

**Chicago Department of Family and Support Services
Workforce Investment Act (WIA) Scope of Services for
Summer Youth Contractors
June 1, 2009 to September 30, 2009**

**SCOPE OF SERVICES For Summer Youth Contractors
(HUBS)**

I. Introduction

This scope of service outlines Program, Fiscal, Management Information Systems (MIS) and other requirements that must be satisfied by the Youth Contractor/Hubs receiving funds from The Chicago Department of Family and Support Services (FSS) to operate Summer Employment programs as prescribed by the Workforce Investment Act (WIA) ARRA. The Contractor/Hubs will provide services at the following location(s) during the following hours of operation:

Location	Mon. Hours	Tues Hours	Wed Hours	Thurs Hours	Fri Hours	Sat Hours	Sun Hours

(If more than four (4) sites, please submit an additional sheet with the information)

As policies are revised or updated, FSS will release formal instructions and Policy Letters which, wherever they differ from this Scope of Services, will be understood to replace those elements of this Scope of Services with which they differ. Any future Policy Letters that are released are to be considered addenda to this Scope of Services and considered part of the Contractor's contract with FSS. FSS' WIA Eligibility Manual and WIA Forms Completion Manual are also to be considered addenda to this Scope of Services and, as they are updated or revised, to be considered part of the Contractor's contract with FSS.

II. Scope of Services

Summer Youth Focus and Services

The HUB must provide youth with a government-subsidized paid work experience operating via a system of HUBS and worksites. Worksites will provide youth with a safe, well-defined and supervised job that allows youth to gain valuable work experience. The needs of youth participants vary by age, skill level and family situations. However, the outcome for all youth workforce development activities is preparation for careers and follow-up services to in-school and out-of-school job seekers. Youth are defined as 14-24 years of age.

The program design and delivery is subject to any additional federal and state guidance provided to the City of Chicago.

In-School Youth Definition:

- In-School youth are those who are enrolled and regularly attending an accredited high school and who are in active pursuit of a High School diploma or GED.

Out-of-School Youth Definition:

- Out-of-School youth are those who are currently **not** enrolled or actively attending an accredited high school, and/or pursuing a High School diploma or GED program. Out of school youth may have already attained high school diploma or GED, be enrolled and actively attending post-secondary educational institutions or enrolled in the armed services.

Definition of WIA Summer Employment Opportunity

Paid summer work experiences: Paid summer work experiences: Work experience will have regularly scheduled evaluations of participant's progress; a work-site agreement and time sheets that reflect work hours. Youth participants will be required to participate in the work readiness through the Illinois WorkNet.

Customer Services

The section below outlines eligibility criteria for youth customers under WIA.

1. WIA Registration

The Contractor/Hub must collect the necessary documentation to determine WIA eligibility. This includes documentation of:

1. Age 14-24
2. Chicago residency
3. Authorized to work in the United States
4. A low income individual;
5. Selective Service compliance, if applicable; and
6. Documentation of a person who has one or more of the following barriers to employment:
 - Deficient in basic skills,
 - A school dropout,
 - Homeless,
 - Runaway,
 - A foster child,
 - Pregnant,
 - A parent,
 - An offender, or
 - An individual who requires additional assistance to complete an educational program, or to secure and hold employment.

2. Target Populations

Eligible WIA-program participants are low-income youth ages 14-24 who face at least one of the barriers to employment described above or must require additional assistance to complete an educational program or to find and retain employment. Contractors/Hub must identify which population(s) of in-school or out-of-school youth are intended for service. A list of employment barriers include:

- Youth who lack basic skills (reading below grade level 8.9);
- Youth who have dropped out of school;
- Youth who are pregnant/parenting teens;
- Youth who are homeless;
- Youth who are gang affiliated;
- Youth who are runaways;
- Youth in foster care;
- Youth with disabilities;
- Youth involved with the juvenile justice system (those on probation or parole);
- Youth who are living in Temporary Assistance to Needy Families (TANF) households; and
- Youth with limited English speaking ability.

3. Program Components

Contractors/Hub must deliver the following program components to the proposed customer group.

