<table>
<thead>
<tr>
<th>Name</th>
<th>Activity(s)</th>
<th>Contract # &amp; Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bread of Life Center</td>
<td>In-Service Training</td>
<td>318201VS 04/13/15-OPEN</td>
</tr>
<tr>
<td>Contact: Jean Holsten, Director of Dialogue Programs</td>
<td>Phone: (916) 648-1803 ext. 11 Email: <a href="mailto:jean@breadoflife.org">jean@breadoflife.org</a></td>
<td></td>
</tr>
<tr>
<td>California Capital Financial Development Corporation</td>
<td>Financial Literacy/Planning In-Service Training Business Development and Process Improvement</td>
<td>210201VS 06/03/10-OPEN</td>
</tr>
<tr>
<td>Contact: May Masunaga, Controller Phone: (916) 442-1729 Email: <a href="mailto:mmasunaga@californiacapital.org">mmasunaga@californiacapital.org</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>California Employers Association Contact: Daniella Devitt, Outreach Programs Phone: (916) 921-1312 Email: <a href="mailto:ddevitt@employers.org">ddevitt@employers.org</a></td>
<td>Job Readiness/Pre-Employment Skills Business Development and Process Improvement Financial Literacy Job Retention/Life/Success Skills</td>
<td>183201VS 6/25/10-OPEN</td>
</tr>
<tr>
<td>California Human Development Contact: Maria Rosado Phone: (209) 331-2201 Email: <a href="mailto:maria.rosado@cahumandevelopment.org">maria.rosado@cahumandevelopment.org</a></td>
<td>Adult Literacy (VESL) Basic Computer/Technology Literacy</td>
<td>011201WSPS 7/1/13-OPEN</td>
</tr>
<tr>
<td>Center for Fathers and Families Contact: Terry Moore, Adult Services Director Phone: (916) 568-3237 ext. 210 Email: <a href="mailto:terry@fathersandfamilies.com">terry@fathersandfamilies.com</a></td>
<td>Adult Literacy (GED Prep) Counseling Life Skills/Success Skills</td>
<td>294201WSPS 4/5/12-OPEN</td>
</tr>
<tr>
<td>CPS Human Resources Services Contact: Melissa Asher, Training Manager Phone: (916) 471-3358 Email: <a href="mailto:MAsher@cps.ca.gov">MAsher@cps.ca.gov</a></td>
<td>Career Exploration In-Service Training Job Readiness/Pre-Employment Skills Training</td>
<td>262201WSPS 05/18/10-OPEN</td>
</tr>
<tr>
<td>Crossroads Diversified Services, Inc. Contact: Dee Gavaldon, Program Manager Phone: (916) 242-4105 Email: <a href="mailto:deeq@crossroadsdiversified.com">deeq@crossroadsdiversified.com</a></td>
<td>Basic Computer/Technology Literacy Financial Literacy/Planning Informational Workshop Job Readiness/Pre-Employment Skills Training Job Retention/Life Skills</td>
<td>132201WSPS 07/01/06-OPEN</td>
</tr>
<tr>
<td>Organization</td>
<td>Contact Information</td>
<td>Services</td>
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<tr>
<td>---------------------------------------------------</td>
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</tr>
<tr>
<td>Elk Grove Unified School District Adult and Community Education</td>
<td>Contact: Jennifer Barrett-Grove, Vice-Principal</td>
<td>Basic Computer/Technology Literacy, Counseling, Financial Literacy/Planning, In-Service Training, Job Readiness/Pre-Employment Skills Training, Job Retention/Life Skills, Small Business Development</td>
</tr>
<tr>
<td>Goodwill Industries</td>
<td>Contact: Sutonya Lopez, Workforce Development Manager</td>
<td>Financial Literacy, Job Readiness/Pre-Employment Skills Training</td>
</tr>
<tr>
<td>GPS Social Enterprises</td>
<td>Contact: Maggi Schubert</td>
<td>In-Service Training, Job Readiness/Pre-Employment Skills Instruction</td>
</tr>
<tr>
<td>Greater Sacramento Area Economic Council</td>
<td>Contact: Vanessa Young</td>
<td>Business Development and Process Improvement</td>
</tr>
<tr>
<td>Greater Sacramento Urban League</td>
<td>Contact: Kevin Daniel</td>
<td>Adult Literacy (GED Prep)</td>
</tr>
<tr>
<td>K Consulting*</td>
<td>Contact: Karen Finley</td>
<td>In-Service Training, Educational Services</td>
</tr>
<tr>
<td>KS Consulting*</td>
<td>Contact: Kristen Smith</td>
<td>In-Service Training</td>
</tr>
<tr>
<td>Leaders Evolving, Inc.</td>
<td>Contact: Tracy Tomasky, Ed.D.</td>
<td>In-Services Training</td>
</tr>
<tr>
<td>Leaders in Community Services</td>
<td>Contact: Linda Connelly</td>
<td>Counseling, Job Readiness/Pre-Employment Skills Training</td>
</tr>
<tr>
<td>NorCal Services for Deaf and Hard of Hearing</td>
<td>Contact: Susan Snapp</td>
<td>Interpretation/Translation Assistance</td>
</tr>
<tr>
<td>Organization</td>
<td>Services Provided</td>
<td>Contact Information</td>
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<td>--------------------------------------------------</td>
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</tr>
<tr>
<td>OK Training Program, LLC</td>
<td>In-Service Training</td>
<td>Mack Ross, <a href="mailto:rossjmedia@gmail.com">rossjmedia@gmail.com</a></td>
</tr>
<tr>
<td>On My Own Community Services</td>
<td>Job Readiness/Pre-Employment Skills Training</td>
<td>Nicole Williams, Vocational Services Program Manager, <a href="mailto:nwilliams@onmyown-web.com">nwilliams@onmyown-web.com</a></td>
</tr>
<tr>
<td>Opening Doors, Inc.</td>
<td>Job Readiness/Pre-Employment Skills Training</td>
<td>Ms. Debra DeBondt, <a href="mailto:debra@openingdoorsinc.org">debra@openingdoorsinc.org</a></td>
</tr>
<tr>
<td>River Oak Center for Children*</td>
<td>Mental Health Services</td>
<td>Tina Traxler, Ph.D. Division Director, <a href="mailto:ttraxler@riveroak.org">ttraxler@riveroak.org</a></td>
</tr>
<tr>
<td>Sacramento City Unified School District</td>
<td>Basic Computer/Literacy</td>
<td>Eileen Ramos-Prince, <a href="mailto:eramosp@delpaso.seta.net">eramosp@delpaso.seta.net</a></td>
</tr>
<tr>
<td>Sacramento County Office of Education</td>
<td>Basic Computer/Literacy</td>
<td>Matthew Perry, Ed.D Court/Community Schools &amp; ROP/CTE, <a href="mailto:mperry@scoe.net">mperry@scoe.net</a></td>
</tr>
<tr>
<td>WEAVE, Inc.</td>
<td>Counseling</td>
<td>Margaux Helm, Director of Programs, <a href="mailto:mhelm@weaveinc.org">mhelm@weaveinc.org</a></td>
</tr>
<tr>
<td>Wellspace Health</td>
<td>Counseling</td>
<td>Debi Noonan, Executive Assistant, <a href="mailto:dnoonan@wellspacehealth.org">dnoonan@wellspacehealth.org</a></td>
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<tr>
<td></td>
<td>Basic Computer/Literacy</td>
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<td></td>
<td>Financial Literacy/Planning</td>
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<td>Job Retention/Life Skills</td>
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Current as of 2/5/2020
BREAD OF LIFE CENTER

In–Service Training
EXHIBIT 1 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
Bread of Life Center
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: In-Service Training.

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 provide the Dynamic Dialogue Workshops as an In-Service Training to SETA and partner staff to enhance their skills and abilities in serving adult and/or youth customers, or Head Start children and their families. The program is designed to improve the way an organization’s staff interact with each other and disseminate information, increasing productivity and effectiveness.

Module topics are offered in two (2) hour, ½ day, or full day workshops. See Attachment A for list of workshops offered, including workshop descriptions.
METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report and workshop sign-in sheets (if applicable) when services have been provided. 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:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Workshop Rate</th>
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<tbody>
<tr>
<td>In-Service Training</td>
<td>2 hour Sessions:</td>
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<tr>
<td></td>
<td>10 – 30 participants @ $600 per Session</td>
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<td></td>
<td>31 – 100 participants @ $800 per Session</td>
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<td></td>
<td>½ Day Workshop:</td>
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<td>10 – 30 participants @ $1,000 per Workshop</td>
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<td></td>
<td>31 – 100 participants @ $1,400 per Workshop</td>
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<td></td>
<td>Full Day Workshop:</td>
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<td></td>
<td>10 – 30 participants @ $2,000 per Workshop</td>
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<td></td>
<td>31 – 200 participants @ $3,000 per Workshop</td>
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<td></td>
<td>Individual training rate: $75 to $100 per hour.</td>
</tr>
</tbody>
</table>

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.
# Dynamic Dialogue Workshops

