provide instruction in identifying hardware, keyboarding, email communication, Internet browsing and basic software applications such as Microsoft Word, Excel, and PowerPoint in a workshop format. Instruction shall be provided in workshop format as described below:

Computer Basics

- Identify the parts of the computer system – hardware.
- Name functions of a computer system.
- Name uses in day to day living.

- Correctly turn on and off the computer.
- Locate programs and documents within the computer system.
- Give basic information about computer safety.

Your Internet Search – how to look for work and apply for jobs online

- Quick overview of the World Wide Web.
- Explore job.sacramentoworks.org.
- Other job search websites and online job applications.

Word and Excel Basics

- Menu and Tool Bar options
- Word processing
- Open, Copy, Cut and Paste and Save
- Budget with Excel's simple add, subtract, and AutoSum Commands

The Communication Highway – using social media as a networking tool to get a job

- The benefits and risks of connecting through social media
- How to investigate potential employers on Facebook, Twitter and LinkedIn.
- Importance of creating a winning profile online to land that perfect job.

Adult Literacy

Vocational English as a Second Language (VESL) Level I

Participants will receive instruction to obtain a basic English vocabulary oriented to the workplace, both in verbal and written forms. Instruction includes the following topics:

- Introduction: Student will be able to provide personal information.
- Physical Distribution of a Workplace: Student will be able to provide directions.
- Technological Devices in the Workplace: Student will be able to identify the devices, its parts and use.
- Time Management: Student will use language relating to time, dates, and planning.
- Customer Services: Student will be able to use appropriate language in different situations.
- Finances: Student will be able to count money and fill out forms relating to money.
- Protection Against Accidents and Injuries: Student will be able to take the correct measures in case of an accident, as well as prevent them, using the English language.
- Performance in the Workplace: Student will be able to identify responsibilities, identify activity manuals and fill out appropriate forms in English.
- English Oriented to the Career: Student will be able to use basic vocabulary related to their career industry.
- Labor Environment: Student will be able to identify the established rules and all other related issues in order to create a good work environment.
- Finding a Job: Student will be able to look for a job, according to their established job skills using the English language.

Vocational English as a Second Language (VESL) Level II

Participants will receive instruction to obtain a more advanced English vocabulary oriented to the workplace, both in verbal and written forms. Topics will include:

- Telephone Conversation: Student will be able to participate in a phone conversation in English.
- Using Work Materials: Student will be able to identify different types of machines used in the workplace and use the manuals related to the machines.
- Using Workplace Machines: Student will be able to identify different types of machines used in the workplace and use the manuals related to the machines.
- Activities Planning: Student will be able to plan activities and programs.
- Customer Service: Student will be able to take down client requests as well as handle item returns.
- Finance: Identify and understand the function of every part of a paycheck, the social security card, and the W-2 form.
- Working with Others: Identify different responsibilities; identify activities manuals and fill out labor surveys in English.
- English Oriented to the Career: Student will be able to speak with a more specialized vocabulary, according to the industry where she/he will develop professionally.
- Labor Environment: Student will be able to identify the most important issue to create a good work environment.
- Security in the Workplace: Student will be able to identify security measures and be able to prevent accidents.
- Looking for a Job: Student will be able to look for a job and will be prepared for a job interview.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report and workshop sign-in sheets (if applicable) when services have been provided. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Activity	Individual Rate	Workshop Rate
Basic Computer/Technology Literacy	N/A	3-10 participants per workshop \$300 per workshop 4 workshops /\$1,200 maximum
Vocational English as a Second Language Level I	\$2,000 per participant (250 hours)	N/A
Vocational English as a Second Language Level II	\$2,000 per participant (250 hours)	N/A

PAYMENT TO CONTRACTOR:

SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA.

Center for Fathers and Families

Adult Literacy
Counseling
Life/Success Skills

EXHIBIT 1 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
Center for Fathers and Families
hereinafter referred to as “CONTRACTOR”

WORK SCHEDULE

I. OVERVIEW

On August 7, 2007, SETA released a revised Vendor Services (VS) Request for Qualifications (RFQ) to recruit qualified applicants for SETA’s Adult and Dislocated Worker, Youth and Child Development and Family Services vendor lists.

The revised RFQ was developed on the basis of SETA-funded programs under: the Workforce Investment Act (WIA) of 1998, as amended; Refugee Employment Social Services (RESS) Program; Targeted Assistance (TA); Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following areas: **Counseling and Life Skills/Success Skills**

On June 20, 2013, the SETA Governing Board approved adding CONTRACTOR as a Vendor to provide VS in the following area: **Adult Basic Education and GED Preparation.**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

All services will be provided based on the need of the client with prior approval of the coach and/or in accordance with all applicable SETA WIA Directives found on SETA’s website at www.seta.net.

CONTRACTOR will provide anger management and parenting classes to individuals who need assistance coping with life issues in order to attain self-sufficiency through participation in SETA program services.

VS provided by CONTRACTOR shall be provided in workshop format as described below.

Counseling

MODIFICATION #1

Anger Management

Participants are people who internalize anger as well as those who act it out verbally or behaviorally towards friends, family, work, or in other relationships. This workshop will help participants develop an effective approach to increased communication, better anger management, and improved self control.

Sessions will begin with an Emotional Intelligence Assessment which provides a baseline of the level of functioning in identifying and managing anger, stress, communication, and emotional intelligence. Topics discussed include Emotional Intelligence, Managing Stress, Improving Relationships, and How to Keep a Cool Head. Participants will learn to deal with their anger or someone else's anger in a positive, functional way.

Life Skills/Success Skills

Daddy's Here Parenting

Participants are male parents who need assistance learning effective parenting techniques and positive family communication skills. Participants include single or married fathers, step-fathers, grandfathers, foster fathers, etc.

Topics include how to care for children in the most loving and safe manner, how to be a good role model, how to co-parent with the child's mother, and how to provide affection and discipline while understanding the importance of clear communication and positive attention. This workshop also assists fathers through the mediation process, court, child support, and everyday challenges.

Practical Parenting

Participants are male and female parents who need assistance learning effective parenting techniques and positive family communication skills. This workshop will enable parents to develop better relationships with their child and the opposite parent. Parents will learn communication skills and be given practical advice on parenting skills including playing simple games with their children and handling challenges such as divorce.

Topics include learning effective parenting techniques for children of any age, family communication skills, balancing life and children, and how to develop effective communication skills with the opposite parent, whether single or married. Participants may also develop an effective co-parenting plan if needed.

Adult Basic Education/GED Preparation

CONTRACTOR will provide educational opportunities for individuals who need assistance in acquiring and improving their literary skills to be successful in post-secondary education, training and employment. Curriculum will be focused on developing skills in reading, writing, mathematics, speaking/listening and computer literacy in a contextual environment to prepare students to enter Adult High School or a GED Preparation program. GED Preparation will be designed to improve the skills of clients who did not graduate from high school, and require assistance in passing the GED battery of tests. Instruction will focus on social studies, science, reading, mathematics and language arts. Both courses will be open

MODIFICATION #1

entry/open exit. Instruction may be provided individually or in a classroom/workshop format. All instructors of both Adult Basic Education and GED Preparation will hold a current valid California Teaching Credential for academic subjects. CONTRACTOR will collaborate with Twin Rivers Unified School District, a certified GED testing center, to administer GED tests.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report and workshop sign-in sheets (if applicable) when services have been provided. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Activity	Individual Rate	Workshop Rate
Counseling <ul style="list-style-type: none"> • Anger Management 	\$25 per session (1 hour) (8 hour max, or \$200)	\$150 per 1 hour workshop (min 6/max 12 participants) (8 workshops max, or \$1200)
Life Skills/Success Skills <ul style="list-style-type: none"> • Daddy’s Here • Practical Parenting 	\$10 per session (1 hour) (24 sessions max, or \$240)	\$150 per 1 hour workshop (min 15/max 25 participants) (24 workshops max, or \$3,600)

Adult Basic Education/GED Preparation:

CONTRACTOR will be paid a maximum of \$6,210 *per individual* based on the following performance-based outcomes:

1. \$2,070 will be paid as an **Enrollment Benchmark** when the participant has successfully completed two (2) weeks of instruction.
2. \$2,070 will be paid as a **Performance Benchmark** when the participant has continuously attended training for a minimum of four (4) months and has demonstrated documented progress toward attaining a GED.
3. \$2,070 will be paid as a **Completion Benchmark** when the participant has successfully passed the GED exam or receives a certificate of completion from an accredited Adult High School.

Total reimbursement for Adult Basic Education/GED Preparation participants may not exceed the amount of \$124,200 for the period of July 1, 2013 through June 30, 2014.

PAYMENT TO CONTRACTOR:

SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA.

**Cooperative Personnel Services dba CPS
Human Resources Consulting**

Career Exploration
In-Service Training
Job Readiness/Pre-Employment Skills Training

EXHIBIT 1

WORK SCHEDULE**I. OVERVIEW**

On August 6, 2015, the SETA Governing Board approved the release of the *Revised Vendor Services (VS) Request for Qualifications (RFQ)*. Vendor Services are fee-for-service activities that provide additional options for adults and youth who face a myriad of challenges to academic success and/or gainful employment.

The revised RFQ was developed on the basis of SETA programs under the Workforce Investment and Opportunity Act (WIOA) of 2014; the Refugee Social Services (RSS) Program; Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following areas: **Job Readiness/Pre-Employment Skills Training, Career Exploration, and In-Service Training.**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

All services will be provided with prior approval of SETA Management and in accordance with all applicable SETA Directives found on SETA's Website at www.seta.net.

CONTRACTOR will provide **Job Readiness/Pre-Employment Skills Training, Career Exploration Services** within the Sacramento Works America's Job Centers of California (SWAJCC) system, and **In-Service Training** within the Sacramento Works America's Job Centers of California (SWAJCC) system and the Children and Family Services.

Job Readiness/Pre-Employment Skills Training—CONTRACTOR will provide Job Readiness/Pre-Employment Skills Training utilizing a dispersed, hybrid model that can be provided live virtually-instructed or onsite. The courses that will be

offered under this activity are Effective Resume Writing and Interviewing Skills. (See **Attachment A** for “Job Readiness/Pre-Employment Skills Training” course description)

Career Exploration Workshops—CONTRACTOR will provide Career Exploration Workshops utilizing a dispersed, hybrid model that can be provided live virtually-instructed or onsite. The topics that will be offered under this activity are How to Get a State Job and Coping with Change. (See **Attachment B** for “Career Exploration” course description)

In-Service Training—CONTRACTOR will provide In-Service Training utilizing a dispersed, hybrid model that can be provided live virtually-instructed or onsite. The courses that will be offered under this activity are the following: Violence Prevention in the Workplace, Conflict Resolution, Change Management, Building High-Performance Teams, Leading Effectively, Fundamentals of Human Resources, Job Analysis, Classification and Compensation, Examination Development and Administration, Recruitment and Selection, Employee Relations, Grammar, Plain Language Writing, Writing Letters, Memos and Email, Writing Skills for Analyst and the Cultural Intelligence Series. (See **Attachment C** for “In-Service Training” course description)

III. **METHOD OF PAYMENT**

CONTRACTOR will submit a Monthly Fiscal Report along with workshop sign-in sheets (if applicable) and other appropriate documentation upon request. All services require prior approval of SETA management. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Job Readiness/Pre-Employment Skills Training*

Workshop Title	Length	Class Size	Cost Per Session: LVT**	Cost Per Session: Onsite
Effective Resume Writing	½ day	10 – 30	\$1,800	\$2,200
	1-Day	10 – 30	\$3,300	\$3,600
Interviewing Skills	½ day	10 – 30	\$1,800	\$2,200
	1-Day	10 – 30	\$3,300	\$3,600

NOTE: The maximum class size for all classes is 30 attendees. For classes exceeding the maximum number of attendees, there will be a per-person cost for each attendee over 30.

4-hour (1/2 day) class: \$100/person

1-day class: \$150/person

Career Exploration*

Workshop Title	Length	Class Size	Cost Per Session: LVT**	Cost Per Session: Onsite
How to Get a State Job	2-hours	10 – 30	\$1,125	N/A
Coping with Change	½ day	10 – 30	\$1,800	\$2,200
	1-Day	10 – 30	\$3,300	\$3,600

NOTE: The maximum class size for all classes is 30 attendees. For classes exceeding the maximum number of attendees, there will be a per-person cost for each attendee over 30.

2-hour class: \$75/person

4-hour (1/2 day) class: \$100/person

1-day class: \$150/person

In-Service Training*

Workshop Title	Length	Class Size	Cost Per Session: LVT**	Cost Per Session: Onsite
Cultural Intelligence Series Workshops	2-hours	10 – 30	\$1,125	N/A
Violence Prevention in the Workplace	2-hours	10 – 30	\$1,125	\$1,200
Conflict Resolution	1-day	10 – 30	\$3,300	\$3,600
Change Management	1-day	10 – 30	\$3,300	\$3,600
Building High-Performance Teams	1-day	10 – 30	\$3,300	\$3,600
Leading Effectively	1-day	10 – 30	\$3,300	\$3,600
Fundamentals of HR	1-day	10 – 30	\$3,300	\$3,600
Job Analysis	1-day	10 – 30	\$3,300	\$3,600
Classification and Compensation	2-days	10 – 30	\$6,000	\$7,000
Exam Development and Administration	2-days	10 – 30	\$6,000	\$7,000
Recruitment and Selection	1-day	10 – 30	\$3,300	\$3,600
Employee Relations	1-day	10 – 30	\$3,300	\$3,600
Grammar	1-day	10 – 30	\$3,300	\$3,600
Plain Language Writing	½ day	10 – 30	\$1,800	\$2,200
	1-day	10 – 30	\$3,300	\$3,600
Writing Letters, Memos and Email	1-day	10 – 30	\$3,300	\$3,600
Writing Skills for Analysts	1-day	10 – 30	\$3,300	\$3,600

NOTE: The maximum class size for all classes is 30 attendees. For classes exceeding the maximum number of attendees, there will be a per-person cost for each attendee over 30.

2-hour class: \$75/person
4-hour (1/2 day) class: \$100/person
1-day class: \$150/person
2-day class: \$300/person

*All services provided are subject to prior approval by SETA management.

**LVT – Live, virtual instructor-led training on Zoom or MS Teams



Job Readiness/Pre-Employment Skills Training Course Descriptions

Effective Resume Writing - ½ to full day (up to 30 participants)

This course is designed for anyone needing a resume for an upcoming interview, an informational interview, or just to have on hand should an opportunity arise. It will help you create a market-driven resume as part of your larger career communication strategy that will distinguish you from the competition.

