

EXHIBIT A

PROGRAM PERFORMANCE STANDARD

Ohlone Community College District, hereinafter referred to as “CONTRACTOR” shall, pursuant to the provisions of this Contract and the Workforce Investment Act, provide One-Stop Services.

I. PROGRAM GOALS:

The Workforce Investment Act defines the nation’s job training system and provides guidance for local workforce investment systems designed to increase the employment, retention and earnings of participants, and increase occupational skill attainment by participants. The goals of these efforts are to improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation. CONTRACTOR, as a One-Stop Operator, will provide a streamlined service system, empowering individuals through information and access to training resources, providing universal access to core services, being accountable for results, ensuring a strong role for the Alameda County Workforce Investment Board (ACWIB) and the private sector, providing locally defined programs to meet the needs of employers, and improving services to youth.

Services shall be targeted to residents of Newark, Fremont, and Union City {excluding the City of Oakland}, Alameda County.

II. PERFORMANCE STANDARDS:

A. PROGRAM OPERATIONS

1. **Staffing** - Contractor will provide ACWIB with a current staff roster, position descriptions, and organization chart at the beginning of the Program Year. Positions will match those listed in Exhibit B, Staff Salaries Worksheet, unless required positions are provided by a One-Stop Partner(s).
 - a. Contractor ensures that all staff are provided periodic training to ensure that staff assignments are clear, and that WIA and ACWIB mandates and goals are incorporated into One-Stop operations.
 - b. Contractor ensures that appropriate staff will attend mandated meetings:
 - ACCESS Steering Committee – Site Manager
 - Workforce Systems Committee – Site Manager
 - Economic Development & Employer Services Committee – Employer Service Representative (ESR)
 - Workforce Investment Board Meetings – Site Manager
 - ESR/BSR Meetings – ESR
 - EASTBAY Works Business Service Meetings – ESR
 - Other meetings/trainings as directed

2. **Policies and Procedures** – Contractor will adhere to periodic ACWIB “Action Bulletins” that serve to notify One-Stop Operators of new or amended State, Federal, or local regulations. All current Action Bulletins can be found on the ACWIB website. The following are policies and procedures of particular importance to One-Stop Operations:
 - a. Contractor will maintain policies and procedures to ensure non-discrimination on the grounds of race, color, national origin, religion, age, sex, disability, marital status, political affiliation or belief. Contractor will prominently display “Equal Opportunity is the Law” posters that explain this policy.
 - b. Contractor will either develop its own policies and procedures for dealing with grievances and complaints from participants, or it will adopt the policies developed by ACWIB.
 - c. Contractor will utilize ACWIB or Eastbay Works translations of the above policies and procedures into other languages and formats to meet the needs of its non/limited-English-speaking and disabled clients.
 - d. Contractor will ensure that its physical site is compliant with ADA requirements as demonstrated by certification from the Department of Rehabilitation.
 - e. Contractor will ensure ADA accessibility, and utilize all of the ADA equipment/resources provided by EASTBAY Works for the community. Contractor will report the use of ADA equipment/resources with SMARTware bar code tracking.
 - f. **Recapture Policy** – Contractor will be subject to the Recapture Policy as approved by the Workforce Investment Board.
3. **Marketing and Outreach** – Contractor will provide sufficient marketing and outreach efforts to achieve stated job seeker and employer service goals (See Exhibit B-3). Contractor will utilize marketing and outreach materials translated into other languages and provided by either Eastbay Works or ACWIB, to serve its ethnic minority client population. Marketing materials will include the phrase “Auxiliary aids and services available upon request to individuals with disabilities.”
4. **Sub-Contracting** – Contractor will receive written approval from ACWIB staff prior to entering into any subcontract for work performed under this contract. Contractor will annually monitor the operations of any sub-contractor, and submit the results of the monitoring process in written form to ACWIB staff.
5. **Memoranda of Understanding** – Contractor will negotiate and develop a Memorandum of Understanding with each of its mandated partners. The Memorandum must include, minimally, a description of the services to be provided by each partner, the method of referring/cross referring clients, and the duration of the MOU. Additional elements such as budget, location, signage, cross-reporting, decision-making, space, staffing, partner contact, outcomes, confidentiality, and partner meeting schedule may add to the effectiveness of the Memoranda, and help to define expectations. Mandated partners include the following:

- Wagner/Peysner
- Unemployment Insurance
- TAA/NAFTA
- Vets Employment
- WIA II Adult/Literacy
- Carl Perkins Post Secondary
- Community Services Block Grant
- HUD Employment & Training
- WIA I Job Corps
- WIA IV Vocational Rehabilitation
- Title V Older Worker
- TANF
- Economic Development

Contractor is encouraged to develop Memoranda of Understanding with non-mandated partners to meet the unique needs of the local workforce or employers. Contractor will utilize SMARTware to track partner services and referrals.