Accessibility to People with Disabilities:

Title III of the Americans with Disabilities Act of 1990 (ADA) prohibits discrimination on the basis of disability in "places of public accommodation" (businesses and non-profit agencies that serve the public) and "commercial facilities" (other businesses). Delegate Agencies who are not fully compliant with ADA are required to submit an "accessibility plan" outlining the steps that will be taken to become both programmatically and physically accessible and the planned implementation dates. This accessibility plan must meet the criteria set forth in the ADA. All WIA program services and facilities are expected to be accessible to persons with disabilities.

For a full copy of the Americans with Disabilities Act, please visit:

<http://www.usdoj.gov/crt/ada/adahom1.htm>

For the ADA Title III Technical Assistance Manual please visit:

<http://www.usdoj.gov/crt/ada/taman3.html>

Youth Training:

For this program, WIA program performance measures have been waived with the exception of work readiness skills training. Contractors/Hubs will be responsible for ensuring that youth meet their work readiness training as required by WIA. This will be accomplished by weekly trainings to youth on work readiness skills such as creating a resume, public speaking, household budgeting and technology literacy.

Orientation:

Orientation sessions should provide information on the full array of applicable and appropriate services available through the Agency, the WorkNet Chicago system, community organizations and mandatory partners. An emphasis will be placed on the outcomes for the program, and the particular industry and occupations on which the program will focus. Additionally, information will be provided on how participants can access other available services that may address their needs.

Summer Assessment:

Illinois WorkNet will be used to capture all assessments (pre and post) for the summer experience opportunities.

Objective Assessment:

Following the decision to enroll a participant into the WIA Summer Program, the participant should be provided with an objective assessment. The objective assessment conducts a more thorough examination of the participant's academic levels, skill levels and their service needs. Specifically, the objective assessment should examine participants:

- Basic skills;
- Occupational skills;
- Prior work experience;
- Employability;
- Interests;
- Aptitudes (including interests and aptitudes for nontraditional jobs);
- Supportive services; and
- Developmental needs of each participant.

Intake:

Intake consists of completing verifying and documenting WIA eligibility and completing the eligibility forms for each youth participant, as well as any intake activity deemed appropriate by the respondent. The delegate agency will complete eligibility on each participant in accordance with the rules and regulations for eligibility as outlined the Workforce Investment Act of 1998 Rules and Regulations. FSS will provide training and/or technical assistance on eligibility determination and the completion of the required forms and access to performance.

Individual Service Strategy (ISS):

An Individual Service training/needs Strategy will be mutually developed between the case manager and the participant. **The ISS should be updated as goals are met.** The ISS Plan for each participant will:

- Identify the employment goals and plot a course of action that the participant should take.

The Hub will note whether the goals have changed or have been accomplished and identify participant's progress and document it in detail on their ISS.

ISS data will be entered into IWDS. To extract this information, Hubs and DFSS will use the assessments that are provided by Illinois WorkNet.

HUB Case Management:

Case management is the process in which case managers perform ongoing tracking of participants/customers. Service providers should provide case management services to registered customers as needed. All of these duties need not be provided by one individual with the title of case manager, but rather must be provided by the registering contractor. Case management includes these specific duties:

- The development of an ISS should be in cooperation with the participant,
- Ongoing regular contact with the customer on all aspects of their workforce development needs. This should be documented in the Illinois Workforce

- Development System (IWDS). A printed and signed copy of the IWDS application signature page should be in each participant case file,
- Active participation should be documented and supported with appropriate open WIA services,
 - Follow-up services should be given as needed.

HUB Case Manager Knowledge and Skills:

As mentioned above, in order to effectively provide the range of services that will be required of case managers under the WIA program model, case managers or other appropriate staff at each service provider should develop certain additional skill sets and knowledge. These skills and knowledge include, but are not limited to:

- The ability to navigate and interpret the technology that will be incorporated into the Summer Program service menu, including the IWDS system, the Illinois WorkNet system, and CitySpan.
- Knowledge of the levels of youth services in the system, the services offered at each level and the requirements for passing from one service level to the next.
- Clear understanding of the customer's right to confidentiality; that all information provided remains confidential and should not be released to employers or other service providers without a specific signed legal release-of-information document signed by the customer or his/her legal guardian if the customer is a minor; proper methods of handling customer information and data; and other knowledge regarding customer confidentiality.