Learning Objectives

- Discover the advantages of an effective career communication strategy and the dangers of a poor one
- Create a market-driven resume that sets you apart from the crowd
- Identify your professional accomplishments and articulate them in a way that gets management's attention
- Rework these principles into your resume
- Draft a reference page that will lead your references and hiring managers to talk about what YOU want them to talk about
- Compare and contrast cover letter formats for effectiveness

Interviewing Skills -1/2 to full day (up to 30 participants)

One sure way to create anxiety is to think about an upcoming interview! The interview is your best opportunity to let your target audience know what you have to offer and how you are the best candidate for the position. After all, the only thing they know about you is what you tell them! And how you tell them can make all the difference. In this course you will:

Learning Objectives

- Get ideas as to how to set yourself apart from the crowd and develop one of the strongest interview strategies
- Review different interview formats, the advantages and disadvantages of each and how to best prepare for them
- Learn what employers are really looking for behind those dreadful behavioral interview questions
- Outline the do's and don'ts of effective interviewing before, during and after the interview



Career Exploration Workshop Course Description

How to Get a State Job - 2-hour class (up to 30 participants)

This class is designed for anyone seeking employment with the State of California. Participants will discover the processes used to apply for a job, learn about list eligibility, know where to look for job vacancies and recruitments, understand *special job recruitments and vacancies*, and become acquainted with the jargon used for finding employment opportunities. The knowledge gained in this class will greatly assist anyone seeking employment with the State.

Learning Objectives

In this class participants will:

- Learn the steps in getting a state job
- Understand how to apply for a state job and the importance of list eligibility
- Identify sources for job recruitment and vacancies
- Identify *SPECIAL* job recruitments and vacancies you may be eligible for
- Learn how to successfully complete the Standard State Application (form 678)

Coping with Change - 1/2 day to full day course (up to 30 participants)

Changes and change processes are regular and necessary phenomena in everyday life, both on and off the job. Change can be positive or negative, welcomed or resisted. The ability and methods of dealing and coping with change have become vital skills in today's workplace.

Learning Objectives:

- Recognize the types and dynamics of change
- Identify negative and positive aspects of change
- Become familiar with the change adoption process
- Know staff and management expectations
- Understand the sources and dynamics of resistance to change
- Develop coping strategies
- Become aware of paradigms and paradigm shifts



In-Service Training Course Descriptions

In-service training is provided to SETA Sacramento Works, Inc. (SWI)/Children and Family Services (CFS) staff, partners, and/or SETA service provider staff to build their skills and abilities in serving customers or increasing their job effectiveness.

Violence Prevention in the Workplace - 2-Hour class (up to 30 participants)

This course provides information for employees and supervisors. It focuses on recognizing behaviors that are considered workplace violence and how to prevent those behaviors from reoccurrence and/or escalation.

Learning Objectives

- Types of frequency of workplace violence
- Stages of violent behavior
- Risk factors
- Work conditions
- Work Climate
- Warning signs
- Prevention strategies
- What supervisors and employees can do

Conflict Resolution - 1-Day class (up to 30 participants)

This class will provide you with tools, techniques, and practice in resolving work conflicts involving employees, coworkers, supervisors, or customers. Strategies for win-win outcomes are emphasized in this interactive class, especially ways to guide a conflict from a competitive mode into a collaborative one.

Learning Objectives

- Identify the six sources of conflict in organizations
- Name the five styles of dealing with conflict
- Describe your own styles of coping with conflict
- Use each conflict style as appropriate
- Practice and encourage collaboration to resolve conflict

Change Management - 1-Day class (up to 30 participants)

This course focuses on two aspects of the change process:

1. initiation, planning, and implementation in the workplace, and

2. management of the change process through effective interaction with individuals, teams, and stakeholders.

Learning Objectives

- Plan effectively for change
- Implement and execute change plans
- Identify, understand, and handle resistance to change
- Cultivate commitment to the change process and promote buy-in and involvement
- Manage and work on teams successfully during the change process

Building High-Performance Teams - 1-Day class (up to 30 participants)

Team Leaders need to know the basic concepts of building and maintaining an effective team. Effective teams produce at higher levels with better quality. Building High-Performance teams will demonstrate the power of teams and show team leaders how to use accountability and responsibility to improve their team's measurable performance.

Learning Objectives

- Understand teams, the dynamics of team development, and the principles of practices of team building
- Develop a high-performance team
- Develop and maintain team goals, expectations, and ground rules
- Establish and clarify team roles and responsibilities
- Foster and promote collaboration and trust among team members
- Empower team members and motivate them to develop buy-in and ownership
- Manage the behavior of difficult people on your team
- Develop and maintain team commitment to goals and objectives

Leading Effectively - 1-Day class (up to 30 participants)

Leading effectively helps managers and supervisors strengthen their abilities to challenge, inspire, enable, model, and encourage. These abilities will enable them to lead others in getting extraordinary things done in their organizations. Based on research presented in the best-selling book "The Leadership Challenge", this workshop focuses on practices common to most extraordinary leadership achievements. The workshop also focuses on concrete behaviors that are the basis for these important leadership practices.

Learning Objectives

- Understand the difference between management and leadership
- Understand the key ingredients of effective leadership
- Identify their own leadership strengths and areas to improve
- Model the behavior they expect of others
- Inspire a shared vision
- Challenge the process in order to stimulate innovation and change
- Enable others to act by fostering teamwork, collaboration, and trust

- Encourage the heart by recognizing and celebrating people's contributions

Fundamentals of Human Resources - 1-Day class (up to 30 participants)

Fundamentals of Human Resources is a 1-day course designed to provide an overview and context for the unique aspects of public sector HR. After an overview of various HR functions, students are introduced to the value of operating as an internal consultant and business partner within their agency. Understanding public sector politics and recent research regarding the changing workforce is discussed. A case study is used to allow students to practice applying skills learned.

Learning Objectives

- Explain HR functional areas of work and their inter-relationships
- Identify where and how to research legal requirements guiding each HR functional area
- Describe how to operate as a business partner and internal consultant
- Recognize HR's role to assist their agency to adapt to a changing workforce and workplace
- Explain the unique characteristics of public sector HR confidentiality, political realities, and ethics
- Practice applying skills through case studies and action plans

Job Analysis - 1-Day class (up to 30 participants)

This course defines the job analysis, when it is appropriate to conduct one, why it is needed, and the required elements. Students will practice, in class, how to prepare for and conduct a defensible job analysis.

Learning Objectives

- Job Analysis: What is it? Why do it? And How to do it?
- Various job analysis methodologies - both abbreviated and extensive
- Uses of Job Analysis data for selection, classification, compensation, performance planning, training development plans and more

Classification and Compensation - 2-Day class (up to 30 participants)

The classification and compensation course is a two (2) day course designed to provide instructions on the philosophy, methodologies, and tools used to conduct classification and compensation studies in the public sector.

Learning Objectives

- Classification and salary structure development and maintenance
- Pay philosophy and how it is used in decision-making
- Steps to conduct a job analysis for classification purposes
- Job evaluation methodologies
- Pros and cons of general vs. specialized classifications

- How to write a classification specification
- Designing total compensation survey instruments and labor markets
- Identifying appropriate labor market for pay comparisons
- Overview of point factor pay methodologies
- Communicating classification and pay findings

Examination Development and Administration - 2-Day class (up to 30 participants)

The two (2) day Exam Development and Administration course explores the value and benefits of effective selection. It is expected that students have attended the Job Analysis class of the Human Resource Academy. Consequently, there is only a refresher on job analysis for selection purposes. This class allows students to learn and practice the development of structured oral examination questions and rating guides, written exam questions, job stimulation and performance exercises as well as training and experience evaluation. The course provides an overview of other less frequently used testing instruments, such as assessment centers, biodata and psychological tests. Participants discuss exam administration issues, and instructors provide handy checklists of issues to consider when administering an exam. The course also covers the importance of providing a thorough orientation for structural oral exam panel members. Students practice by designing an oral panel orientation.

Learning Objectives

- The value and cost-benefit of employment testing
- Exam types and their appropriate uses
- How to develop oral, written, T & E and job simulation exams
- Administering oral exams, including training oral board members
- Resources available for exam development
- Using a written exam item analysis to make decisions
- Setting pass-points
- Exam administration, confidentiality and security
- On-line testing

Recruitment and Selection - 1-Day class (up to 30 participants)

Recruitment and Selection is a one (1) day course designed to provide participants with tools and guidelines for improved recruitment. Recruitment should be planned as part of the exam development. If not attended to, they can derail the best examinations.

Learning Objective

- Selection Planning
- Scoring Models
- Developing a recruitment plan
- Improving your organization's image
- Working with job experts to identify great recruiting sources
- Creative recruitment techniques for hard-to-recruit-for positions
- Reducing large candidate pools

- Evaluating the effectiveness of recruiting techniques
- Retaining talent

Employee Relations - 1-Day class (up to 30 participants)

Employee Relations is a one (1) day course designed to provide an overview of basic labor law rights of employees, unions, and management. We will address the grievance process, the negotiation process, common elements of an MOU, and many other issues relating to employee relations.

Learning Objectives

- Basic labor laws and employee rights
- Overview of the discipline process
- Union rights vs. employer's rights
- Common elements of an MOU
- How to prevent and/or process grievances
- Role of regulatory agencies
- Basic fact-finding and investigation techniques

Grammar - 1-Day class (up to 30 participants)

This class will debunk confusing myths about language and give you confidence in your ability to use and explain grammar, punctuation, and usage rules.

Learning Objectives

- Correctly apply contemporary rules for agreement, pronoun use, sentence construction, parallelism, and use of modifiers
- Correctly apply contemporary rules for using commas, semicolons, colons, quotation marks, hyphens, apostrophes, and other punctuation
- Review and apply rules for capitalization and writing numbers
- Apply contemporary grammar and usage standards to sample documents by editing and proofreading the samples
- Distinguish grammar rules from individual preferences or myths

Plain Language Writing - ½ to full day (up to 30 participants)

First, it's the law: Government agencies are to "write each document...in plain, straightforward language, avoiding technical terms as much as possible and using a coherent and easily readable style" (California Government Code Section 6219).

Second, it works. When we in government write clearly, using plain English and readable style, we benefit both the taxpayer, for whom we work, and also our colleagues, with whom we must communicate. Research shows that plain language writing is more precise, increases reader comprehension and comfort, and uncovers mistakes in analysis that bureaucratic writing disguises. This half-day seminar introduces tips and techniques to improve clarity through plain English.

Learning Objectives

- Debunk myths surrounding government writing
- Identify and use plain language principles: common words, active voice, verb forms, and short, speakable sentences
- Establish criteria for clear writing
- Edit for clarity without compromising accuracy
- Edit for conciseness without compromising completeness
- Recognize and revise bureaucratic style

Writing Letters, Memos and Email - 1-Day class (up to 30 Participants)

This workshop will help you write letters and memos that clearly state your message and get the results you want. You will learn various shortcuts and techniques for getting started, for identifying your audience and agency's needs, for adjusting tone and style, for effectively reviewing preliminary drafts, and for formatting the final product.

Learning Objectives

- Identify reader and writer needs
- Select an appropriate tone and style for documents having different audiences and different purposes
- Use various techniques for overcoming writing blocks and getting the reader's attention by beginning letters and memos quickly and effectively
- Edit for clarity and economy and proofread for correctness
- Design letters and memos for visual interest, emphasis, and easy review and retrieval of information

Writing Skills for Analyst - 1-Day class (up to 30 participants)

Writing Skills for Analysts equips those in government to write reports for management, such as problem-solving reports, justifications, and proposals. You will begin by analyzing an analytical report and end by drafting your own analytical reports based on scenarios. In between, you will learn the steps to creating an effective analytical report. You will also discuss guidelines to help avoid costly mistakes when writing business reports. You will leave the class with a new understanding of the analytical process and be equipped with a work plan for writing an analytical report.

Learning Objectives

- Learn the types of analytical reports required on the job
- Define the purpose and readers of the analytical report
- Create a work plan for tackling the analytical report
- Learn three approaches to building a case
- Understand how to present information with the reader in mind, using several organizational techniques

Cultural Intelligence Series

Session 1: Introduction to Cultural Intelligence - 2-Hour class (up to 30 participants)

Cultural intelligence or cultural quotient (CQ) is having the capacity to relate and work effectively with different groups of people and across cultures (including Big-C "Culture" and little-c "culture"). Cultural intelligence articulates core competencies and skill sets that allows organizations the ability to cultivate and develop effective DEI tools for its team members and leaders. Cultural intelligence goes beyond cultural awareness and political correctness.

This module will examine the various elements of cultural intelligence and how to operationalize it in an organization.

Session 2: Developing the Language of Cultural Intelligence - Building a Living Glossary - 2-Hour class (up to 30 participants)

Understanding diversity, equity, and inclusion in the post-2020 world requires a new language to effectively communicate through the lens of cultural intelligence. This language reflects a judgment-free perspective that serves to bring different groups of people together through a common understanding and appreciation of the lived experiences of others. This module will educate the participants on the common language of DEI to create a common understanding and common connections among divergent groups of people within an organization.

Session 3: Understanding Implicit Bias Through the Lens of Cultural Intelligence - 2-Hour class (up to 30 participants)

All human beings operate with varying degrees of implicit bias. Implicit bias are unintended people preferences which can adversely impact the effective operations of any organization. This module will explore the various types of implicit bias, micro-behaviors, and the proper ways to address and resolve issues that arise from this mindset.

Session 4: How to Create Sustainable Change - 2-Hour class (up to 30 participants)

High performing organizations are not only focusing of the diversity of its workforce, but also on how that workforce reflects a culture of equity and inclusion. Inclusion addresses how well the organization shares power, access, and resources with all elements of the workforce, particularly those elements which represent marginalized and/or underrepresented groups of the organization. This module will discuss effective ways in which organizations may become more inclusive through operationalizing DEI into every business unit of the organization.

Session 5: Managing Conflict through the Lens of Equity - 2-Hour class (up to 30 participants)

When organizations commence the DEI journey of transformation, there will be conflict to break through the barriers to creating an inclusive organization. This module supports people and organizations in managing expectations for success and provides tools and resources for navigating conflict within individuals, groups of people, and organizations.

Session 6: Mastering the Art of Crucial Conversation - 2-Hour class (up to 30 participants)

It is essential to learn how to have hard conversations that address the current environment of social justice and racial equity. We will explore topics like cultural intelligence, acknowledgment vs. agreement, Black Lives Matter vs. All Lives Matter, how to be an ally, and the best way to address employees. This module will share practical and timely guidance on how to engage employees around the complex and passionate issues related to systemic racism, the need for transparency and accountability in police practices, and the need for civil discourse.