6. **Support Services** – Contractor will develop and utilize a written Support Services Policy that provides guidelines in determining participant eligibility for supportive services, maximum payment amounts, and the duration of the services. Contractor may also wish to define the types of supportive services available to clients, such as transportation, housing assistance, work attire/tools, child-care, medical services, post-exit services, and linkages to community services. Contractor will also document the use of Supportive Services in client files and on logs maintained by the Contractor.

The State of California program monitoring administration has indicated that the ACWIB must provide a comprehensive framework for WIA/EPP Contractors to provide Support Services to enrolled WIA participants. Therefore, ACWIB staff will be sending to all contractors’ directors and program administrators an Action Bulletin. The ACWIB Support Service(s) Policy and Procedure bulletin will include all the elements required by the Department of Labor. The Action Bulletin will assist Contractors with guidance and a framework as they develop their own agency Policy and Procedures. **Contractors will be required to re-submit their own written agency Support Service(s) Policies to ACWIB program liaison, 30 days upon receipt of the Supportive Services Action Bulletin, to be included and be part of contract documentation.**

B. PROGRAM SERVICES

1. **Location and Hours of Operation** – Contractor will provide One-Stop Services at the Newark Center located at 39399 Cherry St. Room 1211, Newark, California, for the hours of Monday and Wednesday 9:00 – 5:00, Tuesday and Thursday Noon – 7:00 and Friday closed. The Fremont Center is located at 39155 Liberty St. Suite B200, Fremont, California and will provide services Monday through Friday from 8:30 – 5:00.
2. **Units of Service** – More fully detailed in Exhibit B2 and Exhibit B3.

Total Clients to be Served	# Adult Clients	# Dislocated Worker Clients
419	153	266

3. **Adult and Dislocated Worker Services** – The service delivery system for the Workforce Investment Act (WIA) Title I Adult and Dislocated Worker programs

is a tiered approach, requiring staggered service level eligibility verification. When a job seeker is unable to obtain or retain employment leading to self-sufficiency at one service level, requires additional staff assistance through another service level, documentation of specific eligibility criteria is required for enrollment into the service.

Contractor agrees to implement the Performance (Enrollment Goal, Enter Employment and Retention Rates) and Expenditure Goals detailed in Exhibits A and B. Contractor understands that performance goals are subject to change pending final notification from the State. Annually the State allows for Performance Goal negotiations with the local Workforce Investment Areas. Until the negotiations are complete, the program providers are responsible to meet performance goals from the prior funding allocation period. An updated Performance Goal (Exhibit A) Sheet will be disseminated. Contractor agrees to be responsible for meeting the updated Performance Goals.

The service levels are: **Core Self-Directed Services, Core Staff-Assisted Services, Intensive Services, and Training Services.**

- a. **Core Self-Directed Services** – The Contractor will provide universal services for all job, training, and education seekers. Utilization of these services will be tracked through the SMARTware system. Customer satisfaction surveys will be collected from universal service consumers to enable continuous quality improvement at the Center.

The following universal, core services will be available at the One-Stop Center:

- WIA Eligibility Determination
- Outreach and Marketing Information, Orientation to WIA Services
- Intake for Target Programs
- Initial Assessment (skills, aptitudes, abilities, supportive service needs)
- Job Vacancy Information, Job Search/Placement Assistance
- Occupational Skills Information
- Labor Market Information – Local In-Demand Occupations and Required Skills/Earnings Info
- Information on Eligible Training Providers – cost, and placement success
- Local Area Performance
- Information of Availability of Supportive Services
- Unemployment Insurance and Claims Filing Information
- Unemployment Compensation Disability Filing Information
- Information & Assistance on Establishing Eligibility for Programs of Financial Aid, e.g. TANF
- Information about Follow-Up Services
- Youth Services – Information, Assistance, & Referral (Youth Advocate)
- Internet Browsing – Job, Information, & Training Searches
- Internet Accounts – Career Kit, Personnel Kit