<table>
<thead>
<tr>
<th>Module Title</th>
<th>Main Topics Covered</th>
<th>Description</th>
<th>Time</th>
</tr>
</thead>
</table>
| **Introduction to Dynamic Dialogue**             | • Commitments to participants  
• Reflective introductions  
• Dynamic Dialogue introduction – quality of presence:  
  o Awareness  
  o Compassion  
  o Creative freedom  
  o Interdependence | Broad overview of the process and concepts. Create safety for experiential learning by inviting participants to introduce themselves to each other in a more reflective way. Opens group to a much larger process with an invitation to future sessions. | ½ day |
| **Organizational Awareness**                      | • Review the importance of quality of presence; recognizing how I show up  
• Stages of organizational awareness  
• How any challenge can take an organization and its people to low awareness | Work with organizational awareness and the defensive binds that can limit our ability to share information and work well together. Describes the challenges of organizational interactions and how to improve. | ½ day |
| **Awareness**                                     | • Active noticing video – Gorilla and Basketball Players  
• The costs of defensiveness and low awareness | Explore: personal and group awareness. Ways to support increased awareness and ways that block awareness. How to recognize why we notice what we do and become more aware of the differences in awareness between people. | 1 day  |
| **Ladder of Inference/ Moments of Awareness**     | • Ladder of Inference exercise  
• Process Values  
• Moments of Awareness – exercises | Introduce concept that we see things as we are – not as things are. Work through awareness building blocks and benefits using concepts and exercises. Supports interactions with different people. | ½ day  |
<table>
<thead>
<tr>
<th><strong>Strengthening Awareness and Understanding of Engagement Skills</strong></th>
<th><strong>The Life Frame</strong></th>
<th><strong>Single-loop and Double-loop learning styles</strong></th>
<th><strong>Socially Constructed Realities (SCR) and Mental Models</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Review Process Values</td>
<td>• Introduce Life Frame</td>
<td>• Video reflections/scenarios</td>
<td>• Art of Possibility</td>
</tr>
<tr>
<td>• TED Talk – My Stroke of Insight, Jill Bolte-Taylor</td>
<td></td>
<td>• Exercise: Life Frame demonstration</td>
<td>• It’s all invented</td>
</tr>
<tr>
<td>• Review brain studies that point to broader choices</td>
<td></td>
<td>• Exercise: Double loop learning</td>
<td>• Define SCRs and Mental Models</td>
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<td>• Review draft of Human Career Development (HCD) document – Foundation for Effective Communication</td>
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<td>• Facilitated dialogue:</td>
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<tr>
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<td>o What SCRs or mental models are you noticing in the document, or in yourself as you read the document</td>
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<td>o What emotions are triggering when you read the document</td>
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<td>o What do you bring to the table to support an open and engaged conversation</td>
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<td></td>
<td>Reveals the filters and limits of our mindsets that unconsciously impede the flow of information we allow into our individual and group awareness. These filters are often transparent so the skill development is to make them observable. Once the filters become viewable we have access to more information and we have more choices.</td>
</tr>
<tr>
<td></td>
<td>Present the Life Frame which is a tool for awareness that highlights the different approaches individuals have to any given experience or situation. Helps to explore the different ways we see things and experience each other.</td>
<td>Introduce the trap of rushing to action and getting caught in limited thinking. Complex issues can require a broader view which requires a different learning style.</td>
<td>1 day</td>
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<td>1 day</td>
<td>½ day</td>
<td>1 day</td>
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<tr>
<td>Continuation SCR and Mental Models</td>
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<tr>
<td>• Break-out groups to work through the assigned questions from previous session</td>
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<tr>
<td>• Sharing group discussions</td>
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<tr>
<td>• Introduced Basic Components of a Dialogue Session (Fieldbook)</td>
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<tr>
<td>o Invitation</td>
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<tr>
<td>o Generative Listening</td>
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<tr>
<td>o Observing the Observer</td>
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<tr>
<td>o Suspending Assumptions</td>
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<tr>
<td>Become more adept at identifying and moving beyond limits of thinking and understanding. Experiential learning on how to see and talk through what we see. Practice ways to develop a shared understanding of what is happening and what, if any, steps we want to take to work better together.</td>
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<td>½ day</td>
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<table>
<thead>
<tr>
<th>Defended and Non-defended Dialogue Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Review Single and Double-loop Learning</td>
</tr>
<tr>
<td>• Defended and Non-defended Responses presentation</td>
</tr>
<tr>
<td>• Dialogue Skills</td>
</tr>
<tr>
<td>Introduce Chris Argyris’ work on defended and non-defended interactions. Bring in brain science on how we respond to challenges, which is often a defended default response and introduce benefits of non-defended responses.</td>
</tr>
<tr>
<td>½ day</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Speaking about deeply held values/defended responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Defended role plays to practice speaking about deeply held values</td>
</tr>
<tr>
<td>• Facilitated debrief</td>
</tr>
<tr>
<td>• Brief review of defended behavior</td>
</tr>
<tr>
<td>Experiential learning to highlight defended and non-defended behavior and to practice non-defended interactions.</td>
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<tr>
<td>½ day</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Non-defended Behavior Role Plays</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Introduce Non-defended behaviors</td>
</tr>
<tr>
<td>• Break-out groups Non-defended role plays</td>
</tr>
<tr>
<td>• Debrief and sharing</td>
</tr>
<tr>
<td>More experiential learning on defended and non-defended engagement in the workplace.</td>
</tr>
<tr>
<td>½ day</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Dialogue Skill Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Review defended and non-defended behaviors</td>
</tr>
<tr>
<td>• Exercise: Strengthen interactions non-defended with dialogue skills</td>
</tr>
<tr>
<td>Introduce dialogue skills that support a non-defended way of interacting. The goal is to improve individual and group ability to identify and share valid information, even in challenging times. Focus on mixing advocacy with inquiry.</td>
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<td>½ day</td>
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<tr>
<td>Social Virtues</td>
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<td>-------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Continued Non-defended Role Plays and Discussion</td>
</tr>
<tr>
<td>Deepening Dialogue Skills</td>
</tr>
<tr>
<td>Review Non-defended/Dialogue skills</td>
</tr>
<tr>
<td>Facilitated Dialogue: The Elephants in the Room</td>
</tr>
<tr>
<td>Facilitated Dialogue: More about the Elephants</td>
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<tr>
<td>Topic</td>
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<tr>
<td>Polarity Management</td>
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<td>Continued Polarity Management</td>
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<tr>
<td>Continued Polarity Management</td>
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<tr>
<td>Development of Organizational Awareness</td>
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<tr>
<td></td>
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<tr>
<td>Deepening Organizational Awareness</td>
</tr>
</tbody>
</table>
| Organizational Defenses | • Introduce Chris Argyris’ work on organizational defenses  
• Provide examples of defenses and their cost  
• Highlight skilled awareness and incompetence | Take the defended response and talk about systemic effects of trying to control the environment. Focus on how defensive reasoning and actions get played out in real time. Discuss organizational defensive routines and patterns. | ½ day |
| Organizational Defenses 2 | • Briefly review previous workshop and build on advice that compounds defensive patterns  
• Walk through how to reduce the patterns | Introduce productive reasoning, appreciation learning exercises; integrate actions with what we say we want, and developing individual action plans. | ½ day |
| Role Play case study | • Whole organizational role play  
• Introduce Seeing Systems work of Barry Oshry | Group spends half of the day in an experiential learning exercise that mimics workplace situations. The second half of the day involves dialogue that debriefs experience designed to illuminate the various challenges of relationships, information exchange and responsibilities inherent in any system. Introduce the Systems frame work to reveal workplace challenges. | 1 day |
| Seeing Systems--Introduction | • Work with the systems description of Seeing Systems  
• Introduce types of system blindness that lead to difficulties in working productively and efficiently | A fuller introduction of the work of Seeing Systems designed to bring greater understanding to the challenges or working in any kind of system. Gives details about relationship, historical, spatial and systems blindness’s that block our ability to accurately see what is and is not happening and why. | ½ day |
| Seeing Systems—Hopeful Way Forward | • Recognizing our blindness  
• Providing options for engaging differently  
• Integrating into real interactions  
• Simulation exercise | Dialogue and exercises designed to help see system challenges and to make different choices that help dissolve the impediments to healthy, helpful work relations. Experiential learning combined with dialogue to help group work with this material in a way that fits for their system at this time. Done in 2 – hour segments. | 1 day |
|-------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------------------|-----|
| Experiential Learning         | • Introduce concept of Experiential Learning case study  
• Introduce and work with types of questions that help in this process  
• Introduce timing and process  
• Work with cases | This is a case study type process where the group learns how to work with a situation one person brings. The work is not about solving the problem but about exploring it together for the purpose in increasing awareness and understanding, so more choices for action are available. Group process is explored as well as the content of the case study. Two hours to introduce the process and concept, and 1.5 hours per case. | 1 day |
| Learning Organization         | • Introduce concept of Learning Organization  
• Exercises designed to create and support learning organization – defining learning organization, designing a learning organization, looking at team learning styles and challenges, reviewing and reimagining relationships | A learning organization is one where the people involved are continuously testing their experience; and transforming their experience into knowledge that is accessible to the whole organization and relevant to its core purpose or mission. | 2 days |
| Personal Vision | • Introduce concept  
• Lead a group to develop their own personal vision in general or as a member of the organization  
• Share visions with others in the group | Exercise designed to help individuals acknowledge what is important to them, where they might want to grow and next steps that might support the vision. Helps to build relationships and to support finding meaning and value in the workplace. | ½ day |
|----------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|------|
| Shared Vision  | • Introduce concept  
• Lead group to develop their shared vision as a group either in general or for a specific project or team | Exercises and process designed to help focus the individuals or group on the organization as it is, on each person’s desire for what it could be and determining which elements of the different perspectives are shared. **Timing:** Depends on how much alignment and awareness is in group. | 2 days |
| Relationship Development | • Working relationships can improve productivity, efficiency and lead to a healthy and positive work environment  
• Non-working relationships can make the simplest task impossible, create chaos and inefficiency and can lead to increased costs in health, absenteeism, low productivity and litigation  
• These are a series of workshops designed to build relationships and trust among employees  
• We will talk with the client to see what particular workshops would fit and when, in the process | Creating a work environment where people can understand and relate to each other even with different personalities, cultures, temperaments, ways of interacting etc. is based on being able to create working relationships. We introduce and invite experiential learning on topics like Temperaments in the workplace, Humble Inquiry, What is Helping, Listening and Speaking, Styles of Learning, One-on-One meetings, Team Facilitated discussion, Cultural Differences and Sensitivities, How to Ask Questions to Open Up Discussion, Conversation Starters, and dialogue engagement practices. | 2 days |
| Continued Relationship Development | • Working relationships can improve productivity, efficiency and lead to a healthy and positive work environment  
• Non-working relationships can make the simplest task impossible, create chaos and inefficiency and can lead to increased costs in health, absenteeism, low productivity and litigation | What is Helping: How to listen for what the other needs, test that out and determine openly if you can provide what is needed. | ½ day |
| Continued Relationship Development | • See above | Humble Inquiry: Ways of engaging others that elicit necessary information without causing defensive responses. | ½ day |
| Continued Relationship Development | • See above | Cultural Differences and Sensitivities Differences—how to engage with others in a multi-cultural world: Introductory and advanced sessions. | ½ day |
| Continued Relationship Development | • See above | Conversation Starters: As behaviors and difficulties arise in midst of meetings, during or after action reviews, how do we initiate an intervention? Covers opening lines and ways to engage. | ½ day |
| Continued Relationship Development | • See above | Styles of Learning and Speaking: Looking at True Colors materials with Dialogue Skills, highlights the intersection of personality type and dialogue skills. | ½ day |
| Transitional Leadership | • Develop relationships with people who are working together  
  • Gather information necessary to achieve goals of team, project, and organization  
  • Determine current reality of the organization  
  • Develop shared understanding of needs of organization in terms of strategies, structure, system, skills and culture – and look at alignment of these components  
  • Determine priorities for building momentum, short and long term objectives  
  • Develop implementation and timelines for implementation | When a new person is in a leadership position or a new initiative or direction is desired the first few months are crucial. Getting accurate information, showing up in ways that support what we say, determining communication and leadership styles, developing relationships, sharing information in a way that is inclusive and based on a shared understanding of the current reality and needs of the organization are core components of successful transition. We offer a developmental process of individual and group exercises mixed with facilitated dialogues designed to achieve the outcomes the organization desires. We will pick from many of the workshops listed in this table in addition to customized workbooks and discussions. Components do not have to be offered in full day segments—they can be offered in half day segments over a few months. | 10 days |
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<tbody>
<tr>
<td>Individual</td>
<td>• One hour – one-on-one coaching to assist with development and implementation of new skills</td>
<td>The frequency varies. In some projects like the transition project, session may be had weekly. Individuals typically have sessions no less than monthly. Mentor is a trained intern or certified mentor who is in a mentor supervision program and ongoing mentor training.</td>
<td>1 hour</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Individual Rate</th>
<th>Workshop Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Financial Literacy/Planning</td>
<td>$72 per hour per client</td>
<td><strong>Workshop Rate (11-15 Clients)</strong></td>
</tr>
<tr>
<td>• In-Service Training</td>
<td>2 hour per workshop ($144)</td>
<td>$69 per hour per client</td>
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<tr>
<td></td>
<td>5 workshop maximum ($720)</td>
<td>2 hours per workshop -</td>
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<td></td>
<td></td>
<td>$1,518 to $2,070 per workshop</td>
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<tr>
<td></td>
<td></td>
<td>5 workshop maximum ($7,590 to $10,350)</td>
</tr>
<tr>
<td>• Business Development and</td>
<td>$72 per hour</td>
<td><strong>Workshop Rate (16-20 Clients)</strong></td>
</tr>
<tr>
<td>Process Improvement</td>
<td>(20 hour maximum per employer, or $1,440)</td>
<td>$65 per hour per client</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 hours per workshop –</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$2,080 to $2,600 per workshop</td>
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<tr>
<td></td>
<td></td>
<td>5 workshop maximum ($10,400 to $13,000)</td>
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<td>N/A</td>
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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.
<table>
<thead>
<tr>
<th>Hrs</th>
<th>Topic</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5</td>
<td>(Webinar) Getting Noticed! How to Enhance &amp; Leverage SAM &amp; SBA Profiles</td>
<td>Approximately 50% of small businesses seeking opportunities with the federal government fail to complete or optimize their SAM &amp; 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.</td>
</tr>
<tr>
<td>1.5</td>
<td>(Webinar) Marketing Your Small Business to Government Agencies &amp; Prime Contractors</td>
<td>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?</td>
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<tr>
<td>1.5</td>
<td>(Webinar) Understanding Obtaining Federal Small Business Certification</td>
<td>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.</td>
</tr>
<tr>
<td>2</td>
<td>8(a) with the Small Business Administration</td>
<td>Topics Covered: Eligibility requirements. The application process. Required Documentation. 8(a) contracting procedures</td>
</tr>
<tr>
<td>2</td>
<td>Advanced Financial Planning for small business owners</td>
<td>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.</td>
</tr>
<tr>
<td>1.5</td>
<td>All you need to know Proposal Writing Series</td>
<td>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.</td>
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<tr>
<td>2</td>
<td>Alternative Financing for Small Business</td>
<td>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.</td>
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<tr>
<td>1</td>
<td>Apple Apps in Business</td>
<td>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, an 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.</td>
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<tr>
<td>2.5</td>
<td>Basic State Payroll Tax Seminar with the EDD</td>
<td>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.</td>
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<tr>
<td></td>
<td>Course Title</td>
<td>Description</td>
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<td>2</td>
<td>BERC</td>
<td>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.</td>
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<tr>
<td>2</td>
<td>BOE Sales &amp; Use Tax</td>
<td>This class will cover what you need to know about Sales/Use Tax and how to obtain a Seller’s Permit for this industry.</td>
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<tr>
<td>1.5</td>
<td>Breaking Down Federal Solicitations</td>
<td>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.</td>
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<tr>
<td>1.5</td>
<td>Business 101</td>
<td>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. This 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 unforgiving marketplace.</td>
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<tr>
<td>2</td>
<td>Business Continuity Training Lab</td>
<td>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?</td>
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<tr>
<td>2</td>
<td>Business Law for Entrepreneurs</td>
<td>With this presentation, attendees will learn the basics of: Company formation; employment contracts; Intellectual property; Social media law; and preventing business lawsuits,</td>
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<td>2</td>
<td>Business Loan Readiness</td>
<td>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 your 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.</td>
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<tr>
<td>1</td>
<td>Business Owner’s Mastermind Call Part 1</td>
<td>Learn how to close any sale you might need to procure!</td>
</tr>
<tr>
<td>1</td>
<td>Business Owner’s Mastermind Call part 2</td>
<td>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</td>
</tr>
<tr>
<td>1</td>
<td>Business Owner’s Mastermind Call Part 3</td>
<td>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.</td>
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<tr>
<td>1</td>
<td>Business Owner’s Mastermind Call Part 5</td>
<td>You will learn the biggest benefit of Goals Setting and how to capitalize on it.</td>
</tr>
<tr>
<td>1</td>
<td>Business Owner’s Mastermind Call Part 6</td>
<td>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.</td>
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<tr>
<td>1</td>
<td>Business Owner’s Mastermind Call Part 7</td>
<td>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.</td>
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<tr>
<td>1</td>
<td>Business Owner’s Mastermind Call Part 8</td>
<td>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.</td>
</tr>
<tr>
<td>1</td>
<td>Business Owner’s Mastermind Call: Appointment Setting Mastery</td>
<td>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.</td>
</tr>
<tr>
<td>1</td>
<td>Business Owner’s Mastermind Call: Lead Generation</td>
<td>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</td>
</tr>
<tr>
<td>1</td>
<td>Business Owner’s Mastermind Call: Sales Process Series, &quot;Trust &amp; Rapport&quot;</td>
<td>You will learn on this call: How to define trust, define rapport, differentiate motive and technique, and learn to use proven methods</td>
</tr>
<tr>
<td>1</td>
<td>Business Owner’s Mastermind Call: Sales Process Series, &quot;What Customers Want&quot;</td>
<td>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.</td>
</tr>
<tr>
<td>1</td>
<td>Business Owner’s Mastermind Call: Sharing the Benefits</td>
<td>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.</td>
</tr>
</tbody>
</table>