Referrals:

Referrals should be made to approved Summer Worksites for employment. A formal referral letter approving the hire of the youth should be completed prior to each youth participant obtaining employment by the worksite. This letter should be generated by the HUBs to the worksite for each participant. It is the sole responsibility of the referring agency to ensure that an appropriate referral is made. Progress will be documented in the IWDS case notes. Confidentiality must be maintained between the agencies involved in the referral with regard to participant information provided during a referral. Copies of all documentation resulting from the referral should be collected and maintained as part of the participant's file, noted in the case notes and should be available for review by DFSS staff upon request.

Exiting Registrants:

All Summer Youth Participants must be exited/closed by September 30th 2009.

All Work Readiness Activities must be completed before exiting participants on or before September 30th 2009.

4. Follow-up Services

Contractors/Hubs should consistently communicate with and monitor the progress of participants throughout their enrollment in the program.

The Contractor/Hub is responsible for providing follow-up services as needed.

5. Customer Compliant Procedures

Under WIA, customer complaints are viewed as opportunities to improve services. The primary goal of this complaint process is to address specific participant concerns, resolve

the issues at hand in the most expedient manner, learn from the complaint and implement resolutions throughout the entire system.

6. Technology Requirements

All Contractors/Hubs will need to match their organization's technological capacity to DFSS' minimal technological requirements. These requirements are effective for both computers accessible in the resource rooms as well as those used in developing and maintaining reports required by DFSS. The requirements are as follows:

Operating System (O/S)	Windows XP Pro (or later O/S, minimum Windows 2000)
System Memory	512 MB (minimum 256 MB, recommended 1 GB)
CD	12x Speed CD-ROM player or greater
Floppy Drive	3.5" 1.44 MB diskette drive in systems without USB ports
Office Software	MS Office 2000 Professional or higher is required to operate word processing and spreadsheets.
Internet Access	High Speed access is required (DSL, cable, T1)
Wireless Access	Is optional, but recommended. Sites providing wireless access must be secured via password protection and have a posted security regime.
Processor Speed	800 MHz 32-bit or 64-bit processor
Web Browser	MS Internet Explorer 5.X or higher, Netscape 7.X or higher or Firefox 1.0.3 or higher.
Sound	Sound card and speakers or headphones (particularly for use with Illinois WorkNet functionality).
Graphics	Machines purchased after 01/01/2007 should have a graphics processor that is DirectX 9 capable. SVGA (800x600). Video card should have at minimum of 8Mb memory.
Media Player	MS Windows Media Player 9.0 or higher
Flash Plug-in	Adobe Flash Player 9.0
Acrobat Reader	Adobe Acrobat PDF Reader 8.0
CD Burner	Machines purchased after 01/01/2007 should have a 12X speed CD R/W drive capable of burning CDs
USB Ports	Machines purchased after 01/01/2007 should have standard USB ports available and easily accessible.
Security	Market Standard security/lockdown software for Resource Room machines including internet filters to block access to inappropriate sites.

D. Worksite Monitoring

DFSS requires delegate agencies to develop and maintain participant files for both youth job seekers and Worksites (e.g. the documentation of services provided, referrals made, job placements and job retention achieved).

The HUB will monitor the worksites assigned. The HUB will provide the following supports to the worksite:

- Support services for youth participants;
- Retention strategies for youth participants;
- Employee recruitment and screening services.

F. Payroll and Wage Rate Policy

The HUB will be solely responsible for administering payroll services for program participants. All participants enrolled must be paid wages which should not be less than the highest of the minimum wage under the Fair Labor Standard Act.

H. Marketing and Communications

The HUB must identify itself as DFSS-funded, and must identify their DFSS services as part of Mayor Daley's Youth Ready Chicago.

- The HUB is part of a larger system of community-based organizations called "Mayor Daley's WorkNet Chicago."
- The HUB must respond within a reasonable time frame to requests by DFSS's Communications Unit for information pertaining to the publicizing of DFSS-programs administered by the delegate agency. Requested information may include: individual "success stories," performance numbers, trends, contextual information, etc.
- Additionally, no public relations or media will take place about DFSS-funded programs and services without express prior consent of DFSS' Communications Unit. All press calls will be referred to and handled by DFSS' Communications Unit.