- Initial Development of Individual Employment Plan
 - Talent Referrals – e.g., “Talent Scouts,” Labor Exchange Referrals of Resumes without Further Screening
- b. **Core Staff-Assisted Services** – When job seekers are unable to obtain or retain employment through Core Self-Directed Services, they may be eligible for WIA-funded Core Staff-Assisted services. Completion of “Steps-To-Success” as verified by OSCC staff is required for enrollment to Staff-Assisted Services. Designated Center staff will verify the participant’s eligibility for WIA services and complete the SMARTware enrollment screen to enroll the participant.
- Participant must be enrolled to participate in Staff-Assisted Services
 - Job Search & Placement Assistance, Career Counseling if appropriate.
 - Staff-Assisted Job Referrals
 - Staff-Assisted Job Development
 - Staff-Assisted Job Clubs & Workshops
 - Resume Refinement
 - Follow-up Services, Including Counseling Regarding the Workplace. Contractor will be responsible for providing post-placement follow-up services for 12 months after the first day of employment of eligible participants.
 - Contractor will ensure an active service for clients minimally every 90 days, and will implement appropriate Exit Strategies for clients.
 - Administer Client Satisfaction Surveys
- c. **Intensive Services** - Intensive services are available to adults and dislocated workers unable to obtain or retain employment through Core Staff-Assisted Services. Individuals may also be eligible who, though employed, are unable to obtain or retain employment that leads to self-sufficiency. The current threshold is determined to be **\$24.10/hour** prior to enrollment, and the applicant must provide documentation of wages at or below this level. Applicants must be referred by Staff who have determined that Intensive Services are necessary for the client to obtain or maintain employment.
- Participants must be registered to participate in Intensive Services.
 - Comprehensive & specialized assessment of skill and service needs;
 - Diagnostic testing
 - In-depth interviewing and evaluation to identify employment barriers
 - Full Development of Individual Employment Plan (IEP)
 - Group Counseling
 - Individual Counseling & Career Planning
 - Case Management
 - Short-term prevocational services (learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct) to prepare individuals for unsubsidized employment or training.

- Follow-up Services, including counseling after entering employment. Contractor will be responsible for providing post-placement follow-up services for 12 months after the first day of employment of eligible participants.
- Job seeker must receive an active service minimally once every 90 days. Contractor will utilize appropriate Exit Strategies for clients.
- Staff will use SMARTware client tracking system, or other system to document client progress and case notes.
- Administer Client Satisfaction Surveys

d. **Training Services** – Adults and Dislocated Workers unable to find and maintain employment through Intensive Services, may participate in Training Services following a Staff evaluation and referral. **Eligibility includes:**

- Applicant has met eligibility requirements for Intensive Services
- Applicant is unable to obtain or retain employment through Intensive Services, including interview, evaluation or assessment, and case management.
- Applicant is assessed to have the skills and qualification to successfully participate in the selected program of training services.
- Applicant is not eligible for other grant assistance for training services
- Applicant has identified training in a demand occupation per LMI data
- Training program is in agreement with the applicant’s comprehensive assessment and Individual Employment Plan
- Applicant has completed a performance appraisal of the training vendor, submitted two budgets, and visited the training site/school

OSCC staff responsible for recommending Training Services shall determine and document in the case file that the applicant is not eligible for, or has exhausted other training funds, such as Welfare-to-Work, State-funded training funds, and/or Federal Pell Grants, or that other training funds available are not sufficient to cover the WIA Training Services available to the WIA participant. WIA funding for training is limited to participants who are unable to obtain grant assistance from other sources.

Contractor will monitor and document the Applicant’s **training and enrollment process** including but not limited to the following:

- If an Individual Training Account, fill out the application and submit to OPIC
- Prepare contract with the vendor; obtain signed contract from vendor
- Secure copy of vendor’s refund policy for early termination of client from the training program.
- Determine Start Date
- Collect client’s attendance performance from the vendor; determine any early termination and potential for return of WIA funds
- Maintain contact with clients to ensure service is provided minimally every 90 days. Implement appropriate Exit Strategies for clients.

- Maintain copies of certificates of completion or diplomas received in client files
- SMARTware Tracking of Client Progress, or other tracking system
- Administer Client Satisfaction Survey to participants.
- Provide Follow-Up Services.