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. |

<p>| 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. |
| 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 proper. 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. |</p>
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<th>Event</th>
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<tr>
<td>2.5</td>
<td>Employee or Independent Contractor Seminar with the Employment Development Department</td>
<td>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.</td>
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<td>2</td>
<td>eProcurement with Sacramento County</td>
<td>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.</td>
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<tr>
<td>1.5</td>
<td>Exploring the Government Marketplace for Your Small Business</td>
<td>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.</td>
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<td>2</td>
<td>Facebook for Small Businesses</td>
<td>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.</td>
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<td>1.5</td>
<td>Federal Acquisitions Regulations 101</td>
<td>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.</td>
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<td>Federal Contract Administration</td>
<td>Join us to learn how to manage the performance of your government contract</td>
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<td>Federal Contract Negotiations</td>
<td>Join us to learn how to negotiate a contract with the federal government</td>
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<td>Federal Resources for Small Business</td>
<td>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 how 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) &amp; 504 Loan Programs</td>
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<td>2</td>
<td>Filing for Social Security: Flexibility and Choices for Your Retirement Income</td>
<td>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.</td>
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<td>Financial Planning for the Business Owner</td>
<td>Attend this class to explore the different stages of financial, business, and estate planning for the business owner.</td>
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<td>Franchising</td>
<td>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.</td>
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<td>5</td>
<td>Franchising Lab: The A to Z of Buying a Franchise</td>
<td>This full day course offer a chance to learn everything you need to know about purchasing a franchise.</td>
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<td>Grow Your Business With Email Marketing</td>
<td>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.</td>
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<td>Hiring Assistance Program</td>
<td>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.</td>
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<td>1.5</td>
<td>How to Communicate &amp; Build Relationships with Government Agencies</td>
<td>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.</td>
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<td>1.5</td>
<td>How to Develop &amp; Implement and Federal Marketing &amp; Capture Plan</td>
<td>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.</td>
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<td>2.5</td>
<td>How to do Biz with Sac County and SMUD</td>
<td>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</td>
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<td>iCloud</td>
<td>Join us to learn how a free iCloud account can help you store content to keep you and your business organized!</td>
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<td>2</td>
<td>Intro to Government Contracting</td>
<td>Join us for a class covering a general introduction to Federal, State and Local contracting</td>
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<td>iOS in business</td>
<td>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.</td>
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<td>1.5</td>
<td>Labor Law</td>
<td>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.</td>
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<td>LinkedIn</td>
<td>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.</td>
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<td>LLC</td>
<td>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 llc. Legal structure. Legal governance. LLC tax structures. Proper formation. Compliance and maintenance. Tax reduction strategies. Staying under IRS Radar</td>
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<td>Mac in Business</td>
<td>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</td>
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<td>Marketing</td>
<td>Determining your target market and their needs. How to build your brand. Positioning yourself. Crafting your marketing message</td>
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<td>2</td>
<td>Marketing to the Government</td>
<td>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.</td>
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<td>Mastering Virtual Partnerships (Webinar)</td>
<td>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.</td>
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<td>Navigating the FAR</td>
<td>Join us for a class covering the Federal Government’s “rule book” on the purchasing of goods and services.</td>
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<td>Patent and Trademark</td>
<td>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.</td>
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<td>Paying Employees: Salary vs Hourly and Overtime</td>
<td>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</td>
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<td>Payroll Services</td>
<td>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.</td>
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<td>Prospecting for Federal Market Opportunities</td>
<td>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.</td>
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<td>PTAC - Project Management for the Small business Government Contractor</td>
<td>Join our free workshop and learn the tools and techniques of project management that help you meet government cost schedule and scope requirements.</td>
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<td>QuickBooks Professional Overview for Small Business Owners</td>
<td>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.</td>
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<td>Record Keeping for Small Businesses with the Internal Revenue Service</td>
<td>Topics Covered: Importance of record keeping. What is record keeping. Understanding what tools/software you need. Where to find free business software training.</td>
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<td>Refining Your Web Presence</td>
<td>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.</td>
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<td>Reporting Unclaimed Property</td>
<td>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.</td>
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<td>Restaurants, Catering Food trucks BOE</td>
<td>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.</td>
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<td>Retirement Planning for Small Business Owners</td>
<td>Attend this class to explore the various retirement plans that are available to businesses and business owners.</td>
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<td>1.5</td>
<td>Sacramento County eProcurement</td>
<td>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.</td>
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<td>Sales/Use Tax for Contractors</td>
<td>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.</td>
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<td>2</td>
<td>SBA Certified Woman-Owned Business</td>
<td>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.</td>
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<td>1.5</td>
<td>SBA Disaster Loan</td>
<td>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.</td>
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<td>SBA Financing</td>
<td>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.</td>
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<td>2</td>
<td>SBA SAM Certification Lab</td>
<td>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.</td>
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<td>2</td>
<td>SBA Veteran Programs</td>
<td>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).</td>
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<td>2</td>
<td>SBA Woman Owned Small Business</td>
<td>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.</td>
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<td>2.5</td>
<td>SBA/AARP Encore Entrepreneur Mentor Workshop</td>
<td>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.</td>
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<td>2</td>
<td>SMUD SEED and EBSS Registration Lab</td>
<td>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.</td>
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<td>2</td>
<td>So, You Want to Open a Mobile Cart or Truck Food Business? BERC Can Help!</td>
<td>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.</td>
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<td><strong>2 Social Media for Small Businesses</strong></td>
<td>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!</td>
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<td><strong>2 Social Security Medicare Benefits Workshop with the Social Security Administration</strong></td>
<td>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.</td>
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<td><strong>2 Special Guest Speaker California State Treasurer John Chiang</strong></td>
<td>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 examples of when to file, earning limitations after filing for benefits, Medicare enrollment and programs, and online features.</td>
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<td><strong>2 State Payroll Tax Workshop</strong></td>
<td>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.</td>
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<tr>
<td><strong>2 Straight talk about Franchising</strong></td>
<td>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.</td>
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<tr>
<td><strong>2 Strategic Leadership Part 1</strong></td>
<td>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.</td>
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<td><strong>2 Strategic Leadership Part 2</strong></td>
<td>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.</td>
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<td><strong>2 Strategic Leadership Part 3</strong></td>
<td>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.</td>
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<td><strong>Strategic Leadership Part 4</strong></td>
<td>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.</td>
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<td><strong>Structuring your Business as a Corporation</strong></td>
<td>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. C Corp vs S corp tax structures. How to properly form a corporation. Compliance and maintenance. How to reduce chances of an IRS Audit.</td>
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<td>2</td>
<td><strong>Structuring your Business as an LLC</strong></td>
<td>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.</td>
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<tr>
<td>2</td>
<td><strong>Take Your Job and Fun It!</strong></td>
<td>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.</td>
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<tr>
<td>1</td>
<td><strong>Talking Business</strong></td>
<td>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!</td>
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<td>2</td>
<td><strong>Tax Forum with BOE, FTB, IRS, and EDD</strong></td>
<td>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.</td>
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<td>2</td>
<td><strong>Technology Lab</strong></td>
<td>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.</td>
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<tr>
<td>2</td>
<td><strong>The Ultimate Results Workshop for Business Owners</strong></td>
<td>During this workshop you will learn: A sales system that will change your business results.</td>
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<tr>
<td>1.5</td>
<td><strong>Understanding and Obtaining Federal Small Business Certifications (Webinar)</strong></td>
<td>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.</td>
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<tr>
<td>2</td>
<td><strong>Understanding Nonprofit Sales &amp; Use Tax with BOE</strong></td>
<td>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.</td>
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<tr>
<td>2</td>
<td><strong>US Census Data for market research</strong></td>
<td>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.</td>
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<tr>
<td></td>
<td>Event Title</td>
<td>Description</td>
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<tr>
<td>2</td>
<td>Veterans Contracting with the SBA</td>
<td>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.</td>
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<tr>
<td>2</td>
<td>WANTED: Business People Who Need the Right Tools to Grow their Business/Women’s Brunch at Learn with the Small Business Administration</td>
<td>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 &amp; 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</td>
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<tr>
<td>2.5</td>
<td>WBC Reception - Effective Networking Strategies</td>
<td>Are you maximizing your online LinkedIn 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.</td>
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<tr>
<td>2</td>
<td>Wealth Transfer Strategies</td>
<td>Attend this class to learn the different strategies that can be used to attain your financial legacy goals.</td>
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<td>2</td>
<td>Wellness Discussion Workshop for Small Business Owners</td>
<td>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.”</td>
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<tr>
<td>2</td>
<td>Women Owned Small Business with the SBA</td>
<td>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.</td>
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<tr>
<td>2</td>
<td>Women-Owned Small Business Certification Workshop with the Small Business Administration</td>
<td>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.</td>
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<tr>
<td>2</td>
<td>Workers’ Compensation</td>
<td>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?</td>
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<tr>
<td>2</td>
<td>Workplace Wellness Forum for Sacramento Health and Wellness Resource Providers</td>
<td>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.</td>
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<tr>
<td>2</td>
<td>Your Retirement Income – Making it Last and Enjoying It!</td>
<td>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?</td>
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California Employers Association

Job Readiness/Pre-Employment Skills Training
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:
<table>
<thead>
<tr>
<th>Activity</th>
<th>Workshop Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Youth) Financial Literacy/Planning*</td>
<td>$1,595 half day training rate</td>
</tr>
<tr>
<td></td>
<td>$2,995 full day training rate</td>
</tr>
<tr>
<td></td>
<td>(min 6; max 30 participants)</td>
</tr>
<tr>
<td>(Youth) Job Readiness/Pre-Employment Skills Training*</td>
<td>$1,595 half day training rate</td>
</tr>
<tr>
<td></td>
<td>$2,995 full day training rate</td>
</tr>
<tr>
<td></td>
<td>(min 6; max 30 participants)</td>
</tr>
<tr>
<td>(Adult) Job Readiness/Pre-Employment Skills Training*</td>
<td>$1,595 half day training rate</td>
</tr>
<tr>
<td></td>
<td>$2,995 full day training rate</td>
</tr>
<tr>
<td></td>
<td>(min 6; max 30 participants)</td>
</tr>
<tr>
<td>Job Retention/Life/Success Skills*</td>
<td>$1,595 half day training rate</td>
</tr>
<tr>
<td></td>
<td>$2,995 full day training rate</td>
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<tr>
<td></td>
<td>(min 6; max 30 participants)</td>
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<tr>
<td>Business Development and Process Improvement:*</td>
<td>$245 per hour, per employer</td>
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<td></td>
<td>(20 hour max, or $4,900)</td>
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<tr>
<td>• Layoff Aversion Assistance</td>
<td>$245 per hour</td>
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<tr>
<td>• Business Development Committee</td>
<td>$245 per hour</td>
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<tr>
<td>• Employer Forum Workshops</td>
<td>$1,595 per workshop</td>
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<tr>
<td>• Employee Development Training Workshops</td>
<td>$1,595 half day training rate</td>
</tr>
<tr>
<td></td>
<td>$2,995 full day training rate</td>
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<td>(min 5; max 25 participants)</td>
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*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 for organizations
• How to use social media tools to create profiles
• Create an online profile to be used in social networking sites
• 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 workplace, 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

(Agent) Job Readiness/Pre-Employment Skills Training

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
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- Set up a LinkedIn and twitter account
- Develop connections with target companies, recruiters and HR professionals

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- Create a personal strengths-based leadership/career plan of action
- Recognize the role of strengths when building teams

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- 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 workplace, 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. **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, handshake 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 workplace, 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:

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- 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 - Vocational English as a Second Language
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
- 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:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Individual Rate</th>
<th>Workshop Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Computer/Technology Literacy</td>
<td>N/A</td>
<td>3-10 participants per workshop $300 per workshop 4 workshops $1,200 maximum</td>
</tr>
<tr>
<td>Vocational English as a Second Language Level I</td>
<td>$2,000 per participant (250 hours)</td>
<td>N/A</td>
</tr>
<tr>
<td>Vocational English as a Second Language Level II</td>
<td>$2,000 per participant (250 hours)</td>
<td>N/A</td>
</tr>
</tbody>
</table>
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 Basic Education/GED Preparation
Vocational English as a Second Language
Counseling
Life Skills/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.
**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
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:

<table>
<thead>
<tr>
<th>Activity</th>
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</tr>
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<tbody>
<tr>
<td>Counseling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Anger Management</td>
<td>$25 per session (1 hour) (8 hour max, or $200)</td>
<td>$150 per 1 hour workshop (min 6/max 12 participants) (8 workshops max, or $1200)</td>
</tr>
<tr>
<td>Life Skills/Success Skills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Daddy’s Here</td>
<td>$10 per session (1 hour) (24 sessions max, or $240)</td>
<td>$150 per 1 hour workshop (min 15/max 25 participants) (24 workshops max, or $3,600)</td>
</tr>
<tr>
<td>● Practical Parenting</td>
<td></td>
<td></td>
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</tbody>
</table>

**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.
CPS HUMAN RESOURCES SERVICES

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

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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

CONTRACTOR may provide VS at any Sacramento Works Career Center. 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.