I. Staff Requirements

The HUB must provide a staffing plan detailing the following information:

- Number of full time equivalent (FTE's) staff on and off site.
- Program Manager, name and job description
- Intake Worker (s), name(s) and job description
- Program Monitor, name and job description
- Instructor for training/tutoring/basic skills training, name and job description

Other requirements include:

2. Living Wage

Particularly because our work is in workforce development, DFSS expects our delegate agencies to be mindful of the dignity of work and the need for work to pay a living wage. While our delegate agencies may be exempt from the requirements of the City's Living Wage Ordinance

(http://egov.cityofchicago.org/webportal/COCWebPortal/COC_EDITORIAL/LivingWage2006revised.pdf), DFSS strongly encourages all delegate agencies to pay a Living Wage to all of their staff, particularly those working in their WIA-funded workforce program. DFSS also strongly encourages delegate agencies to pay professional staff

(case managers, job developers or business account representatives, under whatever job title they serve) a competitive wage for their level of effort.

3. Salary and Bonus Limitations

"In compliance with Public Law 109-234, none of the funds appropriated in Public Law 109-149 or prior Acts under the heading 'Employment and Training' that are available for expenditure on or after June 15, 2006, shall be used by a recipient or sub recipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of Executive Level II." This new requirement includes all WIA grant funded projects. The PY'07 amount for Executive Level II is \$172,200. Delegate agencies must comply with this requirement.

4. Staff Retention

Staff retention is important to the success of any project or organization. Providers should have a plan of retention in place and make it available to DFSS upon request.

III. HUB Obligation

The HUB will:

- Participate in all planning, training and evaluation sessions scheduled by DFSS to ensure coordination and continuous improvement.
- If requested, schedule and participate in telephone conferences, facility tours, site inspections and capacity building sessions.
- Maintain customer files. Each file shall include an Individual Service Strategy Plan (ISS), case management notes and documentation of eligibility, assessment, registration in activities, job placement, job retention, and supportive services.
- Forward copies of participant referral forms to any worksite service providers as necessary.
- Monitor participant progress, complete and submit activity and outcome reports consistent with their contractual obligations, including providing additional participant and/or program activities information upon request.
- Abstain from giving or receiving any compensation or make any financial arrangements with employers for hiring or retaining participants unless approved by DFSS with DFSS funds. The delegate agency is prohibited from charging any participant or employer a fee for job development, referral, placement, orientation, counseling services or any other activity without the prior approval of DFSS.
- Leverage existing WIA resources and those resources of any other partner organization serving WIA customers.
- Provide services during normal business hours at the delegate agency's service location(s).
- Submit vouchers for services rendered **by 4:00pm.**

- Inform DFSS in writing of any changes in staff that are funded by WIA within five business days of the change.

The HUB is reminded that the transition process to full implementation of the WIA is ongoing. As the CWB/YC and DFSS review and amend existing policies and service strategies, the delegate agency may be required to alter its practices.

IV. Periodic Reporting and Meetings

The delegate agency must comply with all City, State and Federal reporting requirements. Specifically, the delegate agency will be required to document, record and report actual outcomes, as required by DFSS, **on a monthly basis**. The delegate agency must **provide timely and accurate reports** in the format designated by DFSS. Delegate agencies are also required to have staff representation at all administrative meetings and staff training workshops as determined by DFSS. The delegate agency is responsible for using the IWDS and/or any other system designated by DFSS, such as CitySpan and Illinois WorkNet for which technical assistance will be provided as required. The delegate agency must have skilled and/or trained staff who will design and/or maintain an information system that will provide data on who is served (i.e. customer demographic information), when and how they are served (i.e. service delivery information) and what the outcomes of your service are (i.e. performance data).

V. Reporting Requirements

All HUBs are required to complete a work plan for each program.

A. Performance Measures

At the time of the writing, there is no performance measures required. However, all youth participating in the Summer Program are required to meet the Work Readiness goal tracked by the Illinois WorkNet.