Training Services Characteristics – Training services shall be provided in a manner that maximizes consumer choice in the selection of an eligible provider. Such training services may include:

- Occupational Skills Training
- On-the-Job Training
- Programs that combine workplace training with related instruction – cooperative education programs
- Private Sector Training Programs
- Skill Upgrading & Retraining
- Entrepreneurial Training
- Job Readiness Training
- Adult Education and Literacy Activities in combination with Training
- Customized Training

4. **Employer Services** – The Contractor will engage in activities designed to support the local business community. These activities may vary from year to year, and may be re-defined by the Economic Development and Employer Services Committee (EDES), a sub-committee of Alameda County Workforce Investment Board, designed to keep current with local employer needs. Employer Services include adherence to the following:

a. **Maintain Core Services for Local Employers** – Including but not limited to:

- 1.) Directory of Services
- 2.) Job Application Data Bank
- 3.) Labor Market Information
- 4.) Economic Development Information
- 5.) Shared Employer Services Coordination

b. **Maintain Contact with ACWIBs Business Services Unit, & EASTBAY Works** – Activities include but are not limited to the following:

- 1.) Designate an Employer Services Representative
- 2.) Attend ACWIB Business Services Meetings
- 3.) Attend Economic Development & Employer Services Committee meetings.
- 4.) Attend monthly EASTBAY Works meetings and occasional trainings.

c. **Implement the Activities and Work plans Developed by the EDES Committee** – Activities include but are not limited to the following:

- 1.) Track service to new employers - the target number to be determined by the share of funding for Business Services assigned to the Contractor.
- 2.) Develop and Implement a Two-Year Career Center Business Action Plan. Report progress in achieving plan goals each quarter to the EDES

- 3.) Contractor will seek to achieve a 75% satisfaction rate with Employers served.
 - 3.) Contractor will demonstrate success in meeting local business needs by providing and tracking repeat substantial business services.
 - 4.) Contractor will develop and have an ACWIB approved Employer Services Plan in place that includes as one of the offerings, On-the-Job-Training (OJT) services and an established placement goal.
- d. **Employer Services Representative Responsibilities include (but are not limited to) the following:**
- 1.) Job development for registered job seekers.
 - 2.) On-the-Job development for registered job seekers. Includes training and technical assistance for employers, and seeking to achieve the OJT Goals developed with the Contractor.
 - 3.) Joining the local Chamber of Commerce, and becoming involved in their activities
 - 4.) Recruiting business, trade groups, economic development organizations or chamber to be a partner in the One-Stop Career Center.
 - 5.) Reporting activities to ACWIB staff, including the use of the SMARTware system, and to the EDES Committee.
5. **Youth Services** - The goal is to ensure that each one-stop operator provides a “no wrong door,” youth-friendly environment that is welcoming and supportive to younger clients.
6. **Center Connection to the Community** – The Tri-Cities One Stop Career Centers serves the Tri-Cities area, which includes Fremont, Newark and Union City. Job seekers have the opportunity to access services at two locations within this community. The One Stop Career Center in Fremont is located in the EDD office within the Family Resource Center. This location is ideal for customers who need easy access to multiple areas of social service. The One Stop Career Center in Newark is located at the new Ohlone College Newark Center for Health Sciences and Technology. This location allows for a strong partnership within the community college district and access to training opportunities for customers.

Since combining resources for these two centers in 2007, staff has been able to leverage resources and staff time to target larger audiences of customers and meet a wide variety of customer needs. Together the centers develop marketing materials, participate in community outreach efforts and diversify the types and numbers of workshops that they can offer. Recruiting and job placement efforts are also coordinated jointly.

The operation of the One Stop WIA services in the Fremont center is managed by the Ohlone College Director of WIA programs. This oversight includes organizing partners meetings, community outreach, participation in Chamber and city events, providing resource room supplies and computer support, completing partner MOU’s and preparation for and participation in all site monitoring

activities. The responsibilities of running the day-to-day operations and managing the EDD staff are the role of the EDD site manager.

The Ohlone College Director's role also includes acting as a liaison between the EDD office and the ACWIB in all project and contract coordination as it pertains to WIA services, including Core A, B, Intensive services and Training.

Our community partners include Ohlone College, the Employment Development Department, the Department of Rehabilitation, Job Corp, the Alameda County Associated Community Action Program, the Alameda County Social Services, the local adult schools, Mission Valley ROP, the chambers of commerce for Fremont, Newark and Union City, as well as the city offices within the Tri-Cities. Activities with these partners includes quarterly partners meetings to strategize partnering activities, attending chamber board meetings and mixers, attending economic development meetings for each of the three cities, participating in community events (Newark Days and Fremont Arts Festival.) Our partnership with the college, MVROP and the local adult schools include sitting on advisory committees, participating in committee and planning efforts, and working with their Career and Technical Education programs.