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

Job Readiness/Pre-Employment Skills Training Workshops

Job Search Jump Start
Workshop will teach how to find jobs, where to get help with job leads, and how to stand out from other job seekers. Topics include:
- several ways to find jobs (such as newspaper ads, job fairs, and the internet),
- the do’s and don’ts of filling out employment applications,
- preparing a plan to make use of the most powerful job source, the people they know,
- and identifying ways to show employers they are the best person for the job.

Resume Writing
Workshop helps participants create a market-driven resume as part of their career communication strategy. Topics include:
• the advantages of an effective career communication strategy and the dangers of a poor one,
• creating a market-driven resume,
• identifying professional accomplishments and presenting them in a way to get management’s attention,
• reworking these principles into the resume,
• steps to create an ASCII resume and tips for online posting,
• drafting a reference page,
• and comparing and contrasting cover letter formats for effectiveness.

Interviewing Skills
Workshop includes interview formats, strategies, and tips. Topics include:
• how to set themselves apart from the crowd and develop a strong interview strategy,
• interview formats, the advantages and disadvantages of each, and how to prepare for them,
• what employers are looking for with behavioral interview questions,
• do’s and don’ts of effective interviewing before, during, and after the interview,
• importance of the final transition and its impact on their success in their new position,
• their previous position or agency, and their overall communications strategy and Career Development Plan.

Note: Participants should bring their resume, accomplishment statements, and Career Development Plan with them to the workshop.

Career Exploration Workshops
Career Transition
Topics include strategic planning, preparation, implementation, and follow-through and will use job search and career management tools, tips, and checklists. Topics include:
• identifying trends and how they impact the job search, Strong/Myers Briggs Type Indicator (MBTI) Career Report,
• creating a five-year Career Development Plan to achieve employment and financial goals,
• drafting a market-driven resume,
• designing proactive job search strategy,
• do’s and don’ts of a successful interview,
• and identifying ways to make the best use of the first 90 days on a new job to successfully manage the Career Development Plan.

Note: This course includes an online administration of the Strong MBTI Career Report that MUST be completed at least three days prior to class.

Career Match
Workshop will help participants to create a Career Vision and Career Development Plan that outlines internal and external resources available so they are able to return to work refreshed, positive, and focused on partnering with their agency in achieving professional goals. Topics include:
• identifying issues and trends in the public sector and their impact on career development,
• developing a five-year Career Vision,
• personalized career inventory based on personality type and career interests and identifying participants influence on career development,
• identifying potential career matches by evaluating results against various industries, agencies, professions and positions within the public sector,
• outlining a Career Development Plan to achieve their Career Vision,
• and designing strategies to implement the Career Development Plan immediately.

Note: This course includes an online administration of the Strong MBTI Career Report that MUST be completed at least three days prior to class.

Finding Jobs with the State of California
Workshop is designed for anyone seeking employment with the State of California. Topics include:
• 6 steps in getting a state job,
• how to apply for a state job and importance of list eligibility,
• identifying sources for job recruitments and vacancies,
• identifying special job recruitments and vacancies,
• how to successfully complete the Standard State Application (form 678) and where to obtain the form,
• the importance of using the State Personnel Board’s Vacancy Search Database (VPOS) for on-line vacancy searches,
• and tips for the hiring interview.

Changing Course
Workshop focus is to learn how to research new career fields before making major commitments. Topics include:
• free public information resources available to identify career areas where there is and will be the most job growth in coming years,
• identifying and using professional organizations and associations as tools to prepare for and advance in a new career area,
• knowing how to investigate the training and education options available if their new career direction will require some additional training, certification, or practical experience,
• the informational interview as a way to build career contacts and learn about new careers firsthand from successful professionals working in the career field,
• and completing a “New Directions” research process that will help participants gain information about a potential but still unclear career field.

Managing Change and Transition
Workshop will enable participants to effectively deal with and manage change situations. This requires the learning and implementation of strategies and approaches that will include:
• understanding the sources and dynamics of human response to change,
• developing coping tactics and methods,
• channeling negative energies and emotions into positive action alternatives,
• controlling the uncontrollable,
• identifying support sources and other resources,
• and developing action strategies.

Job Search Networking Group
Group consists of 10-15 displaced employees that meet weekly for 60-90 minutes to support each
other with their job searches by sharing resources, contacts, information, etc. to help members advance their job searches by sharing information and ideas as well as uphold individual accountability for one’s own job search. Each meeting is facilitated by a career development professional and includes:

- group members’ reports on job search productivity for the prior week, goals for the coming week, current challenges and way the group can help, and
- group exchange of ideas, lessons learned, resources, contacts, information, etc. to help group members advance their job searches.

**In-Service Training Workshops**

**Meeting the Challenge of Cultural Diversity**
Workshop develops communication, interpersonal, and teamwork skills that will help employees work more effectively with individuals from different cultural backgrounds. Topics include:

- understanding how specific cultures differences affect communication, interpersonal relationships, and teamwork in the workplace,
- developing key skills for effective cross cultural communication,
- enhancing skills in building relationships across cultures,
- avoiding misunderstandings and misinterpretations based on cultural differences,
- and identifying and developing skills and strategies for building and participating in high-performing multicultural teams.

**Violence Prevention in the Workplace**
Workshop focuses on recognizing behaviors that are considered workplace violence and how to prevent those behaviors from reoccurrence and/or escalation. Topics include:

- types and frequency of workplace violence,
- stages of violent behavior,
- risk factors,
- work conditions,
- work climate,
- warning signs,
- prevention strategies,
- and what supervisors and employees can do.

**Conflict Resolution**
Interactive workshop provides tools, techniques, and practice in resolving work conflicts involving employees, coworkers, supervisors, or customers and uses the Thomas-Kilmann Conflict Mode Instrument. Topics include:

- six sources of conflict in organizations,
- five styles of dealing with conflict,
- describing their own styles of coping with conflict,
- using each conflict style as appropriate,
- and practicing and encouraging collaboration to resolve conflict.

**Change Management**
Workshop 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. Topics include:

- planning effectively for change,
- implementing and executing change plans,
- identifying, understanding, and handling resistance to change,
- cultivating commitment to the change process and promoting buy-in and involvement,
- and managing and working on teams successfully during the change process.

**Building High Performance Teams**
Workshop shows team leaders how to use accountability and responsibility to improve their team’s measureable performance. Topics include:

- understanding teams, the dynamics of team development, and the principles and practices of team building,
- developing a high performance team,
- developing and maintaining team goals, expectations and ground rules,
- establishing and clarifying team roles and responsibilities,
- fostering and promoting collaboration and trust among team members,
- empowering team members and motivating them to develop buy-in and ownership,
- managing the behavior of difficult people on a team,
- and developing and maintaining team commitment to goals and objectives.

**Continuous Improvement**
Workshop covers basic concepts of continuous improvement as they apply to meeting business objectives in a government setting. Topics include:

- continuous improvement,
- identifying customers and what they want,
- using data to help solve problems,
- identifying team processes and how they can help,
- using meetings affectively,
- understanding the vision/mission,
- aligning policy and practice,
- and dealing with change and shifting paradigms.

**Leading Effectively**
Workshop focuses on practices common to most extraordinary leadership achievements and concrete behaviors that are the basis for these practices. Supervisors and Managers will strengthen their abilities to challenge, inspire, enable, model, and encourage. Topics include:

- the difference between management and leadership,
- the key ingredients of effective leadership,
- identifying leadership strengths and areas to improve,
- modeling the behavior expected of others,
- inspiring a shared vision,
- challenging the process in order to stimulate innovation and change,
- enabling others to act by fostering teamwork, collaboration, and trust,
- and encouraging the heart by recognizing and celebrating people’s contributions.
Basic Supervision Part I
The supervisor training workshops are designed to assist the new supervisor in making the transition to a first-time supervisory position. Subjects will be approached from the standpoint of modern supervision in the State system with a consideration of team concepts. Topics include:

- the role of the supervisor and techniques of supervision,
- effective communication skills,
- recognizing different approaches to leadership and using an effective leadership style,
- effective time and stress management tools,
- identifying sources of conflict and recommending alternatives for resolution,
- and rules and regulations regarding Americans with Disabilities Act (ADA), Sexual Harassment Prevention, Family Medical Leave Act (FMLA), and Workplace Safety.

Basic Supervision Part II
The supervisor training workshops are designed to assist the new supervisor in making the transition to a first-time supervisory position. Subjects will be approached from the standpoint of modern supervision in the State system with a consideration of team concepts. Topics include:

- key steps to problem solving and decision making,
- planning, organizing, directing, and monitoring to achieve organizational objectives,
- collective bargaining agreements and the role of management in labor relations,
- handling and resolving grievances,
- applying a cooperative problem-solving approach in Labor-Management relations,
- identifying issues of employment law relating to persons with disabilities,
- recognizing and applying effective time management principles,
- recognizing and applying effective techniques of stress management,
- preventing sexual harassment,
- and recognizing the value of diversity in the workplace.

Fundamentals of Human Resources
Workshop serves an overview of public sector Human Resources (HR). Participants will be introduced to the value of human resources as a business partner responsible for both understanding and promoting the organization’s goals while also supporting public sector merit principles, ethics, and culture. An employment law attorney will provide an overview of relevant laws. Topics include:

- an overview of the sub-disciplines of HR and their inter-relationships,
- the many roles of an HR professional,
- public sector culture, politics, and ethics,
- HR as a partner in promoting organizational goals,
- HR technologies and their uses,
- and public sector employment laws and regulations.

Job Analysis
Workshop 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. Topics include:

- Job Analysis: What is it? Why do it? And How to do it?,
- various job analysis methodologies – both abbreviated and extensive,
- and uses of Job Analysis data for selection, classification, compensation, performance, planning, training development plans, and more.
Examination Development and Administration
Prerequisite: Job Analysis Workshop
This workshop allows students to learn and practice development of structured oral examination questions and rating guides, written exam questions, job simulation and performance exercises as well as training and experience evaluation. Participants discuss exam administration issues, and instructors provide checklists of issues to consider when administering an exam. Topics include:
- the value and cost benefit of employment testing,
- exam types and their appropriate uses,
- how to develop 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,
- and online testing.

Classification and Compensation
Workshop provides instruction on the philosophy, methodologies, and tools used to conduct classification and compensation studies in the public sector. Topics include:
- 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,
- and communicating classification and pay findings.

Recruitment
Workshop provides tools and guidelines for improved recruitment. Topics include:
- selection planning,
- scoring models,
- developing a recruitment plan,
- improving the organizations image,
- working with job experts to identify great recruiting sources,
- creative recruitment techniques for hard-to-recruit-for positions,
- reducing large candidate pools,
- evaluating effectiveness of recruiting techniques,
- and retaining talent.

Employee Relations
Workshop provides an overview of basic labor law right of employees, unions, and management. Workshop addresses the grievance process, the negotiation process, common elements of a
Memorandum of Understanding (MOU), and other issues. Topics include:
- 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,
- and basic fact-finding and investigation techniques.

Administrative Writing
Workshop is targeted to help administrative assistants, secretaries, and other support staff to overcome the fear of writing, organize thoughts and communicate using clear, concise language. Topics include:
- developing ideas with active, passive, and reader-focused styles,
- organizing complete and coherent documents,
- creating business-like and professional documents,
- and identifying and editing for clichés, bureaucratic jargon, and wordiness.

E-communications Workshop
Workshop provides the tools to help the participant create clear and informative e-messages by improving the planning, writing, and editing processes. Topics include:
- creating powerful subject lines and purpose statements,
- determining an effective format – Active, Passive, or Reader-focused,
- comfortably cross cultural and global boundaries without offending readers,
- instantly proofread for attitude or social embarrassment,
- using correct and specialized e-mail punctuation, grammar, smileys, emoticons, and acronyms,
- applying the do’s and avoiding the do not’s of e-mail tone and approach,
- and managing e-mail load, creating files, eliminating spam and e-mail clutter, and e-mail efficiency.

Grammar
Workshop debunks confusing myths about language and gives participants ability to use and explain grammar, punctuation, and usage rules. Topics include:
- correctly applying contemporary rules for agreement, pronoun use, sentence construction, parallelism, and use of modifiers,
- correctly applying contemporary rules for using commas, semicolons, colons, quotation marks, hyphens, apostrophes, and other punctuation,
- reviewing and applying rules for capitalization and writing numbers,
- applying contemporary grammar and usage standards to sample documents by editing and proofreading the samples,
- and distinguishing grammar rules from individual preferences or myths.