Elk Grove Unified School District Adult and Community Education

Basic Computer/Technology Literacy
Counseling
Financial Literacy/Planning
In-Service Training
Job Readiness/Pre-Employment Skills Training
Job Retention/Life Skills
Small Business Development

**EXHIBIT 1 to Contract
between the Sacramento Employment and Training Agency
known as "SETA", and
Elk Grove Unified School District,
hereinafter referred to as "CONTRACTOR"**

WORK SCHEDULE

I. OVERVIEW

SETA released an on-going Request for Qualification (RFQ) on Friday, December 2, 2005 to recruit qualified applicants for SETA's Workforce Skills Preparation (WSP) Vendor List. The request was developed on the basis of the Workforce Investment Act (WIA) of 1998, as amended, Refugee Employment Social Services (RESS), Targeted Assistance (TA), and the Community Services Block Grant (CSBG). As an approved vendor, organizations may be solicited to provide WSP services to eligible adults and dislocated workers in an effort to prepare them for participation in the work force.

CONTRACTOR has been approved to provide Workforce Skills Preparation Services in the following areas: **Vocational Assessment, Counseling, Financial Literacy/Planning, Basic Computer/Technology Literacy, Job Readiness/Pre-Employment Skills Training, Job Retention/Life Skills/Success Skills, Small Business Development, and In-Service Training.**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

CONTRACTOR will provide Workforce Skills Preparation services at the South County - Sacramento Works Career Center (SWCC). **All services will be provided based on the need of the client with prior approval of the case manager and in accordance with SETA WIA Directive #03-02 (Guidance on Workforce Skills Preparation Services).**

Vocational Assessment - CONTRACTOR will provide vocational assessment to clients enrolled in intensive services with the career center. Assessments will measure a client's vocational/career interests, aptitudes, and skills. The service will be offered by appointment Monday through Friday. A vocational evaluator will meet with clients and small groups for assessment and career plan development. In addition to formal testing, the assessment will include a review of a client's education, training, and work history, and may include goal-setting and development of a comprehensive career plan if requested by the case manager.

Assessments used, average length and test levels are listed below:

Area of Assessment	Assessment Instruments	Avg. Length of Test	Test/Grade Levels
Basic Skills	CASAS (ECS/Employability) CASAS (Life Skills/ESL) CASAS (Spanish Reading Test) TABE WRAT - 3	Up to 1 hour Up to 1 hour Up to 1 hour Up to 2 hours Up to 1 hour	Beginning-Advanced Beginning-Advanced Beginning-Advanced Beginning-Advanced Ages 5 and up
Career Interest	COPS WRIOT 2 SDS COPEs IDEAS	30 minutes 1 hour 30 minutes 30 minutes 30 minutes	Jr. /Sr. high school Pictorial, N/A 6th grade to adult 7th grade to adult 7 th grade to adult
Aptitude and Abilities	RAVEN CAPS	Up to 1 hour 1 hour	7 th grade to adult 8th grade to adult
Vocational Skill Level	Bennett Hand Dexterity Crawford Small Parts Purdue Pegboard Typing	30 minutes 30 minutes 30 minutes 30 minutes	N/A N/A N/A N/A
Other	Individual Career Planning Keirseley Temperament Sorter II Barriers to Employment Job Search Attitude Inventory	TBA 30 minutes 30 minutes 30 minutes	N/A N/A N/A N/A

Vocational assessments are generally conducted one-on-one, although the evaluator can work with groups of six individuals. Group assessments may be provided at other locations with advanced arrangements. The assessment includes test administration, interpretation of results, career consultation with the client and a written report to the referring case manager. The average assessment takes up to eight hours to complete (including writing report).

Counseling - CONTRACTOR will offer two group counseling activities: anger management and stress management. Counseling sessions will be conducted in a classroom setting by a qualified counselor. The service is designed for clients enrolled in intensive services.

Anger Management groups are interactive and will be conducted in a workshop format that allows for open-entry, open-exit accommodations. The two-hour sessions will be held weekly for six weeks. Clients can be referred for one session or all six. Topics covered will include understanding and identifying feelings of anger, what makes us angry, and identifying red flags. Information will be given on the cycle of violence, ways to effectively deal with anger including the importance of time outs, communication styles and skills, and dealing with conflict on the job. Clients will learn effective ways to communicate and techniques for dealing with “toxic” co-workers. The minimum size for these workshops is four and the maximum group size is 15.

Stress Management will focus on identifying and understanding positive and negative stress, the physical effects of stress and how the body and mind react to it and each client's life stressors. Clients will learn techniques for minimizing the effects of stress, identifying and making healthy life style changes, and putting stress in check. Stress management workshops are client interactive. The minimum group size is four and the maximum group size is 15. Stress management consists of one, two-hour session.

Financial Literacy/Planning - CONTRACTOR will provide Debt Elimination workshops to be held in a classroom setting. Both core and intensive clients can attend this workshop. The workshop addresses credit issues such as managing credit, saving money and creating a personal budget. The workshop teaches clients how to pay off consumer debt such as credit cards and car payments. Clients will participate in an interactive hands-on workshop and leave with a debt elimination plan designed for their personal needs. The minimum group size is six and the maximum group size is 20.

Basic Computer/Technology Literacy - CONTRACTOR will offer Basic Keyboarding, and Basic Computer Use. Classes will be held in a classroom setting. This service is intended for intensive clients only. The minimum group size for the following workshops is six and the maximum group size is 18. Individuals may take these workshops as well.

Basic Keyboarding objectives include learning the keyboard and 10-key by touch and increasing typing speed. The workshop is designed for beginners as well as individuals looking for speed-building techniques. It is offered over twelve one-hour sessions in a relaxed, self-paced environment. Speed testing and certificates are available upon completion.

Computer Basics is a hands-on workshop that meets for four three-hour sessions. Objectives include identifying computer hardware equipment and relevant software programs and their functions, understanding basic operations including disk operating systems and file structures, using the Internet and e-mail.

Job Readiness/Pre-employment Skills - A series of Job Readiness/Pre-Employment skills workshops have been created and designed especially for clients registered in intensive services. Programs providing On-the-Job Training may utilize these workshops for many of the required pre-employment training activities. Workshops offered include: Master Application, Cover Letters, References, Resume Creation, Portfolios, Interviewing Skills, Dress for Success & Professional Presentation, Labor Market Research and Career Development, Internet Job Search, and Employer Expectations. These workshops are hands-on in nature and provide clients with the skills they need to seek employment and remain employed. The series of workshops will be held throughout the year and schedules can be created to accommodate the needs of other programs, staff and clients. Minimum size is five and the maximum group size is 20 per workshop. The workshops range from one to four hours in length. Workshops may be taken on an individual basis as well.

Job Retention/Life Skills - CONTRACTOR will provide a series of workshops which have been created and designed especially for clients registered in intensive services. Workshops offered include Workplace Communication, Employment Relationships and Conflict Resolution. These workshops are designed to teach the client the importance of

employment planning in a workshop format. Clients will learn to identify the common barriers to job retention and learn the value of good communication and teamwork on the job. Clients will gain understanding of how their dress, attitude and mannerisms communicate to others and, also, effect first impressions and lasting employment. Communication techniques including effective listening and problem solving skills for dealing with workplace issues will be provided. Minimum size is 5 and the maximum group size is 20 per workshop. The workshops range in length from two to three hours. Workshops may be taken on an individual basis as well.

Small Business Development - CONTRACTOR will provide Small Business Development workshops in a classroom setting. Workshops will include: Quick Books-Beginning Business Set Up and Quick Books-Processing Payroll and Creating Invoices. The information skills offered in each workshop is vital to successfully opening and operating a small business. Clients learn to handle bookkeeping and accounting needs. They will learn strategies for addressing personal bookkeeping and accounting needs. Both core and intensive clients can attend these workshops. Workshops will be held in a classroom setting. Both core and intensive clients can attend these workshops.

Small Business Development workshops require a minimum of six participants and a maximum of 18. Each workshop is twelve hours in length.

In-Service Training - CONTRACTOR will provide Word, Excel, and PowerPoint computer skills training for SETA/WIB staff and service providers to enhance their computer skills and abilities in serving clients. The objective of these workshops is to increase clients' knowledge of business technologies such as word processing, spreadsheets and presentation software to increase the effectiveness of the staff and partners in the Sacramento Works One-Stop Career Center system. Workshops include MS Word Advanced, Excel Basics and PowerPoint Basics. Each workshop is hands-on and meets for one four-hour session in a classroom environment.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report (Attachment A) for each SWCC served. Fiscal reports and, if applicable, informational workshop sign-in sheets must be signed by each Site Supervisor verifying that services were provided. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Vocational Assessment -

Individual Rate: \$65 per hour (8 hour max. or \$520)

Workshop Rate: \$65 per hour per client (8 hour max) - 1 to 6 clients

Counseling -

Individual Rate (Anger Management): \$18 per hour (12 hour max. or \$216)

Workshop Rate (Anger Management): \$18 per hour per client (12 hour max. or \$216 per client) - 4 to 15 clients

Individual Rate (Stress Management): \$18 per client entire 2 hour session

Workshop Rate (Stress Management): \$18 per client (2 hour max. or \$36 per client) - 4 to 15 clients

Financial Literacy -

Individual Rate: \$11.00 per hour (3 hour maximum or \$33)

Workshop Rate: \$11.00 per client (3 hour maximum or \$33 per client) - 6 to 18 clients

Basic Computer Literacy -

Individual Rate : \$11.00 per hour (12 hour max. or \$132)

Workshop Rate : \$11.00 per hour per client (12 hour max. or \$132 per client) - 6 to 18 clients

Job Readiness/Pre-employment Skills

Individual Rate: \$13 per hour per client (1 to 4hour workshops; 11 workshops maximum per client or \$143)

Workshop Rate: \$13 per hour per client (1 to 4 hour workshops; 11 workshops maximum per client) - 5 to 20 clients

Job Retention/Life Skills

Individual Rate: \$13.00 per hour per client (2 to 3 hour workshops)

Workshop Rate: \$13.00 per hour per client (2 to 3 hour workshops) 5 to 20 clients

Small Business Development

Individual Rate: \$11.00 per hour per client (12 hours max. or \$132)

Workshop Rate: \$11.00 per hour per client (12 hours max. or \$132 per client) - 6 to 18 clients

In-Service Training

Individual Rate: \$11.00 per hour per client (4 hour max. or \$44)

Workshop Rate: \$11.00 per hour per client (4 hour max. or \$44.00 per client) 6 to 18 clients

PAYMENT TO CONTRACTOR: SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR. The monthly fiscal report is due to SETA (even if no payment is due for the month) no later than ten (10) days after the end of each month during the term of this CONTRACT.

All monthly fiscal reports are subject to SETA review and approval.

**Goodwill Industries Sacramento
Valley Northern Nevada, Inc.**

Financial Literacy
Job Readiness/Pre-Employment Skills Training

EXHIBIT 2 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
Goodwill Industries of Sacramento Valley & Northern Nevada, Inc.
hereinafter referred to as “CONTRACTOR”

WORK SCHEDULE

I. OVERVIEW

On August 6, 2015, the SETA Governing Board approved release of the *Revised Vendor Services (VS) Request for Qualifications (RFQ)*. Vendor Services are fee-for-service activities that provide additional options for adults and youth who face a myriad of challenges to academic success and/or gainful employment.

The revised RFQ was developed on the basis of SETA programs under the Workforce Innovation and Opportunity Act (WIOA) of 2014; Refugee Social Services (RSS) Program; Targeted Assistance (TA); Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following areas: **Job Readiness/Pre-Employment Skills Training and Financial Literacy.**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

All services will be provided with prior approval of SETA Management and in accordance with all applicable SETA Directives found on SETA’s Website at www.seta.net. CONTRACTOR will provide:

Job Readiness/Pre-Employment Skills Training (Goodwill Works)

VS provided by CONTRACTOR shall be provided in Workshop Format as described below:

CONTRACTOR will offer Goodwill Works, a 22 module skill building training program. This course will ensure that students master the work readiness skills they need to be successful in a changing workplace. The curriculum offers a comprehensive approach to successful training, employment, and improved

quality of life. Participants will learn the skill building tools for individual, family and organizational success, to access opportunity, and the ability to adapt to the challenges of daily life.

The curriculum will feature learning objectives, interactive activities, and pre- and post- assessments. Each module includes an Instructor Guide, a Participant Guide, and PowerPoint presentations. Participants will learn the skills to attend work regularly, communicate well, dress appropriately, work safely, and other basic skills that are required in virtually all contemporary work environments. The curriculum will include courses in digital literacy, career advancement, conflict resolution, organizational skills, time management, team building and money management.

CONTRACTOR will provide a six week 22-module (approximately 4 modules per week) course with open enrollment. Each course and module will be designed to stand-alone or to be integrated into a larger career development process. Participants will not need to complete them consecutively.

Financial Literacy (Financial Capability)

VS provided by CONTRACTOR shall be provided in Workshop Format as described below:

CONTRACTOR will offer Financial Capability, a six (6) module financial education and coaching program. This course will ensure that students gain the financial capability skills they need to achieve their financial goals. The curriculum offers a comprehensive approach to visioning and goal setting for personal finance. Participants will learn the skill building tools for individual, family and organizational success, to access opportunity, and the ability to adapt to the challenges of daily life.

The curriculum will feature learning objectives, interactive activities, and pre- and post- assessments. Each module includes tools, resources, worksheets, and PowerPoint presentations. Participants will learn the skills manage money, save and invest, manage credit and debt, use financial services, insure and protect their assets, and plan for taxes. The curriculum will include setting S.M.A.R.T. goals and long-term visioning.

CONTRACTOR will provide a three week six-module (approximately 2 modules per week) course with open enrollment. Each course and module will be designed to stand-alone or to be integrated into a larger career development process. Participants will not need to complete them consecutively.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report along with workshop sign-in sheets (if applicable) and other appropriate documentation upon request. All services provided require prior approval of SETA management. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Job Readiness:

\$1,629 per participant for 22 module Goodwill Works Training.

Financial Literacy:

\$1,496 per participant for 6 module Financial Capability Training.

PAYMENT TO CONTRACTOR:

SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR and with prior approval of SETA Management. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA.

Greater Sacramento Area Economic Council

Business Development and Process Improvement

EXHIBIT 2 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and the
Greater Sacramento Area Economic Council
hereinafter referred to as “CONTRACTOR”

WORK SCHEDULE

I. OVERVIEW

On August 7, 2007, SETA released a revised Vendor Services (VS) Request for Qualifications (RFQ) to recruit qualified applicants for SETA’s Adult and Dislocated Worker, Youth Programs, and Child Development and Family Services vendor lists.

The revised RFQ was developed on the basis of SETA programs under the Workforce Investment Opportunity Act (WIOA) of 2014; Refugee Social Services (RSS) Program; Targeted Assistance (TA); Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following areas: **Business Development and Process Improvement.**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

Upon SETA management approval, CONTRACTOR will develop a Business Outreach Program to provide business retention service to prevent business layoffs. The Business Outreach Program will be coordinated by SETA and CONTRACTOR and include the following activities:

- CONTRACTOR will develop an early warning and response system to identify and connect to businesses at risk of layoff or closure and determine company-specific opportunities and challenges.
- CONTRACTOR will develop an internal action plan for each case where intervention is needed to prevent a loss of jobs or to move forward with business expansion resulting in new jobs. Where appropriate,

CONTRACTOR staff will collaborate with SETA Employer Services Department along with Sacramento Works America's Job Center (SWJC) system service providers and partners to develop the responsive action plans.