Programs that we participate in that are beyond the required One-Stop services include partnering with the Ohlone College Workability III program (by sharing resources), coordinating job fairs jointly with the college CTE program deans and directors, providing resume writing and interviewing skills workshops to the community college students, and partnering with various college grant programs.

The case managers at the Newark One Stop both hold masters degrees in Career Counseling. Their expertise in the field of career planning is extremely beneficial to all of the clients within our service area. Beyond working specifically with their WIA customers, they also offer drop in career counseling to those who are uncertain about their future career goals. They also reach out to the community by offering job search workshops in the libraries of Fremont, Union City and Newark.

III. PROVISIONS AND REMEDIES FOR FAILURE TO MEET PERFORMANCE STANDARD

- A.** Contractor agrees to meet the monthly contracted level of service and the specified performance standards unless there are circumstances beyond the Contractor's control such as natural disasters, fire, theft, unanticipated increases in inflation, shortages of necessary supplies or materials due to labor disputes or other causes.

Contractor's performance will be analyzed on a quarterly basis. For each quarter the Contractor's performance falls below 80% of plan, Contractor will submit an analysis of the causes for poor performance and appropriate corrective actions to be taken with specified timeframes. WIB staff will meet with the Contractor to explore corrective measures, e.g., technical assistance from WIB staff, capacity building/training, etc. If the Contractor does not carry out the required corrective

action within the time frame, sanctions may be applied as described in the sanction policy.

If the problem continues for two consecutive quarters, WIB staff will inform the Workforce Systems Committee and the Workforce Investment Board.

B. Sanction Policy

Contractor acknowledges that failure to meet refunding criteria performance goals established by the Workforce Investment Board, and failure to implement successful corrective action plans will result in loss of the contract in the subsequent program year.

IV. FISCAL COMPLIANCE

A. **Costs for Administrative Functions.** Non-WIA resources will cover all administrative functions relative to WIA expenditures; administrative costs will be identified and tracked by the Contractor.

B. **Tracking of Service Costs.** Contractor will track, report, and invoice expenditures for the delivery of: Core-A Self-Directed (universal), Core-B Staff Assisted, intensive, and training services, as defined by WIA & WIB; and other costs of One-Stop operation as “other services” per the invoice form provided by the Alameda County WIB.

C. Submission of Invoices

Contractor will submit expenditure information and an invoice on a monthly basis adhering to one of the following two options:

1. **Option One – (Preferred Option)** Contractor will submit an invoice by the **15th working day of the month** following the close of each month for all expenditures incurred under this contract for the prior month.
2. **Option Two**
 - a.) Contractor will submit **an *estimate of expenditures***, via e-mail, by the 15th working day of the month, following the close of each month for all expenditures incurred under this contract for the prior month, AND
 - b.) Contractor will submit an **invoice** by the **15th working day of the second month** following the close of the month for all expenditures incurred under this contract for that month. (Option 2 is offered to those contractors whose fiscal agent has difficulty in generating and submitting a timely monthly invoice).

The expenditure and accrual estimates will be tracked and reported by the Contractor. The ACWIB Financial Manager will provide tools and technical assistance to the Contractor to develop a tracking/reporting process, if requested.

V. PERFORMANCE GOALS

Contract Period: **7/01/09 – 6/30/10**

Activities: One-Stop Career Center Operations

PY 2009/2010	Adult	Dislocated Workers
Enrollments – Total by 6/30/10	153	266
A) – Staff Assisted by 6/30/10	100% / 104	100% / 116
B) – Intensive by 6/30/10	100% / 49	100% / 150
Entered Employment – from Intensive	78.5% / 38	83% / 125
Entered Employment Rate with Credential	58%	67%
Average Earnings	\$15,000	\$16,200
Retention Rate	79%	86.5%

Achievement of Performance Goals will be evaluated in two (2) different ways by the Alameda County Workforce Investment Board:

1. Through the Contract Performance Indicator Reports compiled monthly that are based on Actual exit outcomes reported by the program providers via MIS forms.
2. Through the Performance Reports by Grant compiled annually that are based on the State calculations from the base wage file records.