Information Mapping: Developing Policies, Procedures, & Documentation
Workshop is designed to provide the analytical and organizational techniques needed to define, design, and develop effective procedures, policies, and other documentation. Topics include:
- defining audience information needs and requirements,
• designing and developing information that meets user needs,
• organizing complex documentation allowing users to easily find and understand information,
• and implementing a documentation project.

Plain Language Writing
Workshop introduces tips and techniques to improve clarity in government writing through plain English. Topics include:
• debunking myths surrounding government writing,
• identifying and using plain language principles: common words, active voice, verb forms, and short, speakable sentences,
• establishing criteria for clear writing,
• editing for clarity without compromising accuracy,
• editing for conciseness without compromising completeness,
• and recognizing and revising bureaucratic style.

Writing Letters and Memos
Workshop focuses on various shortcuts and techniques for getting starting, for identifying the audience and agency’s needs, for adjusting tone and style, for effectively reviewing preliminary drafts, and for formatting the final product. Topics include:
• identifying reader and writer needs,
• selecting an appropriate tone and style for documents having different audiences and different purposes,
• using various techniques for overcoming writing blocks and getting the reader’s attention by beginning letters and memos quickly and effectively,
• editing for clarity and economy and proofreading for correctness,
• and designing letters and memos for visual interest, emphasis, easy review and retrieval of information.

Writing Principles for Professionals
Recommended prerequisite: Solid understanding of grammar.
Workshop teaches twelve writing principles to enhance clarity and concision in email, memos, letters, and reports. Topics include:
• distinguishing rules of grammar from matters of style,
• recognizing unnecessary passive voice and revise into active voice,
• determining when and how to use passive voice effectively,
• recognizing and revising verb inflation,
• observing rules of parallel structure and bulleted lists,
• and use of plain English and precise words in place of jargons, acronyms, and clichés.

Writing Skills for Analysts
Workshop teaches the steps to creating an effective analytical report, including planning, organizing and writing. Topics include:
• learning the types of analytical reports required on the job,
• defining the purpose and readers of the analytical report,
• creating a work plan for tackling the analytical report,
• learning three approaches to building a case,
• and understanding how to present information with the reader in mind, using several organizational techniques.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report and workshop sign-in sheets (if applicable) when services have been provided. 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/Pre-Employment Skills**

<table>
<thead>
<tr>
<th>Workshop Titles</th>
<th>Length</th>
<th>Min/Max Participants</th>
<th>Cost Per Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Search Jump Start</td>
<td>4 Hours or 8 Hours</td>
<td>10 - 30</td>
<td>$1,250/$2,500</td>
</tr>
<tr>
<td>Resume Writing</td>
<td>4 Hours or 8 Hours</td>
<td>10 - 30</td>
<td>$1,250/$2,500</td>
</tr>
<tr>
<td>Interviewing Skills</td>
<td>4 Hours or 8 Hours</td>
<td>10 - 30</td>
<td>$1,250/$2,500</td>
</tr>
</tbody>
</table>

**Career Exploration**

<table>
<thead>
<tr>
<th>Workshop Titles</th>
<th>Length</th>
<th>Min/Max Participants</th>
<th>Cost Per Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Transition</td>
<td>20 hours (2 1/2 days)</td>
<td>15 - 20</td>
<td>$7,000</td>
</tr>
<tr>
<td>Career Match</td>
<td>4 Hours or 8 Hours</td>
<td>10 - 30</td>
<td>$1,250/$2,500</td>
</tr>
<tr>
<td>Finding Jobs with the State of California</td>
<td>2 Hours</td>
<td>10 - 50</td>
<td>$625</td>
</tr>
<tr>
<td>Changing Course</td>
<td>2 Hours</td>
<td>10 - 50</td>
<td>$625</td>
</tr>
<tr>
<td>Managing Change and Transition</td>
<td>8 Hours</td>
<td>10 - 30</td>
<td>$2,500</td>
</tr>
<tr>
<td>Job Search Networking Group</td>
<td>Four 1 hour Sessions</td>
<td>10 - 15</td>
<td>$680</td>
</tr>
</tbody>
</table>
In-Service Training

<table>
<thead>
<tr>
<th>Workshop Title</th>
<th>Length</th>
<th>Min/Max Participants</th>
<th>Cost Per Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting Challenges of Cultural Diversity</td>
<td>8 hours</td>
<td>10 - 30</td>
<td>$2,500</td>
</tr>
<tr>
<td>Violence Prevention in the Workplace</td>
<td>2 hours</td>
<td>5 - 40</td>
<td>$900</td>
</tr>
<tr>
<td>Conflict Resolution</td>
<td>8 hours</td>
<td>10 - 30</td>
<td>$2,500</td>
</tr>
<tr>
<td>Change Management</td>
<td>8 hours</td>
<td>10 - 30</td>
<td>$2,500</td>
</tr>
<tr>
<td>Building High Performance Teams</td>
<td>8 hours</td>
<td>10 - 30</td>
<td>$2,500</td>
</tr>
<tr>
<td>Continuous Improvement</td>
<td>8 hours</td>
<td>10 - 30</td>
<td>$2,500</td>
</tr>
<tr>
<td>Leading Effectively</td>
<td>8 hours</td>
<td>10 - 30</td>
<td>$2,500</td>
</tr>
<tr>
<td>Basic Supervision Part I</td>
<td>40 hours</td>
<td>20 - 30</td>
<td>$17,000</td>
</tr>
<tr>
<td>Basic Supervision Part II</td>
<td>40 hours</td>
<td>20 - 30</td>
<td>$17,000</td>
</tr>
<tr>
<td>Fundamentals of Human Resources</td>
<td>12 hours</td>
<td>20 - 30</td>
<td>$6,500</td>
</tr>
<tr>
<td>Job Analysis</td>
<td>8 hours</td>
<td>20 - 30</td>
<td>$5,700</td>
</tr>
<tr>
<td>Classification and Compensation</td>
<td>16 hours</td>
<td>20 - 30</td>
<td>$7,200</td>
</tr>
<tr>
<td>Examination Development and Administration</td>
<td>16 hours</td>
<td>20 - 30</td>
<td>$7,200</td>
</tr>
<tr>
<td>Recruitment</td>
<td>8 hours</td>
<td>20 - 30</td>
<td>$5,700</td>
</tr>
<tr>
<td>Employee Relations</td>
<td>8 hours</td>
<td>20 - 30</td>
<td>$5,700</td>
</tr>
<tr>
<td>Administrative Writing</td>
<td>16 hours</td>
<td>20 - 30</td>
<td>$5,000</td>
</tr>
<tr>
<td>E-communications Workshop</td>
<td>4 hours or 8 hours</td>
<td>10 - 30</td>
<td>$1,250/$2,500</td>
</tr>
<tr>
<td>Grammar</td>
<td>24 hours</td>
<td>20 - 30</td>
<td>$7,500</td>
</tr>
<tr>
<td>Information Mapping: Developing Policies, Procedures &amp; Documentation</td>
<td>24 hours</td>
<td>12 - 16</td>
<td>$14,080</td>
</tr>
<tr>
<td>Plain Language Writing</td>
<td>4 Hours</td>
<td>10 - 30</td>
<td>$1,250</td>
</tr>
<tr>
<td>Writing Letters and Memos</td>
<td>8 hours</td>
<td>10 - 30</td>
<td>$2,500</td>
</tr>
<tr>
<td>Writing Principles for Professionals</td>
<td>8 hours</td>
<td>10 - 30</td>
<td>$2,500</td>
</tr>
<tr>
<td>Writing Skills for Analysts</td>
<td>8 hours</td>
<td>10 - 30</td>
<td>$2,500</td>
</tr>
</tbody>
</table>

**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.
Crossroads Diversified Services, Inc.

Basic Computer/Technology Literacy
Financial Literacy/Planning
Job Readiness/Pre-Employment Skills Training
Job Retention/Life Skills
Vocational Assessment
Informational Workshops
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.
ELK GROVE UNIFIED SCHOOL DISTRICT
ADULT AND COMMUNITY EDUCATION

Basic Computer/Technology Literacy
Counseling
Financial Literacy/Planning
Informational Workshops
In-Service Training
Job Readiness/Pre-Employment Skills Training
Job Retention/Life Skills
Small Business Development
Vocational Assessment
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:
<table>
<thead>
<tr>
<th>Area of Assessment</th>
<th>Assessment Instruments</th>
<th>Avg. Length of Test</th>
<th>Test/Grade Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Skills</td>
<td>CASAS (ECS/Employability)</td>
<td>Up to 1 hour</td>
<td>Beginning-Advanced</td>
</tr>
<tr>
<td></td>
<td>CASAS (Life Skills/ESL)</td>
<td>Up to 1 hour</td>
<td>Beginning-Advanced</td>
</tr>
<tr>
<td></td>
<td>CASAS (Spanish Reading Test)</td>
<td>Up to 1 hour</td>
<td>Beginning-Advanced</td>
</tr>
<tr>
<td></td>
<td>TABE</td>
<td>Up to 2 hours</td>
<td>Beginning-Advanced</td>
</tr>
<tr>
<td></td>
<td>WRAT - 3</td>
<td>Up to 1 hour</td>
<td>Beginning-Advanced Ages 5 and up</td>
</tr>
<tr>
<td>Career Interest</td>
<td>COPS</td>
<td>30 minutes</td>
<td>Jr. /Sr. high school</td>
</tr>
<tr>
<td></td>
<td>WRIOT 2</td>
<td>1 hour</td>
<td>Pictorial, N/A</td>
</tr>
<tr>
<td></td>
<td>SDS</td>
<td>30 minutes</td>
<td>6th grade to adult</td>
</tr>
<tr>
<td></td>
<td>COPES</td>
<td>30 minutes</td>
<td>7th grade to adult</td>
</tr>
<tr>
<td></td>
<td>IDEAS</td>
<td>30 minutes</td>
<td>7th grade to adult</td>
</tr>
<tr>
<td>Aptitude and</td>
<td>RAVEN</td>
<td>Up to 1 hour</td>
<td>7th grade to adult</td>
</tr>
<tr>
<td>Abilities</td>
<td>CAPS</td>
<td>1 hour</td>
<td>8th grade to adult</td>
</tr>
<tr>
<td>Vocational Skill</td>
<td>Bennett Hand Dexterity</td>
<td>30 minutes</td>
<td>N/A</td>
</tr>
<tr>
<td>Level</td>
<td>Crawford Small Parts</td>
<td>30 minutes</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Purdue Pegboard</td>
<td>30 minutes</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Typing</td>
<td>30 minutes</td>
<td>N/A</td>
</tr>
<tr>
<td>Other</td>
<td>Individual Career Planning</td>
<td>TBA</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Keirsey Temperament Sorter II</td>
<td>30 minutes</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Barriers to Employment</td>
<td>30 minutes</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Job Search Attitude Inventory</td>
<td>30 minutes</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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 lean 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 4 hour 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
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 to 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.
GPS SOCIAL ENTERPRISES

In–Service Training

Job Readiness/Pre-Employment Skills Instruction
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 and Job Readiness/Pre-Employment Skills Instruction

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 development of SETA staff in effectively working with at-risk youth and justice involved adults. The Job Readiness/Pre-Employment Skills Instruction for at-risk youth and justice involved adults will increase their chances for academic and workplace success.

In-Service Training –

Aces and Trauma – Objective: To introduce participants to the research that validates adverse childhood experiences and their direct correlation to trauma and resultant behaviors.

a. ACEs – Kaiser study on the impact of adverse childhood experiences and the resulting health consequences throughout life.
b. Trauma – definition and common examples
d. Sets context of work with the population.
e. Moving the scale of trauma in ourselves and organizations
Effective Help – Objective: To assist participants in distinguishing what effective help is and how simply it can be done.
   a. Restorative
   b. Relational
   c. Practical
   d. Compassionate & Dependable
   e. Growth & Prevention oriented
   f. Safe and Stable

Sad Story vs. Behavior Story – Objective: As human beings we are all experts in behavior, because we all have it. Yet sometimes our interpretation of behavior is not accurate nor helpful. Often it is difficult to distinguish compassion with pity, and we respond from a feeling place rather than an effectiveness place. We explore what it means to attend to the behavior story while having compassion for the sad story.
   a. Compassion and empathy
   b. Everyone has a story
   c. Look beneath the surface – what is driving the behavior
   d. Reaffirm a person’s worth, contain the behavior
   e. Affirm
   f. Clarify
   g. Plan
   h. Execute
   i. Reassess

Risk and Protective Factors – Objective: Participants will gain greater understanding of what puts a person at risk to commit high risk or criminal behavior, or, conversely, what protects a person from high risk behavior. Also, what are dynamic factors and static factors.
   a. What are risk factors?
   b. What are protective factors?
   c. How do factors interplay in behavior or risk?
   d. Individual factors
   e. Family factors
   f. Community factors
   g. Underlying factors
   h. Protective factors
      1. Individual & Family
      2. Peer & Social

Criminal Thinking Errors – Objective: To educate participants on the research behind the criminal mind. We all have thinking errors, but people engaged in the justice tend to have them in a more concentrated, consistent fashion. This will introduce them to the thinking errors and understand what they are seeing so that in helping a person they can be most effective.
   a. Closed Channel Thinking
   b. Victimstance
   c. Views self as a good person
   d. Lack of effort
   e. Lack of interest in responsible performance
   f. Lack of time perspective
   g. Fear of fear
   h. Power Thrust
   i. Uniqueness
   j. Ownership attitude
Evidence Based Model – Objective: We all have behavior and we all have opinions on how to change behavior. Here we will explore the evidence based model, its components, and its cross disciplinary application.

a. Risk / Need assessments
b. Increasing intrinsic motivation
c. Target the intervention
d. Skill train
e. Increase positive reinforcement
f. Engage on-going community support
g. Measurement feedback
h. Measure relevant practices

The Big 8 of Criminogenic Needs – Objective: There are over 150 factors leading to criminal behavior. We will answer the question - How do you decide which risk or need to focus on first? Our answers are based on the research of Bonta et al.

a. Anti-social Behavior
b. Anti-social Personality
c. Criminal thinking
d. Criminal associates
e. Family / Marital
f. Employment / School
g. Substance Abuse

Effectiveness with the Population – Objective: For participants to gain further insight into how to be personally effective with people engaged in the justice system, how to have effective boundaries, and to be confident in applying concepts.

a. Appropriate boundaries
b. Observations – yes you are being watched
c. Know your shortcomings
d. Make the distinction between enabling and empowerment
e. Be aware of games people play
f. Be genuine but not overly personal
g. Deal with negative behavior
h. Limit self-disclosure
i. Model pro-social behavior
j. Be compassionate to the sad story, hold them accountable for behavior story.