- CONTRACTOR will market and connect key federal, state, and regional programs and services to businesses. Where applicable, CONTRACTOR will provide each business visited with information and assistance to access opportunities for hiring and training incentives along with other programs and incentives (e.g. permit assistance and fee deferrals, basic business planning, export assistance, hiring and equipment tax credits, and regulatory compliance.)
- CONTRACTOR staff will continue to facilitate solutions and monitor service provider responses to the issues until the challenges are resolved or all viable options have been pursued.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report and other appropriate documentation upon request. All services provided require prior approval of SETA management. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Activity	Hourly Rate
Business Development and Process Improvement	\$75.00 per hour Up to 50 employers annually - average of 20 hours per employer

PAYMENT TO CONTRACTOR:

SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA.

Greater Sacramento Urban League

Adult Literacy
Financial Literacy/Planning
Computer/Technology Literacy

WORK SCHEDULE

I. OVERVIEW

On August 6, 2015, the SETA Governing Board approved the release of the *Revised Vendor Services (VS) Request for Qualifications (RFQ)*. Vendor Services are fee-for-service activities that provide additional options for adults and youth who face a myriad of challenges to academic success and/or gainful employment.

The revised RFQ was developed on the basis of SETA programs under the Workforce Investment and Opportunity Act (WIOA) of 2014; Refugee Social Services (RSS) Program; Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following areas: **Adult Literacy – GED Preparation, Financial Literacy/Planning, and Computer/Technology Literacy.**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

All services will be provided with prior approval of SETA management and in accordance with all applicable SETA Directives found on SETA's website at www.seta.net.

Adult Literacy

CONTRACTOR will provide General Educational Development (GED) Preparation to assist in meeting the needs of SETA participants who are seeking to increase their employability.

GED Preparation will consist of five (5) subjects: social studies, science, reading, mathematics, and language arts. GED Preparation services are designed to improve the skills of clients who did not graduate from high school and assist them in passing the GED battery of tests. GED Preparation is self-paced and consists of individualized and group instruction as well as individual tutoring to prepare students to take and pass the GED State examination. Instruction time will be an average of 240 hours per participant for a period of 13 weeks, Monday through Friday, 9:00 am – 12:00 pm.

Instruction will focus on skill areas of the GED curriculum. Students' work will be assessed, and appropriate additional assignments will be provided for mastery. A series of exams and practice exams will assist students in determining their particular skill deficiencies for focused study to assure their preparedness for the State GED examination.

Computer/Technology Literacy

CONTRACTOR will provide Computer Basics in identifying hardware, typing, Internet browsing, and training in software applications such as Microsoft Word & Excel. In the computer basics class, participants will achieve outcomes of improved typing speed and ability to navigate a computer. Participants will develop a fundamental understanding of how to use their smartphones in conjunction

with their computers as well as utilizing the Gmail account. (See **Attachment A** for the Computer/Technology Literacy course outline)

Financial Literacy/Planning

CONTRACTOR will provide Financial Literacy/Planning in an interactive virtual class setting where they will participate in engaging games based on topics, ask questions, and schedule 45-minute group sessions. Upon successful completion of the course, participants will receive a budget plan to eliminate their debt, a financial plan, and a certificate of completion for attendance. (See **Attachment B** for the Financial/Literacy Planning course outline)

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report and workshop sign-in sheets (if applicable) when services have been provided. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

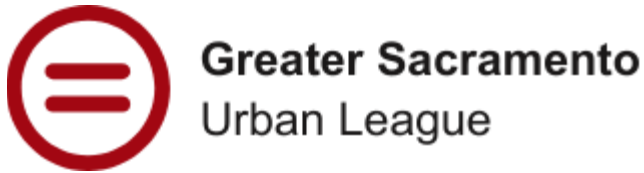
Activities*	Individual Rate
<p>Financial Literacy/Planning (2 hours per module)</p> <ol style="list-style-type: none"> 1. Our Relationship with Money 2. Organizing your bills with budgeting 3. Strategies to eliminate your debt for good 4. Introduction to investments and retirement 5. Ensuring your income and establishing generational wealth 6. Business 101: Exploring your side hustle 7. Improving your tax game 8. Getting into your home 	<p style="text-align: center;">\$40 per participant per module (min \$40 and max \$320)</p> <p style="text-align: center;">(8 modules max per participant, or \$320)</p>
<p>Computer/Technology Literacy</p> <ul style="list-style-type: none"> • Computer Basics (2 hrs. per week for eight weeks) <i>(16 Hours of instruction per Module)</i> • Microsoft Word (3 hrs. per week for eight weeks) <i>(24 Hours of instruction per Module)</i> • Microsoft Excel (3 hrs. per week for eight weeks) <i>(24 Hours of instruction per Module)</i> 	<p style="text-align: center;">\$500 per participant per class (min \$500 and max \$1,500)</p>
<p>GED Preparation</p> <ul style="list-style-type: none"> • Language Arts-Writing Module • Math Module • Language Arts-Reading Module • Science Module • Social Studies Module 	<p style="text-align: center;">48 hours per Module @ \$409.20 per participant (5 module max per participant, or \$2,046)</p>

****All services offered by the Greater Sacramento Urban League shall be subject to prior approval by SETA management.***

PAYMENT TO CONTRACTOR:

SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR and with prior approval of Management. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA



Computer Fundamentals

CONTRACTOR will provide instructions in identifying hardware, typing, Internet browsing, and software applications such as Microsoft Word and Excel. In the computer basics class, participants will achieve outcomes of improved typing speed and ability to navigate a computer. They will develop a fundamental understanding of how to use their smartphone in conjunction with their computer as well as utilizing their Gmail account. Additionally, participants will be tested on the information that is presented through the course to measure their ability to understand the concepts. Participants will have the opportunity to participate in 2-hour classes over 8 weeks that will cover 30 lessons. Instruction shall be provided in classroom format as described below:

Computer Basics

Week 1	Lesson		Classwork/Homework Read the Chapter
	2	What is a Computer	
	3	Basic Parts of a Computer	
	4	Buttons and Ports Computer	
Week 2	Lesson		Classwork/Homework Read the Chapter
	5	Inside a Computer	
	6	Laptop Computers	
	7	Mobile Devices	
Week 3	Lesson		Classwork/Homework Read the Chapter
	8	Understanding Operating Systems	
	9	Understanding Applications	
	10	Setting up a Computer	
Week 4	Lesson		Classwork/Homework Read the Chapter
	11	Getting Started with Your First Computer	
	13	Getting Started with the Internet	
	15	Understanding the Cloud	
Week 5	Lesson		Classwork/Homework Read the Chapter
	2	Intro to Android Devices	
	3	Getting Started with Your Device	
	4	Common Tasks	
	5	Setting Up Your Email	
	6	Managing Contacts	
Week 6	Lesson		Classwork/Homework Read the Chapter
	3	Getting Started with an iPhone	

ATTACHMENT A

	5	Using the Keyboard	
	6	Using the Phone App	
	7	Adding and Managing Contacts	
	8	Browsing with Safari	
Week 7	Lesson		Classwork/Homework
	1	Intro to Gmail	Read the Chapter
	3	Sending Email	
	4	Responding	
	5	Managing Email	
Week 8	Lesson		Classwork/Homework
	6	Gmail for Mobile Devices	Read the Chapter
	7	How to unsend an Email in Gmail	
	8	Time-Saving Email Tips	

Microsoft Word

Participants will have the opportunity to participate in 3-hour classes over 8 weeks that will cover 26 lessons on the following topics:

Week 1	Lesson		Classwork/Homework
	1	Getting Started with Word	Complete Practice Document
	5	Text Basics	
	6	Formatting Text	
	7	Using Find and Replace	
Week 2	Lesson		Classwork/Homework
	8	Indent and Tabs	Complete Practice Document
	9	Line and Paragraph Spacing	
	10	Lists	
Week 3	Lesson		Classwork/Homework
	11	Links	Complete Practice Document
	12	Page Layout	
	13	Printing Documents	
Week 4	Lesson		Classwork/Homework
	14	Breaks	Complete Practice Document
	15	Columns	
	16	Headers and Footers	
	17	Page Numbers	
Week 5	Lesson		Classwork/Homework
	18	Pictures and Text Wrapping	Complete Practice Document
	19	Formatting Pictures	
	20	Shapes	
	21	Text Boxes	
Week 6	Lesson		Classwork/Homework
	22	Aligning, Ordering, and Grouping	Complete Practice Document
	23	Tables	

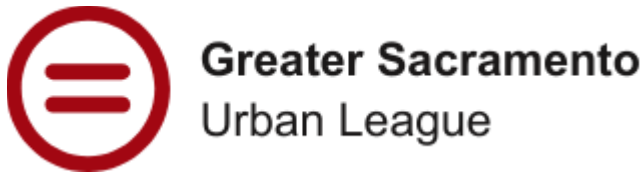
ATTACHMENT A

	24	Charts	
	25	Checking for Spelling and Grammar	
Week 7	Lesson		Classwork/Homework
	26	Track Changes and Comments	Complete Practice Document
	28	SmartArt Graphics	
	29	Applying and Modifying Styles	
	30	Mail Merge	
Week 8	Final Test		

Microsoft Excel

Participants will have the opportunity to participate in 3-hour classes over 8 weeks that cover 24 lessons on the following topics:

Week 1	Lesson		Classwork/Homework
	1	Getting Started with Excel	
	5	Cell Basics	Complete Practice Document
	6	Modifying Columns, Rows and Cells	
	7	Formatting Cells	
Week 2	Lesson		Classwork/Homework
	8	Understanding Number formats	Complete Practice Document
	9	Working with Multiple Sheets	
	10	Using Find and Replace	
Week 3	Lesson		Classwork/Homework
	11	Checking Spelling	Complete Practice Document
	12	Page Layout and Printing	
	13	Intro to Formulas	
Week 4	Lesson		Classwork/Homework
	14	Creating More Complex Formulas	Complete Practice Document
	15	Relative and Absolute References	
	16	Functions	
	17	Basic Tips for Working with Data	
Week 5	Lesson		Classwork/Homework
	18	Freezing Panes and View Options	Complete Practice Document
	19	Sorting Data	
	20	Filtering Data	
	21	Groups and Subtotals	
Week 6	Lesson		Classwork/Homework
	22	Tables	Complete Practice Document
	23	Charts	
	24	Conditioning Formatting	
Week 7	Lesson		Classwork/Homework
	26	Intro to Pivot Tables	Complete Practice Document
	28	Doing More with Pivot Tables	
	29	What if Analysis	
Week 8	Final Test		



Financial Literacy

Participants will experience an interactive virtual class where they will participate in engaging games based on topics, ask questions, and schedule 45-minute group sessions during office hours. Upon successful completion of the course, the participant will receive a budget plan to eliminate their debt, a financial plan, and a certificate of completion for their attendance that will clearly contrast where they currently are and where they will be by following the strategies learned in the class. This financial literacy course will consist of eight (8) one (1) hour workshops that will cover the following topics:

CLASS	TOPIC	DESCRIPTION
1	Our Relationship with Money	This is the first class of the course, which focuses on exploring our relationship with money. It will highlight how we have been programmed to relate to money, areas of how the 1% relates to money, ways we can build a better relationship with money, and stories of how people resolved their financial situations. This class seeks to provide a solid foundation upon which to build sound financial principles that will allow you to improve your financial situation.
2	Organizing your bills with budgeting	In this class, participants will learn the basics of budgeting and the fundamental benefits of budgeting. Additionally, participants will become familiar with the various strategies for personal budgeting, such as the 50/30/20 Rule, the money envelope system, and the Zero Balance Budget. Furthermore, participants will be exposed to the various effective budgeting tools available to them to support their budgeting efforts.
3	Strategies to eliminate your debt for good	This class continues where the previous class concluded by helping participants understand what to do when they find money in their budgets. They will learn tips on how to track and find all of their debts, what to do if you find yourself owning debt, strategies on how to eliminate all of your debt fast and free, and what to do once you have paid off all of your debt.

<p>4 Introduction to investments and retirement</p>	<p>This class reiterates the lessons identified in the previous classes, primarily what to do with money that you find in your budget or upon paying off debts. It recovers and extends the story of how we relate to money and how banks use the money that we deposit with them. The class will cover why banking institutions invest in the global economy and the bankers' rule on investing. Participants will go on to learn about what compound interest is and how it works with money. Furthermore, participants will learn the importance of paying themselves first and the high cost of waiting to invest. Lastly, participants will learn about the 3 fundamental accounts all people should have and about investing in mutual funds, and how to read fact sheets.</p>
<p>5 Ensuring your income and Establishing Generational Wealth</p>	<p>Participants will learn the importance of having life insurance through real-life scenarios and real-life stories. They will become aware of the two primary types of insurance, how they work, and how to distinguish between the two. Participants will also learn what to consider when looking into insurance for themselves and their families and the types of policies they should avoid. Lastly, participants will learn how this tool is used to establish Generational Wealth for their families.</p>
<p>6 Business 101: Exploring your side hustle</p>	<p>Participants will continue their learning by understanding some very basic business principles to consider when pursuing financial stability and growth. They will learn how to evaluate a business, what industries to participate in, and how to multiply their efforts through leverage. They will also be exposed to the top 5 reasons why 90% of startups fail and opportunities they can start now to increase their income</p>
<p>7 Improving your tax Game</p>	<p>Up to this point, participants have learned how to organize their money, eliminate their debt, and the fundamentals of investing. This class aims to introduce participants to aspects of taxes that will allow them to play the game much better and keep more money in their pockets.</p>
<p>8 Getting into your first home</p>	<p>Participants will learn what financial elements have to be in place to purchase their first home. They will get exposed to the importance of credit and savings and the roles they play when purchasing a property. They will also learn what resources are available to them when purchasing a home, such as down payment assistance and the various loan types like conventional and FHA loans.</p>

JAD Nutrition Consulting, LLC*

Nutrition Services

**Child and Family Services Only*

EXHIBIT 2

WORK SCHEDULE

I. OVERVIEW

On August 6, 2015, the SETA Governing Board approved release of the *Revised* Vendor Services (VS) Request for Qualifications (RFQ). Vendor Services are fee-for-service activities that provide additional options for adults and youth who face a myriad of challenges to academic success and/or gainful employment.