Additionally, annually the State allows for Performance Goal negotiation with the local Workforce Investment Areas. Until the negotiations are complete the program providers are responsible to meet performance goals from the prior funding allocation period. An updated Performance Goal sheet will be disseminated. The program providers are then responsible for meeting the updated goals.

VI. TRI-CITIES ONE-STOP CAREER CENTER ADMINISTRATIVE AND STAFFING STRUCTURE: Job Descriptions and Organizational Chart:

Director (1.0)

- Manage and direct the organization, staffing, fiscal, and operational activities for EASTBAY Works One-Stop Career Center, Newark, through the Ohlone Community College District and assist with activities for the One-Stop Career Center, Fremont, through EDD.
- Provide leadership with institutional planning and coordinate the development of strategic plans, program evaluation processes and program reviews.
- Serve as EASTBAY Works liaison with faculty, community agencies and other colleges and universities; develop and maintain strong community partnerships.
- Provide leadership in the development and implementation of goals, objectives, policies, and priorities for the One-Stop Career Center programs.
- Provide leadership in the development and implementation of goals, objectives, policies, and priorities for the One-Stop Career Center programs.
- Review SMARTware, EASTBAY Works intake, tracking and case management policies and procedures for compliance with WIA program guidelines

Case Managers (4.0)

- Two of these case managers work at the Newark One Stop and are employed by Ohlone College. Two of them work at the Fremont One Stop Career Center and are EDD employees. They are paid through a subcontract between Ohlone College and the EDD office.
- Coordinate the activities of special programs through the One Stop Career Center
- Conduct orientations to determine eligibility and enroll participants
- Provide case management and job search assistance to program participants and assist with Dislocated Worker and Rapid Response teams
- Administer assessment tools and interpret results. i.e. Strong Interest, Wonderlic, Choices, Myers-Briggs Type Indicator)
- Assist clients in developing an employment plan using a combination of assessment results and one on one interview information
- Maintain client records and submit required program documentation to local Workforce Investment Board staff.
- Develop and facilitate workshops on job search topics.

Executive Assistant (1.0)

- Perform the full range of secretarial duties and provide administrative support to assigned management and staff, including typing and proofreading reports, letters and memoranda
- Participate in the office budget preparation and administration; prepare cost estimates for budget recommendations. Receive and review Financial Activity Reports for accuracy and prepare billing requests for signatures. Reconcile purchases and expenditures between financial reports and purchase requisitions. Maintain receipts and activity log of small purchase credit card program

- Generate, receive, inventory and distribute specialty items purchased from select vendors. Create purchase requisitions or purchase items with College issued credit card supportive services items for WIA clients
- Maintain calendar of appointments for assigned staff; coordinate travel and meeting arrangements; arrange meetings, conferences
- Assist with preparation, advertising and publicity the One-Stop Career Center and Ohlone College's Job Fair. Create and maintain database of employers for Job Fair. Receive public inquiries for information and directions to event. Work with maintenance staff to set up, clean up on the day of the fair
- Screen phone, visitors, and mail

Job Developer/Employer Services Representative (2.0)

- Develop job opportunities, internships and On-the-Job Training (OJT's) for One-Stop Career Center program participants
- Assist local employers in locating qualified job applicants
- Provide case management and job search assistance to Workforce Investment Act program participants, and assist with Dislocated Worker Rapid Response teams
- Develop and lead a coordinated job development consortium with local community organizations
- Coordinate and implement employment related activities, such as on-site recruitments, employer forums and an annual job fair
- Provide outreach services to market the program and recruit customers and Ohlone students. May be required to make oral presentations to dislocated workers, students, corporations, employers, community groups, etc.
- Attend local Chamber of Commerce functions.

Student Services (Resource Room) Assistant (1.75)

- Serve as Career Center Translator for Cantonese and Mandarin speakers with limited English
- Explain programs and refer clients to appropriate programs, staff, and community services
- Screen customers and provide referrals to case managers for the Core B and Intensive Services components of the Workforce Investment Act program
- Provide individual assistance to program participants, including setting up email account, resume format, CalJobs resume and online job search
- Assist in preparing and administrating assessment tests
- Conduct Choices Online Workshop
- Track clients use of the One-Stop Career Center, and submit monthly statistics
- Develop outreach material to market the program and recruit customers
- Maintain website and One-Stop service calendars

TRI-CITIES ONE STOP CAREER CENTER
WORKFORCE INVESTMENT ACT
ORGANIZATIONAL CHART