Job Readiness/Pre-Employment Skills Instruction

Power Source Curriculum –

Session 1: The Core Self (Power Source Chapter 2)
Objective: To set the tone and guidelines of the program, to gain rapport with participants, and introduce the Core Self model and concepts.
Core self is the concept that no matter what you have done or what’s been done to you, you are good, kind, wise, loving and peaceful. This is central to identity cohesion and worthiness. As we over-identify with the masks or roles we play, we drift from our core self and, generally, get ourselves into trouble or disharmony. This is a key concept throughout the course.

a. Welcome, Facilitator Introductions
b. Topics in Power Source (Handout S1H1)
c. Community values and ground rules.
d. Personal introductions & tell us which topics you checked that you’d like to learn more about.
e. Active Listening…what is it, how do we all benefit from it.
f. Who are you really? Speed writing exercise. (Handout S1H2)
g. Explain the Core Self model.
h. Core Self quiz (Handout S1H3)
i. Tupac's Lyrics
j. Closing – Pre-survey, Self Work assignment (Handout S1H4) and wrap up.

Session 2: Meditation and Stop, Breath, Choose (Power Source Chapters 4&14)
Objective: To reinforce the Core Self model, introduce meditation and the Stop. Breathe. Choose options.
Meditation and mindfulness are key concepts in connecting to core self and living lives of peacefulness and minimal drama. Part of living peacefully is learning how to deal with triggers in a way that helps us keep our power. We have the power to change those thoughts and respond differently. This is a key concept and building block of the course.
a. Welcome, review ground rules.
b. Check in, self-review work.
c. The Masks we wear. (Core self review)
d. Introduction to meditation
e. Facilitate 10 minute meditation (sit down, be still & quiet, pay attention to breathing.)
f. Introduction to Stop. Breathe. Choose. (increases control over behavior and feelings when triggered or confronted with a high risk situation.)
g. Introduction to Cool Thoughts and Good Moves.

Session 3: Anger Part 1 (Power Source Chapter 3)
Objective: To explore the topic of anger, explore the strategies we use to gain more control over it and effectively deal with it to have more control over our responses and keep our power.
a. Welcome
b. Review Meditation
c. Body scan and 7 count breath meditation
d. Review Self work, participants share their ‘stop breathe choose’ worksheet
e. Thinking about your anger.
f. Introduction to anger styles
g. Anger styles game
h. Anger in your body
i. Facilitate a ‘Stop Breathe Choose’ exercise.
j. Closing - summarize anger, anger styles, stop breathe choose. (Handout self work S3H1)

Session 4: Anger Part 2 (Power Source Chapter 3)
Objective: To further explore anger, identify what our personal anger triggers are, learning the things we can control, and when anger is not really anger (what’s under the anger).
a. Welcome. Check in.
b. Meditation, body scan, and 7 count breath.(Handout S4H1)
c. Review self work from previous session (cool thoughts and smooth moves)
d. The Anger Thermometer
e. Two things in life we can control.
f. Anger Role Plays
g. When Anger isn’t really anger. What’s under the anger? (Handout S4H2)
h. The Last Word. Anger Goals.
i. Closing. Summarize Anger. Self work. (Handout S4H3 and S4H4)
Session 5: Dealing with Disrespect and Shame (Power Source Chapter 8)
Objective: To identify situations that we feel disrespected, understand that we can be triggered but the trigger doesn’t have to control how we feel and think.

a. Welcome.
b. 7 count breath, Mountain meditation and mindfulness.
c. Check in, emotional weather report. Review Self Work.
d. Introducing the concept of dealing with disrespect and shame.
e. The Disrespect Chart
f. Reintroduce “Cool Thoughts” and “Smoothe Moves” for disrespect. (Handout S5H1)
g. Richards Story
h. Assertive and Aggressive communication
i. Disrespect “Stop Breathe Choose” role plays (Handout S5H1)
j. Closing – meditation, self work (handout S5H2, H3, H4)

Session 6: Lost Childhoods and Entitlement (Power Source Chapter 6 & 7)
Objective: To examine some of the losses of childhood and how unmet needs can be turn into entitlement and high risk behavior, AND to shift the source of decision making from the wounded child within to the wisdom & clarity of the Core Self.

a. Body Scan, 7 count breathing, meditation
b. Review self work.
c. Introduction to Lost Childhoods and Speed writing. (Handout S6H1)
d. Entitlement thinking
e. Unhealthy ways to cope – drugs and alcohol
f. What triggers you to use?
g. Cool thoughts and good moves to cope with triggers.
h. Riding out the urge.
i. Urge visualization
j. Closing, recap, self work. (Handout S6H2)

Session 7: Families – Where we Come From (Power Source Chapter 5)
Objective: To understand that where we come from (our families) has influenced us in some good ways and some, perhaps, not so good ways. Gaining an elementary understanding of trauma and how it impacts our perceptions, decisions and outcomes. Deciding to use the tools of this course helps participants move out of ‘survival brain’ and into empowered choices.

a. Relaxation, mindfulness meditation.
b. Stop Breathe Choose meditation script
d. Our Families.
e. Where we come from worksheet (S7H1)
f. What is Trauma? (Trauma Checklist – Pg. 90 from workbook)
g. How trauma effects us. (reminder of the core self)
h. Survival Brain.
i. Using Stop Breathe Choose to step out of survival brain.
j. Seeing our strengths.

Session 8: Our Friends, Our Choice – Part 1 (Power Source Chapter 10)
Objective: To understand and identify who deserves our trust, and, how the choices of who we are with and the places we show up influence our lives.

a. Welcome.
b. Mindfulness meditaton. 7 count breath.
c. Review self work.
d. To Trust or not to trust.
e. Are you worth my trust?
f. Bad company.
g. Gangs 101. (Handout S8H1)
h. Father figures, Role Models and the people we want to be. (Handout S8H2)
i. Seeing our fathers visualization.
j. Closing. Review, self work assignment (Handout S8H3)

Session 9: Our Friends, Our Choice – Part 2 (Power Source Chapters 9 & 10)
Objective: Participants will discover ways to change their space, circle and stand up to pressure. Additionally, participants will discover what a healthy support group looks like and choose those people.
a. 7 count breath and meditation
b. Review self work.
c. Standing up to pressure.
d. When in doubt, get out.
e. Rate your space, change your place. (Handout S9H1)
f. Using cool thoughts and smooth moves to keep people from dragging you down.
g. Stop, breathe and leave role plays.
h. Who’s in charge here, anyways?
i. Circles of support – worksheet and visualization.

Session 10: Offending Behavior – Taking Responsibility, Taking Control – Part 1
(Power Source Chapter 11)
Objective: Participants will learn what ‘offending behavior’ is, how to take acknowledge, accept and apologize when behavior violates the rights, property or well being of another. It is when taking full responsibility for our behaviors that we can take full control of our lives and keep our power.
a. Meditation reminders, 7 count breath (Handout S10H1)
b. Introduction to offending work
c. Caught being honest
d. The 3 A’s: Acknowledge, Accept, Apologize.
e. The Blame Game
f. And the real victim is….
g. Guilt is the compass of the core self. (Handout S10H2)
h. The Owning Up worksheet
i. Seeing our guilt visualization
j. Closure. Self work (Handout S10H3)

Session 11: Offending Behavior- Taking Responsibility, Taking Control – Part 2
(Power Source Chapter 11)
Objective: To understand that when we connect with core self and use guilt as a guide, we can then truly apologize for our actions, empathize with others and not get into the victim mentality.
a. 7 count breath meditation
b. Review Self Work
c. The Victim Wheel
d. Whose shoes are you in?
e. Introduction to apologizing (Handout S11H1)
f. Tony’s story
g. Guided meditation
h. Closing. Self work (Handout S11H2)
Session 12: Self Forgiveness, Forgiving Others (Power Source Chapter 12&13)

Objective: To learn from our mistakes, take responsibility for them and understand healthy vs unhealthy guilt, and to see others differently.

a. 7 count breath meditation
b. Stop Breath Choose visualization
c. Review Self Work
d. Exploring self forgiveness (Handout S12H1)
e. Introduction to forgiving others.
f. What forgiveness is and what it is not. (Handout S12H2)
g. Practicing forgiveness, seeing drama differently.
h. Forgiveness visualization
i. Closing. Self Work (Handout S12H3)

Session 13: The Future (Power Source Chapter 16)

Objective: To assist participants in developing a meaningful future, explore values, integrity and risks, and creating goals to develop that future. Celebrate course completion and give out certificates.

a. 7 count breath.
b. Future visualization
c. Review self work.
d. Life on the edge.
e. Integrity and values.
f. Life in the middle.
g. Creating Goals.
h. Closing exercise.
i. Closing. Final survey. (Handout S13H1)
j. Completion certificates and celebration!

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:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In-Service Training</strong> –</td>
<td></td>
</tr>
<tr>
<td>• ACES &amp; Trauma</td>
<td>6 – 30 participants $300.00 per hour</td>
</tr>
<tr>
<td>• Effective Help</td>
<td></td>
</tr>
<tr>
<td>• Sad Story vs. Behavior Story</td>
<td>2 hours minimum; $600.00 per workshop</td>
</tr>
<tr>
<td>• Risk &amp; Protective Factors</td>
<td>(9 Workshop max, or $5400.00)</td>
</tr>
<tr>
<td>• Criminal Thinking Errors</td>
<td></td>
</tr>
<tr>
<td>• Evidence Based Model</td>
<td></td>
</tr>
<tr>
<td>• Big 8 of Criminogenic Needs</td>
<td></td>
</tr>
<tr>
<td>• Effectiveness with the Population</td>
<td></td>
</tr>
<tr>
<td>Note: Workshops can be</td>
<td></td>
</tr>
<tr>
<td>customized to include all topics</td>
<td></td>
</tr>
<tr>
<td>or specific topics.</td>
<td></td>
</tr>
<tr>
<td>Activity</td>
<td>Rates</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td><strong>Job Readiness/Pre-Employment Skills Instruction</strong>&lt;sup&gt;*&lt;/sup&gt;</td>
<td>6 – 20 participants</td>
</tr>
<tr>
<td>Power Source Curriculum –</td>
<td>$250.00 per hour</td>
</tr>
<tr>
<td>• Session 1: The Core Self</td>
<td>2 hour minimum; $500.00 per</td>
</tr>
<tr>
<td>• Session 2: Stop, Breathe, Choose</td>
<td>session</td>
</tr>
<tr>
<td>• Session 3: Anger Part 1</td>
<td>(13 session max, or $6500.00)</td>
</tr>
<tr>
<td>• Session 4: Anger Part 2</td>
<td></td>
</tr>
<tr>
<td>• Session 5: Dealing with Disrespect and Shame</td>
<td></td>
</tr>
<tr>
<td>• Session 6: Lost Childhoods and Entitlement</td>
<td></td>
</tr>
<tr>
<td>• Session 7: Families – Where We Come From</td>
<td></td>
</tr>
<tr>
<td>• Session 8: Our Friends, our Choice – Part 1</td>
<td></td>
</tr>
<tr>
<td>• Session 9: Our Friends, Our Choice – Part 2</td>
<td></td>
</tr>
<tr>
<td>• Session 10: Offending Behavior – Taking</td>
<td></td>
</tr>
<tr>
<td>Responsibility, Taking Control - Part 1</td>
<td></td>
</tr>
<tr>
<td>• Session 11: Offending Behavior – Taking</td>
<td></td>
</tr>
<tr>
<td>Responsibility, Taking Control - Part 2</td>
<td></td>
</tr>
<tr>
<td>• Session 12: Self-Forgiveness and Forgiving Others</td>
<td></td>
</tr>
<tr>
<td>• Session 13: The Future</td>
<td></td>
</tr>
</tbody>
</table>

Note: Trainings can be customized to condense the number of Sessions.