The revised RFQ was developed on the basis of SETA programs under the Workforce Investment and Opportunity Act (WIOA) of 2014, the Refugee Support Services (RSS) Grant, the Community Services Block Grant, the Head Start and Early Head Start Grants, the California Department of Education, and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following area: **Nutrition Services**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

All services will be provided with prior approval of SETA Management and in accordance with all applicable SETA Directives found on SETA's Website at www.seta.net.

CONTRACTOR will provide culturally appropriate nutritional guidance and support to Head Start families and the Head Start Health and Nutrition program staff, within the Children and Family Services.

Nutrition services can be performed both on-site and remote. Services shall include:

- Nutritional Assessment and Counseling provided to parents of any child at nutritional risk
- Nutritional Training and Education to both SETA Staff and Head Start families
- Oversight and approval of menus provided to children in the Head Start program ensuring that culturally and developmentally appropriate nutritional needs for each child is met
- Special diet development and approval and coordination with Head Start Kitchen Staff
- Registered Dietician Support

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report along with workshop sign-in sheets (if applicable) and other appropriate documentation upon request. All services provided require prior approval of SETA management. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

ACTIVITY	RATES
Nutrition Services* <ul style="list-style-type: none"> ▪ Nutrition Assessment and Counseling ▪ Nutritional Training and Education ▪ Menu Development ▪ Special Diet Development ▪ Registered Dietician Support 	\$70.00 per hour (30-minute min., or \$35) (4-hour max., or \$280) No minimum; 50 participants maximum

***All services offered by JAD Nutrition Consulting, LLC. shall be subject to prior approval by Head Start management.**

PAYMENT TO CONTRACTOR:

SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR and with prior approval of Management. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA.

KS Consulting/Kristen Smith*

In-Service Training

**Child and Family Services Only*

EXHIBIT 2 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
Kristen Smith d/b/a KS Consulting
hereinafter referred to as “CONTRACTOR”

WORK SCHEDULE

I. OVERVIEW

On August 6, 2015, the SETA Governing Board approved release of the *Revised Vendor Services (VS) Request for Qualifications (RFQ)*. Vendor Services are fee-for-service activities that provide additional options for adults and youth who face a myriad of challenges to academic success and/or gainful employment.

The revised RFQ was developed on the basis of SETA programs under the Workforce Investment and Opportunity Act (WIOA) of 2014; Refugee Social Services (RSS) Program; Targeted Assistance (TA); Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following areas: **In- Service Training**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

CONTRACTOR will provide training and technical assistance to SETA's Head Start Health and Nutrition Program leaders/management and staff to ensure compliance in all areas of health, safe environments and nutrition services. Also, ongoing support will be provided for health staff to ensure efficient data tracking, monitoring and assessment. **All services will be provided with prior approval by the Head Start Program Support Services Manager or designee.**

In-Service Training – Training, technical assistance, and ongoing support to include:

- Training and Technical Assistance
 - on ChildPlus tracking system and data reporting for the Food Services staff
 - on Health and Safety Monitoring for the Quality Assurance unit
 - Community Assessment
 - Self-Assessment

- Training and ongoing support for the Health and Nutrition Coordinator and support staff
 - on efficient health data tracking and monitoring system utilizing Child Plus
 - guidance in assessing and monitoring the PIR for health services
 - review and update the health and nutrition policies and procedures, and provide support to delegates with health related questions
- Assist Managers with compliance in the health and nutrition content areas
- Support the Director to assess the infrastructure for health, safe environments and nutrition services and strengthen systems as needed

III. **METHOD OF PAYMENT**

CONTRACTOR will submit a Monthly Fiscal Report along with workshop sign-in sheets (if applicable) and other appropriate documentation upon request. All services provided require prior approval of SETA management. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Activity	Rates
In-Service Training* – <ul style="list-style-type: none"> ▪ <u>Training, Technical Assistance</u> ▪ <u>Training and ongoing support for the Health and Nutrition Coordinator and support staff</u> ▪ <u>Assist Managers with compliance in the health and nutrition content areas</u> ▪ <u>Support the Director to assess the infrastructure for health, safe environments and nutrition services and strengthen systems as needed</u> 	<p>\$175 per hour (4 hour max. or \$700)</p> <p>\$175 per hour (8 hour max. or \$1,400)</p>

*All services subject to prior management approval.

PAYMENT TO CONTRACTOR:

SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR and with prior approval of Management. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA.

Language World Services, Inc.

Interpretation/Translation Services

EXHIBIT 2

WORK SCHEDULE

I. OVERVIEW

On August 6, 2015, the SETA Governing Board approved release of the *Revised* Vendor Services (VS) Request for Qualifications (RFQ). Vendor Services are fee-for-service activities that provide additional options for adults and youth who face a myriad of challenges to academic success and/or gainful employment.

The revised RFQ was developed on the basis of SETA programs under the Workforce Investment and Opportunity Act (WIOA) of 2014; Refugee Social Services (RSS) Program; Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following areas: **Interpretation/Translation Services**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

All services will be provided pursuant to service requests made by SETA representatives which will be placed only with prior approval of SETA Management and in accordance with all applicable SETA Directives found on SETA's Website at www.seta.net.

CONTRACTOR will provide Interpretation/Translation Services within the Sacramento Works America's Job Centers of California (SWAJCC) system and Children and Family Services.

Interpreter/Translation services will be performed by local team members and can be performed both on-site and remote. Services shall include:

Interpreter Services - Will provide oral, multilingual interpreter services in a variety of settings involving spoken communications from one source language to the target language. See **Attachment A** for the listings of languages offered for on-site, video, or telephonic interpreter services.

Translation Services - Will provide the written translations of source texts in one language, including the meaning and intent of original texts. See **Attachment A** for the listing of languages offered for translation services.

III. METHOD OF PAYMENT

CONTRACTOR will submit invoices with supporting documentation detailing services rendered not less frequent than monthly. Invoices (or Fiscal Reports) submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Services	Individual Rate	Group Rate
Onsite Interpreting Services*	\$90.00 per hour 2-hour min, limited to 3-hour max, or \$270.00 Individual Rate OSI in excess of 2 hours will be billed in 15-minute increments	\$75.00 per hour 3-hour min, limited to 3-hour max, or \$225.00 (3 or more participants) \$65.00 per hour – 4-hour min (\$260.00) up to 8 hours max (\$520.00) (3 or more participants)
Onsite Interpreting Services – Emergent*(less than 24-hour notice)	\$95.00 per hour 2-hour min, limited to 3-hour max or \$285.00 Individual Rate OSI in excess of 2 hours will be billed in 15-minute increments	N/A
Telephonic On-Demand Language Services	\$1.30 per minute 2-minute min, or \$2.60, limited to 3-hour max, or \$234.00	N/A
Pre-appointment Confirmation Call only	\$10.00 per telephone confirmation call	N/A
On-Demand Video Remote Interpreting (VRI)	\$1.30 per minute, 2-minute min., or \$2.60 3-hour max, or \$234.00	On-Demand VRI – Conference Calls (3 or more parties) \$1.30 per minute, 2-minute min, or \$2.60 3-hour max, or \$234.00
On-Demand Video ASL	\$2.20 per minute 3-hour max, or \$396.00	N/A
On-Demand Video ASL with Certified Deaf Interpreter	\$4.50 per minute 3-hour max, or \$810.00	N/A
Translations – Spanish**	\$0.23 per word	N/A
Translations – All other Languages**	\$0.25 per word	N/A
Translations – Formatting/Editing**	\$59.00 per hour 6-hour max, or \$354.00	N/A

*Cancellations: No charge for cancellations made 24+ hours in advance of scheduled appointment start time. A \$90 fee will be charged for all cancellations made less than 24-hours of scheduled appointment start time. If an appointment is not cancelled *prior* to the start time, the appointment is considered a “No Show” and the full rate will apply.

**Minimum fee for all translations is \$155.00

**Translation services requested with less than 24-hour notice will be subject to an additional 20% “mark-up” rate.

All services offered by Language World Services, Inc. shall be subject to prior approval by SETA management.

PAYMENT TO CONTRACTOR:

SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed invoice (fiscal report) from CONTRACTOR and with prior approval of Management. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All invoices (fiscal reports) are subject to review and approval by SETA.



LANGUAGES - ON-SITE INTERPRETING

Amharic	Pashto
Arabic	Portuguese
Armenian	Punjabi
Cantonese	Romanian
Dari (Afghani)	Russian
Farsi (Persian/Iranian)	Spanish
Hindi	Tagalog
Hmong	Toishanese
Japanese	Ukrainian
Korean	Vietnamese
Mandarin	



LANGUAGES - VIDEO INTERPRETING

American Sign Language

Arabic (all dialects)

Burmese

Cantonese

French

Korean

Mandarin

Nepali

Portuguese

Russian

Somali

Spanish

Swahili

Vietnamese



LANGUAGES - TELEPHONIC INTERPRETING

Acehnese

Acoli

Afghani

Arabic

Akan

Albanian

Amharic

Armenian

Ashanti

Assyrian

Azerbaijani

Badini

Basa Sunda

Bengali

Bosnian

Bulgarian

Burmese

Cambodian

Canadian French

Cantonese (Chinese)

Cape Verde Creole

Cebuano

Chaldean

Chinese Shanghainese

Chiu-Chow

Croatian

Czech

Dari

Falam Chin

Farsi

Filipino (Tagalog)

French

Creole

Fuqing

Ga

German

Greek

Gujarati

Haitian

Creole

Hebrew

Hindi

Hmong

Hunan

Hungarian

Igbo

Indonesian

Iranian Farsi

Italian

Japanese

Jola-Fonyi

Kabiye

Karen

Kayah

Khmer

Kibajuni

Kinyamulenge

Kinyarwanda

Kirundi

Kiswahili

Korean

Kunama



LANGUAGES - TELEPHONIC INTERPRETING (cont.)

Kurdish	Oromo	Tagalog
Kurmanji	Pahari	Tajik
Laotian	Pashto	Tamil
Lingala	Persian	Telugu
Lithuanian	Polish	Teochew
Luganda	Portuguese (Brazilian)	Tetum
Luo	Portuguese (Continental)	Thai
Macedonian	Punjabi	Tibetan
Malaysian	Rohingya	Tigrinya
Maay Maay	Romanian	Tongan
Mandarin (Chinese)	Russian	Trique
Mandingo	Samoan	Turkish
Marathi (Indian)	Serbian	Turkman
Mien	Slovak	Twi
Mina (Togolese)	Somali	Ukrainian
Moldovian	Sorani	Urdu
Mongolian	Spanish	Vietnamese
Neapolitan	Sri Lankan (Tamil)	Welsh
Nepali	Sudanese Arabic Creole	Wolof
Nigerian	Swahili	Yoruba
Nuer	Sylheti	



LANGUAGES - DOCUMENT TRANSLATIONS

Albanian	Farsi (Persian)	Khmer	Russian
Amharic	Fijian	Korean	Samoan
Arabic	Finnish	Krio	Serbian
Armenian	French	Kurdish	Sindhi
Belarusian	Georgian	Laotian	Slovak
Bengali	German	Latvian	Somali
Bosnian	Greek	Lithuanian	Spanish
Bulgarian	Gujarati	Macedonian	Swahili
Burmese	Haitian Creole	Mam	Swedish
Cambodian	Hebrew	Marshallese	Tagalog
Chinese (Simplified)	Hindi	Mongolian	Thai
Chinese (Traditional)	Hmong	Nepali	Tigrinya
Croatian	Hungarian	Norwegian	Tonga
Czech	Ilocano	Pashtu	Turkish
Danish	Indonesian	Polish	Ukrainian
Dari	Italian	Portuguese	Urdu
Dutch	Japanese	Punjabi	Uzbek
Estonian	Karen	Romanian (Moldovan)	Vietnamese

NorCal Services for Deaf and Hard of Hearing

Interpretation/Translation Assistance

EXHIBIT 2 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
NorCal Services for Deaf and Hard of Hearing
hereinafter referred to as “CONTRACTOR”

WORK SCHEDULE

I. OVERVIEW

On August 6, 2015, the SETA Governing Board approved release of the *Revised Vendor Services (VS) Request for Qualifications (RFQ)*. Vendor Services are fee-for-service activities that provide additional options for adults and youth who face a myriad of challenges to academic success and/or gainful employment.

The revised RFQ was developed on the basis of SETA programs under the Workforce Innovation and Opportunity Act (WIOA) of 2014; Refugee Social Services (RSS) Program; Targeted Assistance (TA); Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following area: **Interpretation/Translation Assistance** for Deaf and Hard of Hearing SETA customers.

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

All services will be provided with prior approval of SETA Management and in accordance with all applicable SETA Directives found on SETA’s Website at www.seta.net. CONTRACTOR will provide:

Interpretation/Translation Assistance – for deaf and hard of hearing individuals, as deemed necessary, to ensure equal access to services provided within the Sacramento Works America’s Job Centers of California (SWAJCC) system and Children and Family Services.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report along with workshop sign-in sheets (if applicable) and other appropriate documentation upon request. All services provided require prior approval of SETA management. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Activity	Individual/Group Rates
<p>Interpretation/Translation Assistance*:</p> <ul style="list-style-type: none"> • Sign Language, Deaf and Oral Interpreting – Utilizing American Sign Language (ASL), spoken English, and oral interpreters. • Tactile Interpreting – Utilized by individuals who are both deaf and blind and includes signing in the customer’s hands. • Video Remote Interpreting – Utilizes video conferencing technology that enables the customer to access a live sign language interpreter through the internet on a computer, laptop or television monitor and webcam. • Real-time Captioning – Utilizes a professional captioner or court reporter who simultaneously translates spoken words into English text either on a computer screen or a digital projector screen to be read by the customer. 	<p>\$125.00 per hour, per interpreter (up to 2 hours) Lengthy or complex interpreting assignments may require a team of two interpreters rotating at 20 to 30 minute intervals.</p> <p>\$130.00 per hour, per interpreter (up to 2 hours) Lengthy or complex interpreting assignments may require a team of two interpreters rotating at 20 to 30 minute intervals.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><i>Flat Rate for Multi-Hour Assignments</i> <i>\$300.00 per 3-5 hour assignment, per interpreter</i></p> </div> <p>\$30.00 per 15-minute increment</p> <p>\$125.00 per hour, per captioner (2 hour minimum)</p>

*Services must not duplicate those required to be provided under other grants administered by NorCal, specifically, those provided by co-located staff at SWAJCCs. Additionally, all services are subject to prior SETA management approval.

PAYMENT TO CONTRACTOR:

SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR and with prior approval of SETA Management. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA.

Opening Doors, Inc.

Job Readiness/Pre-Employment Skills Training
Job Retention/Life Skills
Small Business Development

EXHIBIT 1 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
Opening Doors, Inc.
hereinafter referred to as “CONTRACTOR”

WORK SCHEDULE

I. OVERVIEW

On Friday, December 2, 2005, SETA released a Request for Qualifications (RFQ) to recruit qualified applicants for SETA’s Adult and Dislocated Worker Workforce Skills Preparation (WSP) Vendor List. On Thursday, February 2, 2006, the SETA Governing Board approved release of the revised Workforce Skills Preparation Services RFQ. With the revisions of the RFQ, the request was expanded to include youth development and life skills services.