<sup>*</sup>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.
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:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Development and Process Improvement</td>
<td>$75.00 per hour</td>
</tr>
<tr>
<td></td>
<td>Up to 50 employers annually - average of 20 hours per employer</td>
</tr>
</tbody>
</table>

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 - GED Preparation
EXHIBIT 1 to Contract
between the Sacramento Employment and Training Agency
known as “SETA”, and
Greater Sacramento Urban League
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 Adult Vendor Services in the following area: Adult Literacy – GED Preparation

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

II. SERVICES TO BE PROVIDED

Adult Literacy

CONTRACTOR will provide GED Preparation to assist 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.

**III. EVALUATION/MONITORING**

Internal self-evaluation and monitoring conducted at the CONTRACTOR level is required and is important for effective program management. SETA may, at any time, evaluate CONTRACTOR. Adequate notice shall be given to CONTRACTOR of such action.

**IV. METHOD OF PAYMENT**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Individual Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GED Preparation</strong></td>
<td></td>
</tr>
<tr>
<td>• Language Arts-Writing Module</td>
<td>48 hours @ $409.20 per participant</td>
</tr>
<tr>
<td>• Math Module</td>
<td>48 hours @ $409.20 per participant</td>
</tr>
<tr>
<td>• Language Arts-Reading Module</td>
<td>48 hours @ $409.20 per participant</td>
</tr>
<tr>
<td>• Science Module</td>
<td>48 hours @ $409.20 per participant</td>
</tr>
<tr>
<td>• Social Studies Module</td>
<td>48 hours @ $409.20 per participant</td>
</tr>
<tr>
<td></td>
<td>(5 module max per participant, or $2,046)</td>
</tr>
</tbody>
</table>

**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.
K CONSULTING*

In-Service Training
Educational Services

*Child and Family Services Only
EXHIBIT 2 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
Karen Finley d/b/a K 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 and Education Services**

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

II. SERVICES TO BE PROVIDED

CONTRACTOR will provide In-Service Training and Education Services to SETA Head Start/Early Head Start teaching and support staff and parents that will support and enhance Child Development and Family Services. **All services will be referred to CONTRACTOR by the Program Support Services Manager or designee.**

**In-Service Training** – designed to enhance the skills and abilities and increase effectiveness of staff and parents in serving Head Start Children and their families. Training topics include:

- Effective Change Management
- Leadership Development
- Program Design and Management
- Coaching
**Education Services** – will provide classroom monitoring and assessment to identify areas of concern and recommend correction to insure ongoing program performance including:

- Quality Assurance Monitoring
- Reflective Supervision

### 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:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Individual Rate</th>
<th>Group Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In-Service Training</strong> –</td>
<td>$120 per hour</td>
<td>2 – 4 participants @ $120 per hour</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 – 25 participants @ $170 per hour</td>
</tr>
<tr>
<td><strong>Education Services</strong> –</td>
<td>$120 per hour for Quality Assurance reviews, not to exceed 8 hours per day</td>
<td>2 – 4 participants @ $120 per hour</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 – 25 participants @ $170 per hour</td>
</tr>
<tr>
<td>Quality Assurance Monitoring</td>
<td>$120 per hour</td>
<td>2 – 4 participants @ $120 per hour</td>
</tr>
<tr>
<td>Reflective Supervision</td>
<td>$120 per hour</td>
<td>5 – 25 participants @ $170 per hour</td>
</tr>
</tbody>
</table>

*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 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.
Kristen Smith d/b/a KS Consulting*

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:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Service Training* –</td>
<td></td>
</tr>
<tr>
<td>Training, Technical Assistance</td>
<td>$175 per hour (4 hour max. or $700)</td>
</tr>
<tr>
<td>Training and ongoing support for the Health and Nutrition Coordinator and support staff</td>
<td>$175 per hour (8 hour max. or $1,400)</td>
</tr>
<tr>
<td>Assist Managers with compliance in the health and nutrition content areas</td>
<td></td>
</tr>
<tr>
<td>Support the Director to assess the infrastructure for health, safe environments and nutrition services and strengthen systems as needed</td>
<td></td>
</tr>
</tbody>
</table>

*All services subject to prior management approval.

PAYMENT TO CONTRACTOR:

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All fiscal reports are subject to review and approval by SETA.
LEADERS EVOLVING, INC.

In-Service Training
EXHIBIT 2 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
Leaders Evolving, 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 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 In-Service Training to leaders/management of both Workforce Development Services and Child Development (ages 0-5) and Family Services that will teach the skills needed to be successful in their positions and better serve SETA’s customers. All services will be provided with prior approval by the Head Start Program Support Services Manager or designee, or Workforce Development Management and in accordance with all applicable SETA Directives found on SETA’s Website at www.seta.net.

Contractor will provide:

In-Service Training – Coaching/Leadership Training designed to enhance and build the skills needed by leadership/management in the areas of decision making, communication, team-building, values and authenticity, wellness, personnel management, and organizational development.
Training topics include:

- **Effective Communication Skills**
  - Basic components and factors that influence Communication
  - Communication Styles assessment - learning your own style and how to communicate effectively with other styles
  - Developing effective listening skills
  - Giving and Receiving Feedback

- **Conflict Management Strategies**
  - Defining and recognizing conflict
  - Response options and strategies to use in conflict

- **Managing Accountability of Staff**
  - Developing an approach to managing staff that develops initiative and autonomy
  - Building relationships with staff to have conversations without conflict, regarding accountability

- **Creating a Culture of Learning (including developing behavioral and communication norms)**
  - Developing common norms for communication and behavior in the professional environment
  - Increase positive morale and focus on the department vision/mission

- **Change Management**
  - Learning the stages of change
  - Building effective skills for managing any change

- **Organizational Development**
  - Developing Mission, Vision, Core beliefs
  - Decision-making
  - Structure
  - Customer Engagement

### 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:
<table>
<thead>
<tr>
<th>Activity</th>
<th>Individual Rate</th>
<th>Group Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Service Training*</td>
<td>$250 per hour (4 hour max. or $1000)</td>
<td>$250 per hour (2 – 6 participants) (12 hour max. or $3,000)</td>
</tr>
<tr>
<td>Coaching/Leadership Training:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Effective Communication Skills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Conflict Management Strategies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Managing Accountability of Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Creating a Culture of Learning (including developing behavioral and communication norms)</td>
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<td></td>
</tr>
<tr>
<td>- Change Management</td>
<td></td>
<td></td>
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<tr>
<td>- Organizational Development</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*All services subject to prior management approval.

**PAYMENT TO CONTRACTOR:**

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All fiscal reports are subject to review and approval by SETA.
LEADERS IN COMMUNITY SERVICES

Counseling
Job Readiness/Pre-Employment Skills Training
EXHIBIT 2 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
Leaders in Community Alternatives
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 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: Counseling and Job Readiness Pre/Employment Skills 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.

Counseling

Counseling classes will be provided to individuals or groups who need assistance coping with life issues in order to attain self-sufficiency through participation in SETA program services.
CONTRACTOR will provide an appropriate assessment to determine the priority of needs to be addressed. Based on results, an individualized participant plan will be developed to determine which evidence-based classes clients will attend, in what dosage, and their readiness to begin the classes. Classes include:

**Substance Abuse**
Meets twice per week and includes 24 lessons at 90-minutes each. As an educational class, it has the goals of understanding substance abuse, recovery, and relapse prevention. There is implementation of tools to recognize and manage issues and challenges related to those areas.

- Consequences of substance abuse
- Classes of drugs
- Reasons for using
- Recognizing addiction
- Addiction risk factors
- Recovery process
- Relapse basic principles
- Managing relapse warning signs

**Seeking Safety**
Men and women meet in separate groups twice per week, and includes 24 lessons at 90-minutes each. Focus is on coping skills for participants with a history of trauma and substance abuse.

- Detaching from emotional pain
- Self-care
- Warning signs
- Recovery thinking
- Setting boundaries
- Coping with triggers
- Healthy relationships
- Healing from anger

**Anger Management**
Comprised of 12 weekly 90-minute sessions, this model employs relaxation, cognitive and communication skills.

- Events and cues: Understanding anger
- Anger control plans
- How to change the aggression cycle
- Cognitive restructuring
- Alternatives for expressing anger
- Assertiveness training conflict resolution model
- Anger and the family
Job Readiness

CONTRACTOR utilizes an instructional approach that relies heavily on interactive and role playing exercises to help build client competence and confidence to go out on interviews and once hired, to retain the job. Contractor will provide clients with individualized instruction and support as part of the job readiness workshops which will teach clients valuable skills and address the following:

- Examine the role of work, willingness to learn, and appropriate workplace behavior
- Understanding areas of interest and evaluating employment skill set
- Preparing for the application and interview process and resume writing techniques
- Job-searching skills
- Personal presentation and basics of communication
- How to discuss conviction and criminal history on an interview
- Planning for career advancement

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report and class/workshop sign-in sheets when services have been provided. 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:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Individual Rate</th>
<th>Group Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counseling Services:</td>
<td>$70 per hour</td>
<td>6 – 12 clients</td>
</tr>
<tr>
<td>- Substance Abuse</td>
<td>(12 hour max., or $840)</td>
<td>$250 per session</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(24 session max., or $6,000)</td>
</tr>
<tr>
<td>- Seeking Safety</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Anger Management</td>
<td></td>
<td>6 – 12 clients</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$250 per session</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(24 session max., or $6,000)</td>
</tr>
<tr>
<td>Job Readiness/PreEmployment Skills Training</td>
<td>$70 per hour</td>
<td>6 – 25 clients</td>
</tr>
<tr>
<td></td>
<td>(12 hour max., or $840)</td>
<td>$250 per session</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(24 session max., or $6,000)</td>
</tr>
</tbody>
</table>
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.
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:
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.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Individual/Group Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Interpretation/Translation Assistance</strong>*:</td>
<td></td>
</tr>
<tr>
<td>• Sign Language, Deaf and Oral Interpreting – Utilizing American Sign Language (ASL), spoken English, and oral interpreters.</td>
<td>$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.</td>
</tr>
<tr>
<td>• Tactile Interpreting – Utilized by individuals who are both deaf and blind and includes signing in the customer’s hands.</td>
<td>$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.</td>
</tr>
<tr>
<td>• 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.</td>
<td>$30.00 per 15-minute increment</td>
</tr>
<tr>
<td>• 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.</td>
<td>$125.00 per hour, per captioner (2 hour minimum)</td>
</tr>
</tbody>
</table>

*Flat Rate for Multi-Hour Assignments*

$300.00 per 3-5 hour assignment, per interpreter

*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.*
OK Training Program, LLC

In–Service Training
EXHIBIT 2 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
OK Training Program, LLC
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

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 with the goal of improving and enhancing job readiness training, and increasing job placement and retention outcomes for disadvantaged, at-risk youth and adults.

In-Service Training – Training topics include:

- **The Solution Principle**: Employment Specialists who learn and consistently practice the Solution Principle will increase their outcomes for generating job interviews and job placements, even when employers have no openings.

  1. **“An Overview of The Solution Principle”** – Participants will be introduced to this out-of-the-box, paradigm-shifting component of The Job Placement Principles, and learn why and how the Solution Principle will super-charge their job development / job placement activities and outcomes. This session will explain the Solution Principle and why it is considered the “foundational principle” on which the two principles rest. This session will also include role-
play, and examples and case studies on Employment Specialists who utilized the Solution Principle to boost their job placement and job retention outcomes.

2. “Why Employers Hire” – This session will discuss and demonstrate various reasons why most employers hire. Through guided discussions and examples, the Trainer will focus the group’s attention on the “main” reason most employers hire and how to use this information to create highly effective “solution-focused” presentations to employers that will generate job interviews and job placements, and boost retention outcomes.

3. “The Game Plan for Practical Implementation” – This session will include field-tested strategies and methods for implementing The Solution Principle and utilizing it as part of the Employment Specialists everyday work activities. Participants will learn how to research and identify businesses most-likely to be receptive to “solution-focused” presentations, how to deal with “gatekeepers” and connect with individuals who make the hiring decisions, how to encourage and prompt employers to interview your candidates, how to prep candidates for the job interview, and effective strategies for negotiating job offers for win-win outcomes.

- **The Discovery Principle:** Employment Specialists who develop a deep understanding of their Local Workforce Development System and consistently practice the methods and strategies of the Discovery Principle will discover a trove of hidden employment opportunities and increase their outcomes for generating job interviews and job placements, even when employers have no openings.

1. “The Workforce Investment Board (WIB)” – Participants will learn how to utilize their local WIB as a networking opportunity and highly reliable source for generating job referrals that result in job placements.

2. “Union Construction Jobs” – Participants will learn practical and effective ways for developing jobs and making job placements on construction job sites that use contractors who are signatory to Labor Union Trade Agreements. Training will focus on how to utilize and leverage Union Dispatching Halls, Union Pre-Apprenticeship and Standard Apprenticeship Training Programs, and other relevant topics.

3. “Government Agencies” – Participants will learn practical and effective ways for developing jobs and making job placements within a variety of government agencies, including Housing & Redevelopment Agencies, Department of Public Works, Public Utility Commissions, and other agencies.

4. “Eligible Training Providers List (ETPL)” – Participants will learn practical and effective strategies for developing jobs and making job placements utilizing the resources and opportunities from agencies and organizations on the ETPL.

5. “Private Business Sectors” – Participants will learn practical and effective ways for developing jobs and making job placements in a wide variety of categories, including Professional Services related to construction, High-Tech, Hospitality, etc.
The Transformation Principle: Employment Specialists who teach Job Seekers/Customers professional job search strategies and skills, and encourage their trainees to develop the mindset of a professional Job Developer will increase the probability of Job Seekers/Customers conducting highly effective, “self-directed” job search activities and ultimately placing themselves, even when employers have no openings.

1. “An Overview of The Transformation Principle” – Participants will learn strategies and methods for encouraging transformative thinking and transformative behaviors and empowering their Job Seekers / Customers to take responsibility for their job search activities and outcomes.

2. “Preparing Job Seekers/Customers for Success” – This session will focus on how to prepare Job Seekers / Customers to take full advantage of employment opportunities generated by The Solution Principle and the other Job Placement Principles. Workshop participants will be introduced to “solution-based” Job Readiness Training curriculum that compliments The Job Placement Principles and should always be incorporated into the training sessions.

3. “Job Placement Multipliers” – Participants will learn about three powerful strategies for boosting their job placement outcomes and job retention outcomes by generating “multiple streams” of job placements. The strategies are (3 separate workshops):
   
   (a) Direct Referral & Placements (DRPs): Most Employment Specialists rely almost exclusively on DRPs. But, as will be explained in these sessions, DRPs are only one component of a comprehensive job development strategy.

   (b) Indirect Referrals & Placements (IRPs): Employment Specialists will learn how to utilize IRPs to encourage Job Seekers /Customers to take on greater responsibility for their job search outcomes. Employment Specialists who consistently utilize IRPs will notice a significant increase in job placement outcomes.

   (c) Self-Referrals & Placements (SRPs): Finally, participants will learn how to transition Job Seekers / Customers from IRP status to SRP status. SRPs require minimal assistance with job search activities. These proud individuals will be empowered to rely almost exclusively on self-directed job search activities, and usually place themselves.

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:
<table>
<thead>
<tr>
<th>Activity</th>
<th>Individual Rate</th>
<th>Group Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Service Training* –</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The Solution Principle (3 Workshops)</td>
<td>• 1. Overview of the Solution Principle</td>
<td>$200.00 per hour (4 hours max, or $800.00)</td>
</tr>
<tr>
<td></td>
<td>• 2. Why Employers Hire</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 3. The Game Plan for Practical Implementation</td>
<td>6 – 30 participants @ $300.00 per hour</td>
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<tr>
<td></td>
<td></td>
<td>4-hour min, $1,200.00 per Workshop</td>
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<tr>
<td></td>
<td></td>
<td>(14 Workshop max, or $16,800.00)</td>
</tr>
<tr>
<td>• The Discovery Principle (6 Workshops)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 1. The Workforce Development Board</td>
<td></td>
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<td></td>
<td>• 2. Union Construction Jobs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 3. Non-Union Construction Jobs</td>
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<td></td>
<td>• 4. Government Agencies</td>
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<tr>
<td></td>
<td>• 5. Eligible Training Providers List (ETPL)</td>
<td></td>
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<tr>
<td></td>
<td>• 6. Private Business Sectors</td>
<td></td>
</tr>
<tr>
<td>• The Transformation Principle (5 Workshops)</td>
<td>1. Overview of The Transformation Principle</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Preparing Job Seekers/Customers for Success Topic</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Job Placement Multipliers (3 Separate Workshops)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) Direct Referral &amp; Placements (DRPs)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(b) Indirect Referrals &amp; Placements (IRPs)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(c) Self-Referrals &amp; Placements (SRPs)</td>
<td></td>
</tr>
</tbody>
</table>

*All services offered by OK Training Program 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.
ON MY OWN COMMUNITY SERVICES

Job Readiness/Pre-Employment Skills Training
Job Retention Skills
Life Skills/Success Skills
EXHIBIT 1 TO CONTRACT
between the Sacramento Employment and Training Agency
known as “SETA”, and
On My Own Community Services
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: Job Readiness/Pre-Employment Skills Training, Job Retention Skills, and Life Skills/Success Skills.

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 Job Readiness/Pre-Employment Skills Training, Job Retention Skills training, and Life Skills/Success Skills to individuals who need assistance to successfully obtain and/or retain employment, develop interpersonal skills, work behaviors, and/or functional capabilities to achieve and maintain positive employment outcomes.

VS provided by CONTRACTOR shall be provided in workshop format as described below.
Job Readiness/Pre-Employment Skills Training

Curriculum consists of four (4) workshops to include:

Job Search Techniques & Tracking
Workshop will encourage creativity in the search process particularly with the use of several techniques which may include the local market, online searches, cold calls, word-of-mouth, networking, career center and career fairs; discussion of most common search sites for employment (i.e., Craig’s List, Indeed, Monster); and demonstration of effective methods to track job search activities.

Cover Letters & Resumes
Workshop will discuss the salutation, the opening, the hook, the “paragraph of knowledge,” and the close for cover letters; provide successful cover letter templates as guidelines; discuss the key components of a successful resume including name and contact information, specific objective, qualifications, education, experience, activities/honors, and references; share strategies to obtain good references; and provide effective resume examples.

Business Attire & Successful Interviews
Workshop will cover topics including the best fit and fabric for clothing, grooming, accessories, shoes, and other key considerations for business attire; emphasize that the applicant’s attitude is one of the strongest assets for the interview; share tips for a solid interview experience such as bringing a notepad and pen, arriving early, using direct eye contact, thanking the interviewer, having a firm handshake, and applying communication skills.

Follow-up Techniques
Workshop will discuss thank-you notes or e-mail messages and follow-up calls; share successful templates and scripts for each follow-up technique.

Job Retention Skills

Service is designed to assist clients in developing skills for successful job retention and advancement. Clients will be guided to identify problems, propose solutions, and achieve outcomes to improve performance. Topics that will be addressed include:

- Job Specific Work Tasks
- Work Habits, including areas of: Attendance / Punctuality / Following Procedures / Cooperation / Taking Initiative / Grooming & Hygiene
- Work Performance, including areas of: Understanding of Job Tasks / Accuracy / Quality / Work Pace / Focus / Passing Probation
- Interpersonal Skills, including areas of: Supervisor / Co-workers / Customers / Public / Job Coach
Life Skills/Success Skills

Consists of five (5) workshops to include:

- Renting and Relocation – Workshop will cover applying for low-income properties and the differences between Sacramento Housing and Redevelopment Agency’s vouchers; helping clients identify their needs and preferences in a property (handicap accessible, wheelchair accessible bathrooms, on-site security, washer/dryer offered, close to bus routes, etc.); the application process and setting up utilities including low-income utility assistance programs, completing the leasing process and understanding renter’s rights and responsibilities.

- Money Management & Record Keeping - Workshop will include understanding sources of income, estimating expenses, creating budget limits, managing spending, banking, keeping account records, and creating/maintaining a filing system for all types of documents.

- Community Resources - Workshop will include finding and accessing community resources related to the client’s needs. Examples include: vocational programs, social/recreational/leisure programs, government benefits, emergency services, etc. Services and programs are offered by cities and some by counties. Some programs are state funded and require an appointment at the closest state office, such as Department of Rehabilitation or Social Security Administration. County services might include In Home Supportive Services (IHSS) and Housing Choice Voucher Program (formerly known as Section 8 Housing). Lastly, each city has their own resources through the recreation department, cultural groups, churches, and other groups which might include food banks and clothes closets. Accessing these resources may involve phoning, filling out forms and applications, preparing for appointments which might include hygiene, grooming, role-playing, etc. Finding transportation and mobility training also come under this workshop.

- Functional Academics - Workshop will include learning practical skills that help client do the tasks of independent living (learning to use a calculator, counting money to typical amounts, reading and writing name/address/phone number, reading and writing times/dates, using a calendar/planner, reading/recognizing road signs, reading and understanding package directions, basic computer skills, and telling time (digital clock).

- Self-Advocacy & Conflict Resolution - Workshop will include training assertiveness and communication skills needed in any type of situation, joining self-advocacy committees/groups, anger management, and parenting groups.
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:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Group Rate Per Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Readiness/Pre-Employment Skills</td>
<td>1 – 3 participants @ $45 per hour (12 hour max or $540)</td>
</tr>
<tr>
<td>Training</td>
<td>4 – 8 participants @ $50 per hour (12 hour max or $600)</td>
</tr>
<tr>
<td>Job Retention Skills</td>
<td>9 – 15 participants @ $55 per hour (12 hour max or $660)</td>
</tr>
<tr>
<td>Life Skills/Success Skills</td>
<td>16 – 25 participants @ $70 per hour (12 hour max or $840)</td>
</tr>
<tr>
<td></td>
<td>25+ – participants @ $95 per hour (12 hour max or $1,140)</td>
</tr>
</tbody>
</table>

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.
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.
ATTACHMENT A

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
RIVER OAK CENTER for CHILDREN*

Mental Health Services
*For 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:
<table>
<thead>
<tr>
<th>Activity</th>
<th>Fees</th>
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<tbody>
<tr>
<td><strong>Mental Health Services</strong>*</td>
<td></td>
</tr>
<tr>
<td>• Classroom Observation</td>
<td>• $107.00 per hour</td>
</tr>
<tr>
<td>• Consultation</td>
<td>• $107.00 per hour</td>
</tr>
<tr>
<td>• Classroom Support</td>
<td>• $107.00 per hour</td>
</tr>
<tr>
<td>• Parenting Classes and Consultation</td>
<td>• $4,280.00 per class series</td>
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<tr>
<td></td>
<td>(2 hours per week, 10 to 14 weeks)</td>
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<td>(Minimum 8/Maximum 14 attendees)</td>
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*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 (English/Spanish)
Financial Literacy/Planning
Informational Workshops
Interpretation/Translation Assistance
Job Readiness/Pre-Employment Skills Training
Vocational Assessment
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
   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 Workshops
In-Service Training
Interpretation/Translation Assistance
Job Readiness/Pre-Employment Skills Training
Job Retention/Life Skills
Vocational Assessment
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.
WEAVE

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.
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between the Sacramento Employment and Training Agency
known as “SETA”, and
Wellspace Health
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

All services provided require prior approval of SETA management. CONTRACTOR will provide outpatient alcohol and other drug (AOD) counseling services to adults at their licensed outpatient facility. Counseling will be provided by credentialed addiction treatment clinicians that have requisite experience and training working with co-occurring disorders.

**Counseling (Core Treatment)** – Referred clients will concurrently attend bi-weekly 90 minute Drug Education Groups. Topics will include Drugs and the Brain, Addiction, Health-HIV and HCV, Family Systems, Anger Management, Communication, Recovery/Life Skills, Drugs and the Law, and Relapse Prevention. On alternating weeks, clients will attend 90 minute, gender specific Process Groups facilitated by a same-sex counselor. Clients will be allowed to articulate and consolidate treatment gains and increase self-directed behavior.

**Counseling (Aftercare)** – Clients will attend 90 minute aftercare groups for approximately 90 days. These sessions will consolidate gains, monitor relapse triggers, and identify ongoing or emerging needs.
Psychiatric Counseling Services – CONTRACTOR will provide mental health screening, psychiatric evaluation and follow-up, medication evaluations, prescription evaluations and management, and individual counseling. A treatment plan for individualized counseling will be prepared for each client, which will include a statement of problem(s) to be addressed, statement of goal(s) that address the problem(s), action steps taken by assigned staff and/or client to accomplish the goal(s), target dates for accomplishment of goal(s) and resolution of problem(s).

Drug Testing - CONTRACTOR will provide random testing of referred clients, not to exceed three (3) tests per client.

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 (Core Treatment)
- Individual Rate: Intake Fee - $150
  $75 per session
  (24 sessions maximum for $1,800)
- Group Rate: $40 per session per client
  (24 sessions maximum per client or $960)

Counseling (Aftercare)
- Individual Rate: $75 per session
  (6 sessions maximum or $450)
- Group Rate: $40 per session per client
  (12 sessions maximum per client or $480)

Psychiatric Counseling Services
- Individual Rate: Intake Fee - $225
  $125 per session
  (6 sessions maximum or $750 per person)

Drug Testing
- Individual Rate: $10 per test
  (3 tests maximum or $30)

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All fiscal reports are subject to review and approval by SETA.
• Develop problem identification and solving skills that they can apply to all aspects of their lives and their clients’ lives.
• Lead their clients to better understand their role in their own transitions.
• Demonstrate increased capacity around client advocacy and understand the difference between doing for their clients and advocating with them.
• Better manage time and caseloads.
• Identify and address performance challenges and create pathways for forward growth.

III. METHOD OF PAYMENT

CONTRACTOR will submit a Monthly Fiscal Report and workshop sign-in sheets (if applicable) when services have been provided. 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:

**Four Hour Workshop**

6-20 participants per workshop  
$75 per participant; $1,500 maximum

21-50 participants per workshop  
$37.50 per participant; $1,875 maximum

**Eight Hour Workshop**

6-20 participants per workshop  
$120 per participant; $2,400 maximum

21-50 participants per workshop  
$60 per participant; $3,000 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 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.