More recently, staff has determined that it would be desirable to expand SETA’s Vendor List to include vendors qualified to provide essential Vendor Services (VS) in other SETA-funded programs and to expand on the types of vendors and services that could be procured. Accordingly, a revised RFQ was developed and approved by the SETA Governing Board on Thursday, August 2, 2007 on the basis of SETA-funded programs under: the Workforce Investment Act (WIA) of 1998, as amended; Refugee Employment Social Services (RESS) Program; Targeted Assistance (TA); Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. The vendors selected through this RFQ may be used to provide VS to eligible adults, youth, and children (0-5) and their families eligible for funding under SETA’s various programs.

CONTRACTOR has been approved to provide Vendor Services in the following areas: **Job Readiness/Pre-Employment Skills Training, Job Retention/Life Skills and Small Business Development.**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II SERVICES TO BE PROVIDED

CONTRACTOR will provide Vendor Services at Sacramento Works Career Centers. **All services will be provided based on the need of the client with prior approval of the case manager and/or in accordance with SETA WIA Directive #03-02 (Guidance on Workforce Skills Preparation Services).**

Job Readiness/Pre-Employment Skills Training:

CONTRACTOR will utilize an adaptation of Susan Heitler's "Power of Two" curriculum for communication training. The training covers the essentials of effective communication, including being able to verbalize needs and being able to listen, creating co-operative dialogue, regulation of emotions, having or receiving anger, and resolving conflicts. The curriculum includes effective communication, emotion regulation, co-operative problem solving, anger management, finding and right internal and external resources. The course will be conducted with appropriate group exercises, discussions and role plays relevant to topics or examples brought by participants. Topics will include: Talking Directly, Talking Safely, Effective Listening, Balanced Listening, Dialogue Skills, Understanding Anger, Receiving Anger, Conflict Resolution and Assertiveness Training. A Likert scale questionnaire will be offered to each participant at the beginning and end of class to assess confidence levels for everyday and overall world-of-word situations. These will allow the facilitators to emphasize specific topics, issues or concerns participants may have. After eight (8) hours, each participant will receive a certificate of completion. Bilingual classes can be conducted in Hmong, Bosnian or Pashtu.

Job Retention - Life Skills:

Same as above.

Small Business Development

CONTRACTOR will provide Small Business Development workshops. Classes will be taught in Spanish, English and Russian, over a three (3) day period for a total of nine (9) hours. Covered topics will include Products and Services, The Market and Needs, Operations Plan, Marketing Plan, Organization and Management, Timeline, and Finances. (See **Attachment A** for "Microbusiness Jump Start Academy" course agenda). Outcomes will be measured by the completion of business plans.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report (**Attachment B**) for each SWCC served. Fiscal reports and, if applicable, informational workshop sign-in sheets must be signed by Site Supervisor verifying that services were provided. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Job Readiness/Pre-Employment Skills Training -

Individual Rate - \$480 per person (8 hours maximum)

Job Retention/Life Skills -

Individual Rate - \$480 per person (8 hours maximum)

Small Business Development -

Individual Rate - \$540 per person (9 hours maximum)

PAYMENT TO CONTRACTOR: SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR. The monthly fiscal report is due to SETA (even if no payment is due for the month) no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA.

MICROBUSINESS JUMP START ACADEMY

Day 1

Introductions

What is your business idea?

Why that business?

Who is your customer?

Where is your customer?

How will you find your customer?

How will you get your customer to buy?

What does the government want from your business?

Taxes

Permits & Licenses

Regulations

Insurance:

What you must have.

What you want to have.

For next week:

Start your business plan

Financial Analysis: Know your ratios

Start a cash flow projection

MICROBUSINESS JUMP START ACADEMY

Day 2

Announcements

Progress on Individual Plans

Cash or Profits or Both

Cash Flow

Profit & Loss

Balance Sheet

Measures of Success

Building Equity

LUNCH

Pricing for Success

Keeping the Books for:

Sales

Cash

Profits

Equity

Financing Your Business

What Lenders Want

Next Steps: LET'S MAKE IT HAPPEN

PRIDE Industries

Basic Computer/Technology Literacy
Financial Literacy/Planning
Informational Workshop
Job Readiness/Pre-Employment Skills Training
Job Retention/Life Skills

**EXHIBIT 1 to Contract
between the Sacramento Employment and Training Agency
known as "SETA", and
Crossroads Diversified Services, Inc.,
hereinafter referred to as "CONTRACTOR"**

WORK SCHEDULE

I. OVERVIEW

SETA released an on-going Request for Qualification (RFQ) on Friday, December 2, 2005 to recruit qualified applicants for SETA's Workforce Skills Preparation (WSP) Vendor List. The request was developed on the basis of the Workforce Investment Act (WIA) of 1998, as amended, Refugee Employment Social Services (RESS), Targeted Assistance (TA), and the Community Services Block Grant (CSBG). As an approved vendor, organizations may be solicited to provide WSP services to eligible adults and dislocated workers in an effort to prepare them for participation in the work force.

CONTRACTOR has been approved to provide Workforce Skills Preparation Services in the following areas: **Vocational Assessment, Financial Literacy/Planning, Job Readiness/Pre-Employment Skills Training, Job Retention/Life Skills/Success Skills, and Informational/Self-Help Workshops, and Basic Computer/Technology Literacy.**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

CONTRACTOR has the capacity to provide services at all Sacramento Works Career Centers (SWCC's). **All services will be provided based on the need of the client with prior approval of the case manager and in accordance with SETA WIA Directive #03-02 (Guidance on Workforce Skills Preparation Services).** CONTRACTOR has the ability to provide the services in other languages such as Spanish, Russian, and Ukrainian.

Vocational Assessment - Services include an evaluation of client's employment history, skills and experiences; education and vocational training; skills and barriers, aspirations and goals. Vocational assessment service includes an assessment of the local labor market in relation to employment opportunities, and education and skill requirements and experiences. CONTRACTOR utilizes numerous standardized assessments to evaluate academic achievements, employment preferences and goals, support systems, personal motivations and aptitudes. These assessments include the CAPS, COPS, SASSI, Coping Resources, CHOICES, Purdue Pegboard, SRA Reading and Math; CASAS; Life Skills; BESSI, Mavis Beacon and the Minnesota Clerical Assessment. CONTRACTOR also has the tools to assess basic accounting and payroll skills, payroll reconciliation, ability to read and interpret a road map, ten key speed and accuracy and janitorial skills. Vocational

assessment services are individualized based on the needs and desires of the client with prior approval from the case manager.

Workshops range from 10-12 hours over a three-day period. At the completion of assessment, CONTRACTOR will provide to case manager a formal report with recommendations regarding education or training needs, evaluation of strengths and barriers, client's desires and stated employment goals.

Financial Literacy/Planning - Service addresses issues related to money management and resources for long-term financial solvency. Curriculum will include opening and maintaining bank accounts; short and long-term savings options; referrals to credit counseling agencies; household budgeting; and, understanding payroll deductions. For clients receiving Social Security Disability Insurance (SSDI) benefits and Supplemental Security Income (SSI) benefits, information on the work incentives available to employees will be addressed. Workshops range from 6 to 8 hours over a two-day period. This service can be provided on an individual, small group or workshop basis.

Job Readiness/Pre-employment Skills - Services involve assisting customers prepare for employment. The curriculum consists of assisting the client develop personal job search strategy, how to dress on a budget, and appropriate grooming standards. Job Seeking Skills such as job application completion, developing a resume, mock interviewing and interviewing strategies are. "World of Work" or "soft skills" issues will be addressed, including "making employment as a priority," "what to expect on the first day of work," minimizing absenteeism, importance of appropriate interpersonal skills, required right to work documentation and employee attributes that result in wage increases and promotions. Speakers may be obtained that address industry-specific requirements. Workshops range from 6 to 8 hours over a two to four-day period. This service can be provided on an individual, small group or workshop basis.

Job Retention/Life Skills/Success Skills - Services are designed to develop supports that assist clients in maintaining their employment. Life skills address issues in a client's personal life that can negatively impact potential for job retention and advancement. Topics that will be addressed include time management, designing alternative strategies for transportation and child care, and effective interpersonal relationship skills at the workplace. Job retention services will focus on developing natural supports including integrating with co-workers and connecting with friends and family members that positively reinforce employment. Additionally, CONTRACTOR may also provide on and off site job coaching to reinforce training, and to prepare task analysis. Workshops range from 2 to 6 hours over a two-day period. Job coaching is provided on an individual basis and other topics can be provided individually, in small groups or larger workshops.

Informational/Self-Help Workshops - These workshops are designed to assist job seekers with disabilities to enhance their Career Center experience and improve employment outcomes. Services will include providing specialized orientations, assistance completing documentation, and support utilizing the resource room and adaptive equipment. Information Workshops will address disability-specific issues related to accessing the Career Centers. Topics will include: Promoting the Career Center system for persons with disabilities; strategies to utilize Career Center services in conjunction with disability-

specific employment programs; Americans with Disabilities Act (ADA) information as it pertains to employees and job candidates with disabilities; and requesting reasonable accommodations. This service can be provided on an individual, small group or workshop basis.

Basic Computer/Technology Literacy - Services include basic introductory computer training, designed to assist job seekers with disabilities and other barriers to employment. The curriculum includes assisting customers in utilizing the keyboard and mouse; accessing software programs; opening, creating, editing and saving documents in Microsoft Word; utilizing Winway and Microsoft Work resume applications, preparing and completing individualized resumes; creating an e-mail account; instruction on attaching documents to e-mails; navigating the internet; and conducting an internet job search. Services can be provided at any Sacramento Works Career Center. This service can be provided on an individual or workshop basis. **If provided on an individual basis, prior SETA management approval is required.** Workshops are 90 minutes in duration over a three-day period.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report (Attachment A) for each SWCC served. Fiscal reports and, if applicable, informational workshop sign-in sheets must be signed by each Site Supervisor verifying that services were provided. Fiscal reports submitted by CONTRACTOR will be based on the actual costs of services and will be paid at the following contracted rates:

Vocational Assessment -

\$60 per hour per person (Individual Rate)

\$100 per hour (2-7 clients)

\$675 per hour (8-20 clients)

Note: Assessment includes interpreting results and completing a formal report

Financial Literacy/Planning -

\$60 per hour per person (Individual Rate)

\$100 per hour (2-7 clients)

\$675 per hour (8-20 clients)

Job Readiness/Pre-employment Skills -

\$60 per hour per person (Individual Rate)

\$100 per hour (2-7 clients)

\$675 per hour (8-20 clients)

Job Retention/Life Skills/Success Skills -

\$60 per hour per person (Individual Rate)

\$100 per hour (2-7 clients)

\$675 per hour (8-20 clients)

Informational/Self-Help Workshops -

\$60 per hour per person (Individual Rate)

\$100 per hour (2-7 clients)

\$675 per hour (8-20 clients)

Basic Computer/Technology Literacy -

\$90 per hour per person (3 hour max. or \$270) *Requires prior approval from SETA management.*

\$100 per hour per group (2-15 clients) - 4.5 hour max. or \$450

PAYMENT TO CONTRACTOR: SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR. The monthly fiscal report is due to SETA (even if no payment is due for the month) no later than ten (10) days after the end of each month during the term of this CONTRACT.

All monthly fiscal reports are subject to SETA review and approval.

River Oak Center for Children*

Mental Health Services

**Child and Family Services Only*

EXHIBIT 1 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
River Oak Center for Children
hereinafter referred to as “CONTRACTOR”

WORK SCHEDULE

I. OVERVIEW

On August 6, 2015, the SETA Governing Board approved release of the *Revised Vendor Services (VS) Request for Qualifications (RFQ)*. Vendor Services are fee-for-service activities that provide additional options for adults and youth who face a myriad of challenges to academic success and/or gainful employment.

The revised RFQ was developed on the basis of SETA programs under the Workforce Investment and Opportunity Act (WIOA) of 2014; Refugee Social Services (RSS) Program; Targeted Assistance (TA); Community Services Block Grant (CSBG) and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following areas: **Mental Health Services**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

CONTRACTOR will provide clinical, mental health and behavioral interventions to children and families served by SETA Head Start. Services provided are inclusive to children, families, teaching staff, and support staff. **All services will be referred to CONTRACTOR by the Program Support Services Manager or designee.**

Classroom Observation - Contractor will provide assessment of the child, classroom environment, teaching practice, and/or teacher-child match. Classroom Observation may be from one to three sessions lasting two (2) to eight (8) hours, and may include teacher interviews to get a comprehensive view of the child within the context of the classroom and record review.

Classroom Observation shall be provided by a Clinician or Bachelor level Skills Trainer trained and experienced in behavioral observation, data collection and assessment.

Consultation – CONTRACTOR will provide consultation with Head Start staff, parents, teachers, or social worker regarding interventions generated by a treatment plan or assessment and to insure clinical recommendations and treatment is being implemented in the classroom. Clinical Support can be conducted in person or by phone with the parent, teacher or team, and is offered at a duration and frequency of the request.

Clinical Support is provided by either a Clinical Program Manager or Clinician.

Classroom Support – CONTRACTOR will provide classroom support to teachers on a one-to-one basis who are struggling with classroom management of children with challenging behaviors and how to meet the child's individual need.

A plan of action will be developed and weekly consultation provided to meet the objective identified by the site director, social worker, or as requested by the teacher. Support includes but is not limited to classroom management strategies, incentives, building positive rapport, environment, transitions, and processes. Classroom support is not for individual teacher performance evaluation purposes.

Classroom Support is provided by either a Clinical Program Manager or Clinician.

Parenting Classes and Consultation – CONTRACTOR will provide parent training using the Incredible Years curriculum. Incredible Years parent groups are a 12-14 week, 2 hours per session, with a maximum class size of 14 adults. Classes cannot be provided with less than 8 attendees. Participants can be parents, foster parents, caregivers, grandparents, etc.

Workshops include video tape vignettes, role playing, and home activities. Parenting workshops are held in the evening from 6-8 p.m. and are conducted by two trainers. Alternative times can occur based on CONTRACTOR Staff availability and site logistics. All sessions are facilitated by a clinician and family advocate.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report along with workshop sign-in sheets (if applicable) and other appropriate documentation upon request. All services provided require prior approval of Head Start management. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Activity	Fees
<p>Mental Health Services*</p> <ul style="list-style-type: none"> • Classroom Observation • Consultation • Classroom Support • Parenting Classes and Consultation 	<ul style="list-style-type: none"> • \$107.00 per hour • \$107.00 per hour • \$107.00 per hour • \$4.280.00 per class series (2 hours per week, 10 to 14 weeks) (Minimum 8/Maximum 14 attendees)

***All services provided shall be subject to prior approval by Head Start Management.**

PAYMENT TO CONTRACTOR:

SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR and with prior approval of Head Start Management. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA.

Sacramento City Unified School District Skills and Business Education Center

Basic Computer/Technology Literacy
Counseling
Financial Literacy/Planning
Informational Workshop
Interpretation/Translation Assistance
Job Readiness/Pre-Employment Skills Training

EXHIBIT 1 to Contract
between the Sacramento Employment and Training Agency
known as SETA, and
Sacramento City Unified School District - Skills and Business Education Center,
hereinafter referred to as CONTRACTOR

WORK SCHEDULE

I. OVERVIEW

SETA released an on-going Request for Qualification (RFQ) on Friday, December 2, 2005 to recruit qualified applicants for SETA's Workforce Skills Preparation (WSP) Vendor List. The request was developed on the basis of the Workforce Investment Act (WIA) of 1998, as amended, Refugee Employment Social Services (RESS), Targeted Assistance (TA), and the Community Services Block Grant (CSBG). As an approved vendor, organizations may be solicited to provide WSP services to eligible adults and dislocated workers in an effort to prepare them for participation in the work force.

CONTRACTOR has been approved to provide Workforce Skills Preparation Services in the following areas: **Vocational Assessment, Financial Literacy/Planning, Job Readiness/Pre-Employment Skills Training, Basic Computer Literacy (English/Spanish), Interpretation/Translation, and Informational/Self-Help Workshops.**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

CONTRACTOR will provide Workforce Skills Preparation services at the Charles A. Jones Skills and Business Education Center, an adult school of Sacramento City Unified School District (SCUSD). **All services will be provided based on the need of the client with prior approval of the case manager and/or in accordance with SETA WIA Directive #03-02 (Guidance on Workforce Skills Preparation Services).**

Workforce Skills Preparation services will be provided through a series of scheduled workshops. Workshops range from 6 to 12 hours and take place from 1 to 2 days.

Vocational Assessments will be conducted on an "as-needed" basis to assist clients in choosing a vocation suitable to their skills, aptitudes, interests and values. A series of assessments will be administered and interpreted/explained to the client.

Testing instruments that measure vocational interests will include: CHOICES, COPS and IDEAS. Testing instruments that measure skills, abilities and transferable skills will include: CHOICES and CAPS. Testing instruments that measure work values will include: COPES and Work Importance Locator (O*NET). Testing instruments that measure learning preferences and alertness will include: Learning Styles, Right/Left Brain Thinking,

Random/Sequential Learner and Time Preference. Testing instruments that measure personality and temperament will include: Please Understand Me (PUM), Keirsey Temperament Sorter, Myers/Briggs and True Colors.

Clients will complete the series of assessments, score them/have them scored and sit with qualified staff that will interpret the assessment results. Results will be provided to case manager.

Financial Literacy/Planning will allow participants to make more informed financial decisions for daily life activities and in the workforce.

Curriculum is as follows:

- I. *Credit*
 - A. FICO
 - B. Credit Reports
 - C. Assistance Programs

- II. *Home Buying*
 - A. Buying vs. Renting
 - B. Down Payment
 - C. Credit Score/Credit Report
 - D. Private Mortgage Insurance (PMI)

- III. *Taxes*
 - A. W-4
 - B. Completing Tax Forms (1040 & 540)
 1. Earned Income Credit
 2. Itemized Deductions
 3. Where to Get Free Assistance

- IV. *Investment and Retirement Plans*
 - A. Social Security
 - B. 401 K/403 B
 - C. IRA
 - D. Pensions

Job Readiness/Pre-Employment Skills Training provides instruction to individuals who are in need of preparation prior to entering employment and/or training services. Activities may include the development of work habits, life skills, introduction to demand industries, field trips, and/or workshops by industry experts, and job search skills.

Curriculum is as follows:

- I. *Applications*
 - A. Do's and Don'ts on Job Applications
 - B. Master Application

- II. *Job Interview Skills*
 - A. “30 Second Me”
 - B. Interview Questions
 - C. Interview Dress Code

- III. *Resume*
 - A. Do’s and Don’ts of a Resume
 - B. Cover Letter

Basic Computer Literacy Workshop (English) is designed for participants with little or no computer skills; providing hands-on instruction in office/personal computers in a supportive atmosphere. The workshop is aimed at helping participants to gain access and knowledge regarding informational technology.

Curriculum is as follows:

- I. *Computer Components*
 - A. Basic Components of a personal computer
 - B. Terms and Language utilized in the use of a personal computer
 - C. Comprehension of the computer components and terms
- II. *Computer Care and Safety*
 - A. Safe and careful use of a computer system
- III. *Windows*
 - A. Components of the Windows Desktop
 - B. Move, resize, scroll,, maximize, minimize and close Windows
 - C. Menus and dialog boxes
 - D. Dragging, double click, right click and left click
 - E. Running more than one program at a time
 - F. Shutting down Windows
 - G. Windows basics
- IV. *Microsoft Works - Word Processing*
 - A. Keys on the keyboard
 - B. Basic keyboard techniques to navigate through a document
 - C. Parts of the Work Processor screen
 - D. Create a document, how to save it, and how to retrieve it
 - E. Enter text, select text, delete and type over text
 - F. Use the “cut, copy and paste” commands
- V. *Internet*
 - A. History of the Internet
 - B. How to use Internet browsers
 - C. how to browse Internet sites
 - D. how to use search engines
 - E. How to create folders & favorites
 - F. How to use graphic and word links

- G. Explore most common employment resource sites
- H. How to use the Internet to do an effective job search
- I. How to paste and copy a resume to an Internet application form

VI. *E-Mail*

- A. How to create a free e-mail account
- B. How to send e-mails
- C. How to open received e-mails
- D. How to open and send attachments
- E. How to use the address book
- F. How to organize received e-mails

Basic Computer Literacy Workshop (Spanish) is designed for Spanish-speaking participants with little or no computer skills; providing hands-on instruction in office/personal computers in a supportive atmosphere. The workshop is aimed at helping participants to gain access and knowledge regarding informational technology.

Curriculum is as follows:

I. *Computer Components*

- A. Basic Components of a personal computer
- A. Basic Components of a personal computer
- B. Terms and Language utilized in the use of a personal computer
- C. Comprehension of the computer components and terms

II. *Computer Care and Safety*

- A. Safe and careful use of a computer system

III. *Windows*

- A. Components of the Windows Desktop
- B. Move, resize, scroll,, maximize, minimize and close Windows
- C. Menus and dialog boxes
- D. Dragging, double click, right click and left click
- E. Running more than one program at a time
- F. Shutting down Windows
- G. Windows basics

IV. *Microsoft Works - Word Processing*

- A. Keys on the keyboard
- B. Basic keyboard techniques to navigate through a document
- C. Parts of the Work Processor screen
- D. Create a document, how to save it, and how to retrieve it
- E. Enter text, select text, delete and type over text
- F. Use the “cut, copy and paste” commands

Interpretation/Translation Assistance will include assisting clients with directions in completing a variety of forms, PELL grant applications, enrollment process, assistance with answering unemployment questions/forms, translating diplomas/degrees and completion of

employment applications and resumes. Staff will also assist clients by being advocates/liaisons between the client and the various agencies/businesses with whom they wish to communicate. Languages include: Russian, Spanish, Vietnamese, Lao, Hmong, Mien, Chinese, Tagalog, Farsi, Urdu, Hindi and French.

Informational/Self-Help Workshops will feature group settings, activities, peer coaching, frequent feedback, positive reinforcement, high instructor/student ratio, use of multiple media methods and cooperative learning.

Curriculum is as follows:

- I. *Life Planning*
 - A. Skills and Assets
 - B. Where Do I Go From Here?

- II. *Drug and Alcohol Prevention*
 - A. Healthy Alternative
 - B. Coping Skills
 - C. Community Resources/Support Group\

- III. *Familial/Marital Issues*
 - A. Stressors and How to Deal with Them
 - B. Community Resources

- IV. *Communication Skills*
 - A. Active/Passive Listening
 - B. Body Language

- V. *Conflict Resolution*
 - A. Positive Talk and Values

- VI. *Social Skills*
 - A. Soft Skills and Manners
 - B. Cultural Awareness

- VII. *Time Management*
 - A. Where Does the Time Go?

- VIII. *Stress Management*
 - A. Breathe!
 - B. Relaxation Techniques

- IX. *General Well Being/Taking Care of Me*
 - A. Health
 - B. Diet
 - C. Exercise

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report (Attachment A) for each SWCC served. Fiscal reports and, if applicable, informational workshop sign-in sheets must be signed by each Site Supervisor verifying that services were provided. Fiscal reports submitted by CONTRACTOR will be based on the actual costs of services and will be paid at the following contracted rates:

Vocational Assessment Services

Individual Rate: \$8.33 per hour per client (6 hour max. or \$49.98)

Group Rate: \$83.33 per hour

Workshop Rate: \$500.00 per workshop

Financial Literacy/Planning Workshop

Individual Rate: \$8.33 per hour per client (6 hour max. or \$49.98)

Group Rate: \$83.33 per hour

Workshop Rate: \$500.00 per workshop

Job Readiness/Pre-Employment Skills Training

Individual Rate: \$8.33 per hour per client (6 hour max. or \$49.98)

Group Rate: \$83.33 per hour

Workshop Rate: \$500 per workshop

Basic Computer Literacy (English)

Individual Rate: \$8.33 per hour per client (12 hour max. or \$99.96)

Group Rate: \$83.33 per hour

Workshop Rate: \$500 per workshop

Basic Computer Literacy (Spanish)

Individual Rate: \$8.33 per hour per client (6 hour max. or \$49.98)

Group Rate: \$83.33 per hour

Workshop Rate: \$500 per workshop

Interpretation/Translation Assistance

Individual Rate: \$30 per hour per client

Workshop Rate: \$125 per hour per workshop (1 hour max or \$125) - 2 to 25 clients

Informational/Self-Help Workshops

Individual Rate: \$8.33 per hour per client (6 hour max. or \$49.98)

Group Rate: \$83.33 per hour

Workshop Rate: \$500 per workshop

PAYMENT TO CONTRACTOR: SETA shall make payments to CONTRACTOR upon receipt of a completed monthly fiscal report from CONTRACTOR. The monthly fiscal report is due to SETA (even if no payment is due for the month) no later than ten (10) days after the end of each month during the term of this CONTRACT.

All monthly fiscal reports are subject to SETA review and approval.

Sacramento County Office of Education

Basic Computer/Technology Literacy
Financial Literacy/Planning
Informational Workshop
In-Service Training
Interpretation/Translation Assistance
Job Readiness/Pre-Employment Skills Training
Job Retention/Life Skills

**EXHIBIT 1 to Contract
between the Sacramento Employment and Training Agency
known as "SETA", and
Sacramento County Office of Education
hereinafter referred to as "CONTRACTOR"**

WORK SCHEDULE

I. OVERVIEW

SETA released an on-going Request for Qualification (RFQ) on Friday, December 2, 2005 to recruit qualified applicants for SETA's Workforce Skills Preparation (WSP) Vendor List. The request was developed on the basis of the Workforce Investment Act (WIA) of 1998, as amended, Refugee Employment Social Services (RESS), Targeted Assistance (TA), and the Community Services Block Grant (CSBG). As an approved vendor, organizations may be solicited to provide WSP services to eligible adults and dislocated workers in an effort to prepare them for participation in the work force.

CONTRACTOR has been approved to provide Workforce Skills Preparation Services in the following areas: **Basic Computer Technology/Literacy, Financial Literacy/Planning, Informational Workshops, Interpretation/Translation Assistance, Job Readiness/Pre-Employment Skills Training, Job Retention/Life Skills, Vocational Assessment, and In-Service Training.**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

CONTRACTOR has the capacity to provide services at all Sacramento Works Career Centers (SWCC's). **All services will be provided based on the need of the client with prior approval of the case manager and in accordance with SETA WIA Directive #03-02 (Guidance on Workforce Skills Preparation Services).**

Basic Computer/Technology Literacy - CONTRACTOR will provide a series of workshops in basic computer and technology awareness: *Basic Technology Literacy*, *WinWay Deluxe* (resumes), and *Basic Computers, including Internet Job Search*.

Financial Literacy/Planning - CONTRACTOR will provide a variety of workshops to assist clients with financial with financial literacy and planning issues. Workshops will be offered on the following topics: *Budgeting, All You Ever Wanted to Know About Credit, and Car Buying*. These workshops can also be provided in Russian.

Informational Workshops - CONTRACTOR will provide the following workshops to assist clients in accessing services and interpreting information: *Healthy Families Health Insurance, Low-Income Home Energy Program (LIHEAP), Completing Applications (services only non-job related), Nontraditional Employment, including Apprenticeship Opportunities, and Labor Market Information.*

Interpretation/Translation Assistance (Russian Only) - CONTRACTOR will provide interpretation/translation assistance to job seekers, as needed, in Russian or Ukrainian. Services include, but are not limited to, assisting clients at interviews, completing applications and/or understanding official documents (i.e., bills, INS information and health coverage).

Job Readiness/Pre-employment Skills - CONTRACTOR will provide workshops to assist job seekers develop the skills and obtain the necessary documents to successfully find a job. Workshops offered are as follows: *Master Application, Resume, Interview Preparation, Put Your Best Forward (includes Dress for Success), and Job Search Workshops.* Workshops can be offered as a series or as individual modules and scheduled as needed. These workshops can also be provided in Russian.

Job Retention/Life Skills - CONTRACTOR will provide a variety of workshops to assist clients who are employed maintain employment, personal health, develop positive social skills and to engage in positive relationships. Workshops will be as follows: *Goal Setting, True Colors, Stress Management, Self Esteem, Time Management, Effective Communication and Career Advancement.* Unemployed clients may also participate in various Life Skills workshops. Workshops can also be provided in Russian.

Vocational Assessment - CONTRACTOR will provide vocational testing and career counseling for hand-to-serve clients and will utilize standardized testing instruments to evaluate client's interests, aptitude and vocational skills, as well as basic educational level. Results can assist referring case manager in developing effective Individual Employment Plan (IEP). Clients experiencing multiple barriers and long-term unemployment often need vocational assessment testing to assist them in making career decisions and goals.

Assessments are conducted using computerized assessment instruments, paper and pencil or manipulative testing. Non-verbal tests are used when needed for disabled, ESL or non-English speaking clients, as well as providing accommodations in the administration of instruments to gain a clear picture of abilities, interests, vocational skills and aptitudes. General Education Diploma (GED) assessment and testing is also available. The specific tests to be administered shall be chosen from the following standardized tests: WRIOT, WRAT, CHOICES, GED, COPS, CAPS, RAVEN, CASAS, TABE, CASAS, ABLE, IDEAS, COPES, Bennett Hand Dexterity, Crawford Small Parts, Purdue Pegboard, Myers Briggs, SDS .

CONTRACTOR counselor will meet with clients and conduct appropriate tests. A complete report will, then, be discussed with the client and a copy given to the referring case manager. Reports are submitted within five days of completing the assessment. The basic elements of the assessment report include client's background information, expressed

and measured career interests, aptitudes, vocational skills, basic educational level, a summary and evaluation of assessment information and possible job goals.

In-Service Training - CONTRACTOR will provide staff development training workshops on

the following topics: *Team Building, Seven Habits of Highly Effective People, How to Handle Negative People, How to Motivate and Inspire, What Matters Most, Workplace Success, Goal Setting, True Colors, Stress Management, Self Esteem, Time Management and Effective Communication.* CONTRACTOR is also able to work with staff to develop their technology capabilities in a variety of ways.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report (Attachment A) for each SWCC served. Fiscal reports and, if applicable, informational workshop sign-in sheets must be signed by each Site Supervisor verifying that services were provided. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Basic Computer/Technology Literacy -

Individual Rate: \$60 per hour (3 hour max. or \$180)

Group/workshop Rate: \$125 per hour per group/workshop (3 hour max. or \$375) - 2 to 25 clients

Financial Literacy -

Individual Rate: \$60 per hour (3 hour max. or \$180)

Group/Workshop Rate: \$125 per hour per group/workshop (3 hour max. or \$375) - 2 to 25 clients

Informational Workshops -

Individual Rate: \$60 per hour (1 hour max. or \$60)

Group/Workshop Rate: \$125 per hour per group/workshop (1 hour max or \$125) - 2 to 25 clients

Interpretation/Translation Assistance (Russian /Ukrainian) -

Individual Rate: \$60 per hour (as needed)

Group Rate: \$125 per hour per group (as needed) - 2 to 5 clients

Job Readiness/Pre-employment Skills -

Individual Rate: \$60 per hour (3 hour max. or \$180)

Group/Workshop Rate: \$125 per hour per group/workshop (3 hour max. or \$375) - 2 to 25 clients

Job Retention/Life Skills -

Individual Rate: \$60 per hour (3 hour max. or \$180)

Group/Workshop Rate: \$125 per hour per group/workshop (3 hour max. or \$375) - 2 to 25 clients

Vocational Assessment -

Individual Rate: \$60 per hour (as needed)

Group/Workshop Rate: \$125 per hour per group/workshop (as needed) - 2 to 5 clients

In-Service Training -

Individual Rate: \$60 per hour (as needed)

Group/Workshop Rate: \$125 per hour per group/workshop (as needed) - 2 to 50 clients

PAYMENT TO CONTRACTOR: SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR. The monthly fiscal report is due to SETA (even if no payment is due for the month) no later than ten (10) days after the end of each month during the term of this CONTRACT.

All monthly fiscal reports are subject to SETA review and approval.

Solvera Consulting

In-Service Training

WORK SCHEDULE

I. OVERVIEW

On August 6, 2015, the SETA Governing Board approved release of the *Revised Vendor Services (VS) Request for Qualifications (RFQ)*. Vendor Services are fee-for-service activities that provide additional options for adults and youth who face a myriad of challenges to academic success and/or gainful employment.

The revised RFQ was developed on the basis of SETA programs under the Workforce Investment and Opportunity Act (WIOA) of 2014; Refugee Social Services (RSS) Program; Targeted Assistance (TA); Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide VS in the following area: **In-Service Training**

CONTRACTOR acknowledges that SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

All services will be provided with prior approval of SETA Management and in accordance with all applicable SETA Directives found on SETA's Website at www.seta.net.

CONTRACTOR will provide **In-Service Training** for the professional development of SETA and program partner staff served within the Sacramento Works AJCC system and the Children and Family Services.

CONTRACTOR will provide **In-Service Training** utilizing a dispersed, hybrid model that can be provided virtually or in-person. Training available covers numerous topics and may include hands-on technical assistance in targeted areas. Please see **Attachment A** for topics and descriptions.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report along with workshop sign-in sheets (if applicable) and other appropriate documentation upon request. All services provided require the prior approval of SETA management. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Topics and Workshops *	Individual Rate	Workshop Rate
<ul style="list-style-type: none"> • Strategic Planning & Management • Diversified Funding Strategies • Assessing Funding Opportunities and Agency Capacity • Creating Quality Client Deliverables • Building Effective Teams • Adaptive Leadership • Establishing Compassionate Boundaries <p>Additional training topics include, but are not limited to: Core Services Tracking Documentation Overview; Identifying ID documents, Employment Casefile training; Interpreters: Scripts and Tools; Resource Mapping & Low-Income Assistance Programs; Delegation Training, De-escalation Techniques; Developing program and individual staff goals; and Grant Trainings.</p>	<p><i>1-3 Participant(s)</i></p> <p><i>Price: First hour at \$325(includes an initial meeting, planning, and initial hour of training); additional hours at \$250</i></p> <p><i>Range: 1-4 hrs. per workshop</i></p> <p><i>(1 Hour min, \$325)</i></p> <p><i>(4 Hour max - \$1,075)</i></p>	<p><i>4 – 50 Participants</i></p> <p><i>Price: First hour at \$650(includes an initial meeting, planning, and initial hour of training); additional hours at \$350</i></p> <p><i>Range: 2-6 hrs. per workshop</i></p> <p><i>(2 Hour min, \$1,000)</i></p> <p><i>(6 Hour max - \$2,400)</i></p>
Technical Assistance Topics*	Rates per Group/Organization	
<p>Capacity Building Technical</p> <ul style="list-style-type: none"> • Needs Assessment & Strategic Planning <i>Range: 5-10 hours (min \$2,050 – max \$3,800)</i> • Systems Development <i>Range: 10-19 hours (min \$3,800 – max \$6,950)</i> 	<p><i>The first hour at \$650; additional hours at \$350</i></p>	
<p>Resource Development</p> <ul style="list-style-type: none"> • Funding Strategy <i>Range: 10-12 hours (min \$3,800 -max \$4,500)</i> • Fundraising Support <i>Range: 11-13 hours (min \$4,150 -max \$4,850)</i> • Partnership and Subawards <i>Range: 12-15 hours (min \$4,500 -max \$5,550)</i> • Proposal Writing (small-medium) <i>Range: 17-21 hours (min \$6,250 -max \$7,650)</i> • Grant Writing (medium-large) <i>Range: 19-33 hours (min \$6,950 - max \$11,850)</i> 		
<p>Program Design</p> <ul style="list-style-type: none"> • Needs Assessment and Recommendations <i>Range: 12-17 hours (min \$4,500 -max \$6,250)</i> • Program Concept <i>Range: 14-20 hours (min.\$5,200 –max \$7,300)</i> • Full Program Design <i>Range: 30-45 hours (min \$10,800 –max \$16,050)</i> 		

- **Implementation Support**
Range: 18-25 hours (min \$6,600–max \$9,050)
- **Monitoring and Evaluation**
Range: 15-20 hours (min \$5,550–max \$7,300)



*All services offered by Solvera Consulting shall be subject to prior approval by SETA management.

PAYMENT TO CONTRACTOR:

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All fiscal reports are subject to review and approval by SETA.

Solvera In-Service Training

Training and Technical Assistance

Solvera offers both training and technical assistance to organizations to develop staff, build capacity, and improve outcomes. The following sheet outlines Solvera’s topics and descriptions for Staff Training and Technical Assistance products.

Staff and Partner Trainings

Solvera offers training on various topics to increase the capacity and capabilities of staff at all levels of an agency. These training courses are informed by sector best practices and direct experience, then contextualized to the Sacramento region and your agency’s unique situation and needs.

All training includes a pre-meeting with the organizer to review learning goals, live delivery in-person or virtually, and a take-away package including the slide deck, related resources/ handouts, and a participant feedback survey.

Topics and Workshops
<p>Strategic Planning & Management (3 workshops)</p> <ul style="list-style-type: none"> • Using strategic thinking to reframe problems • Problem identification and analysis • Building an actionable strategic plan
<p>Diversified Funding Strategies (3 workshops)</p> <ul style="list-style-type: none"> • Elements of a funding strategy • Cultivating private donors (donor segmentation; developing major gifts; donor stewardship, creating campaigns) • Public funding and grants
<p>Assessing Funding Opportunities and Agency Capacity (4 workshops)</p> <ul style="list-style-type: none"> • Assessing organizational award capacity • Identifying and crafting responses to common RFP prompts • Funder specific research and review of past rewards • Aligning programs with funder priorities

<p>Creating Quality Client Deliverables (3 workshops)</p> <ul style="list-style-type: none"> • Communicating problems and solutions • Effective storytelling for your audience • Developing a quality workflow for deliverables
<p>Building Effective Teams (3 workshops)</p> <ul style="list-style-type: none"> • Foundational concepts of team development • Identifying and overcoming team dysfunctions • Running effective meetings
<p>Adaptive Leadership (3 workshops)</p> <ul style="list-style-type: none"> • Adaptive leadership principles and best practices • Understanding leadership and team member needs and styles • Using adaptive people management across the employee lifecycle
<p>Establishing Compassionate Boundaries with clients (3 workshops)</p> <ul style="list-style-type: none"> • Defining and establishing boundaries • Navigating boundary misunderstandings and violations • Boundary setting practice in common case management scenarios
<p>Additional training topics include, but are not limited to:</p> <p>Core Services Tracking Documentation Overview: Identifying ID documents, Employment Casefile training; Interpreters: Scripts and Tools; Resource Mapping & Low-Income Assistance Programs; Delegation Training, De-escalation Techniques; Developing program and individual staff goals; and Grant Trainings.</p>

Technical Assistance

Solvera provides technical assistance tailored to each organization’s unique needs. While technical assistance is deliverable-based, the following chart outlines common solutions with descriptions. Hours may vary based on project complexity.

Capacity Building Technical

Needs Assessment & Strategic Planning

- Assessment of organization or situational needs
- Recommendations on how to approach a specific problem
- Creation of a strategic plan to reach objectives
- *Best for* Organizations of all sizes seeking external expertise to identify a problem and determine the best way forward

Systems Development

- Assessment of workflow needs and recommended solutions
- Automating workflows
- *Best for* Teams and organizations seeking to improve efficiency

Resource Development

Funding Strategy

- Assessment of community needs, organizational strengths, community gaps and opportunities, and funding potential
- Recommendations on growth strategies, potential funding sources, and strategies
- Customized prospecting bank with potential funders and compatible projects
- *Best for* Organizations seeking to grow or diversify their funding

Fundraising Support

- Coaching on pitch development and fundraising
- Strategies for social media and individual donor cultivation
- *Best for* Organizations seeking to raise private donations

Partnership and Subawards

- Context analysis of opportunities
- Pitch development and networking introductions
- *Best for* Organizations seeking partnerships and subawards

Proposal Writing (small-medium)

- Writing project proposals and letters of interest
- *Best for* Foundation, private, or local funding requests

Grant Writing (medium-large)

- Writing grant applications, including needs statements, program overview, and organizational capacity
- *Best for* Apply for state or federal awards

Program Design

Needs Assessment and Recommendations

- Assessment of needs and effective approaches through community listening sessions, staff interviews, etc.
- Recommendations on how to approach a specific program or community need
- *Best for* Organizations seeking to understand a community need and best approaches

Program Concept

- Initial program concept with an outline of activities and outcomes and a summary program narrative
- *Best for* Small- to medium-sized programs; pitching programs to funders

Full Program Design

- Full program outline including activities, outcomes, logic model, staff positions, budget, reporting metrics, etc.
- *Best for* Medium- to large-scale programs; preparing for state or federal awards

Implementation Support

- Material development for an existing program, such as service delivery templates, client outreach materials, implementation guidelines.
- *Best for* Organizations preparing to launch a project

Monitoring & Evaluation

- Creation and/or implementation of evaluation plans
- *Best for* Organizations seeking to assess program effectiveness

WEAVE, Inc.

Counseling

EXHIBIT 1 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
WEAVE, Inc.
hereinafter referred to as “CONTRACTOR”

WORK SCHEDULE

I. OVERVIEW

On August 7, 2007, SETA released a revised Vendor Services (VS) Request for Qualifications (RFQ) to recruit qualified applicants for SETA’s Adult and Dislocated Worker, Youth and Child Development and Family Services vendor lists.

The revised RFQ was developed on the basis of SETA-funded programs under: the Workforce Investment Act (WIA) of 1998, as amended; Refugee Employment Social Services (RESS) Program; Targeted Assistance (TA); Community Services Block Grant (CSBG and their implementing regulations published in the Federal Register, August 11, 2000); the Head Start and Early Head Start Programs; the California Department of Education; and other federal, state and private funding sources. As an approved vendor, organizations may be solicited to provide vendor services to eligible adults and/or dislocated workers, youth, or children (ages 0-5) and their families.

Under this CONTRACT, CONTRACTOR has been approved to provide Vendor Services in the following area: **Counseling**.

CONTRACTOR acknowledges that as a vendor SETA is not obligated to utilize CONTRACTOR pursuant to this CONTRACT.

II. SERVICES TO BE PROVIDED

CONTRACTOR will offer individual and group counseling sessions for various emotional and mental health issues, including recovery from domestic violence, sexual assault and related trauma symptoms. All counseling services rendered by CONTRACTOR will be provided by licensed therapists. Initial triage will be performed at the CONTRACTOR’S downtown counseling center to assess the client, determine the type of counseling needed, and the recommended frequency of sessions. Triage services will be offered free of charge.

Counseling services will be available in both English and Spanish. CONTRACTOR will provide interpreters for additional languages, as needed.

Issues addressed in individual counseling may include trauma, stress, anxiety, depression, grief, parenting, and/or communication.

Group counseling curriculum may include the following topics:

- Staying vs. Leaving
- Feelings
- Anger
- Gender Socialization
- Emotional Abuse
- Becoming a Survivor
- Breaking the Silence
- Valuing Yourself
- Domestic Violence and Children
- Breaking the Cycle
- Grief and Healing
- Red Flags
- Boundaries
- Assertiveness
- Healthy Relationships

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report and workshop sign-in sheets (if applicable) when services have been provided. Fiscal reports submitted by CONTRACTOR will be based on the actual cost of services and will be paid at the following contracted rates:

Counseling

Individual Rate - \$80 per session (one hour), 12 sessions maximum or \$960

Workshop Rate - \$30 per session (one and a half hours) per client, 15 sessions maximum or \$450

PAYMENT TO CONTRACTOR: SETA shall make payments to CONTRACTOR upon receipt of an acceptable, completed monthly fiscal report from CONTRACTOR. The monthly fiscal report is due to SETA no later than ten (10) days after the end of each month during the term of the CONTRACT.

All fiscal reports are subject to review and approval by SETA.