

EXHIBIT "A"

'SCOPE OF WORK'

CONTRACTOR proposes to provide services to Hidalgo County that will further the following goals and objectives of the Initiative, hereinafter referred to as the Advancing Career Education Initiative ("ACE") for attracting, retaining, and developing talent that meets the needs of current industry and supports the development of future business location in the area:

- (a) Strengthen skills development and career advancement;
- (b) Develop higher skill and higher wage jobs; and,
- (c) Address professional shortage areas (e.g., allied health).

CONTRACTOR will continue, in alliance with vested workforce development partners, with a proactive program of work that has proven to be **solid investment in the transformation of the community's workforce and thus impacting sustainable economic growth in the county.**

The Industry Cluster Analysis for the Lower Rio Grande Valley study prepared for Workforce Solutions, Inc. by TIP Strategies identified the **Top 20 Occupations Based on 2000-2014 Forecast** and ranked demand occupations as follows: Registered nurses (#1), Home health aides (#2) personal and home care aides (#3) nursing aides (#6), licensed and vocational nurses (#7), and medical assistants (#20). These industry indicators in Allied Health require Hidalgo County to prepare our residents to take advantage of these opportunities by development the training programs required by the employers.

PROGRAMS REQUESTED

Specifically, CONTRACTOR will provide the following services:

In alignment with the ISD, employers, local institutions of higher education and in particular with STC and UTRGV, CONTRACTOR will augment the demand driven focus by implementing the *Advancing Career Education Initiative* ("ACE"), specifically by increasing employment opportunities in Hidalgo County in Allied Health, and other prospective industries, including but not limited to Manufacturing, Technology, Business, **Education and Social Services**. The Allied Health industry sector has independently demonstrated the fastest growing area of demand for an array of skill sets as well as the fastest growing in new business investment and expansion of existing entities in Hidalgo County. Accordingly, the County of Hidalgo seeks to further invest in preparedness programs for development of the skills sets required to meet the needs of the rapidly growing health care sector and other prospective industries.

As part of the County's *Advancing Career Education Initiative* ("ACE"), CONTRACTOR will augment the efforts in the recruitment, assessment, career counseling, training and job placement support in the Allied Health and other prospective industry sectors. CONTRACTOR, as part of the *Advancing Career Education Initiative* ("ACE"), will specifically address the need for "available skilled labor force" which is the #4 site selection criteria in the recruitment of new industry (Site Selection Dec. '07).

The Hidalgo County expects that the CONTRACTOR meets or exceeds all performance standards. The services will be contracted from May 1, 2016 to December 31, 2016. Failure to meet a performance standard may require a corrective action plan prior to renewal. The corrective action plan will identify the steps the CONTRACTOR will take to meet the standards in the upcoming year.

SKILLS DEVELOPMENT PROGRAMS IN ALLIED HEALTH AND OTHER PROSPECTIVE INDUSTRIES PROGRAM OF STUDY

The program will provide for the following workforce training and development areas:

Pre-Post Secondary Occupation and Training Programs (Pre-PSOT): Pre-PSOT programs are designed to give students a leg up in their quest for completing a one year or two year training program leading to self-sufficiency. The components that are completed during this phase are critical to one's ability to qualify for certificates and include such core areas as TSI (Texas Success Initiative), and other Allied Health or other prospective industries Pre-Requisites.

Certificate Training Programs: One year Certificate Training programs allow for students to enter gainful employment on a relatively short term basis. The CONTRACTOR will sponsor one year training programs in Allied Health and other prospective industries. Two year Certificate Training and/or Associates Degree programs are designed for students who are able to undertake a more substantial commitment toward achieving their educational and career goals. The CONTRACTOR will sponsor two year training programs in Allied Health and other prospective industries.

Customized Training Programs: These programs allow for students to enter gainful employment on a short term basis. These programs are designed to be flexible and can be completed in as little as three months. Programs in this area will be related to Allied Health and other prospective industries and may include programs such as a customized Patient Care Assistant (PCA) Program designed to transition C.N.A's to PCA's.

Support Services: including transportation and social services referral. Critical to the success of the CONTRACTOR's programs is the commitment to provide adequate and effective support services. Supportive services eligible for reimbursement through this Agreement include only the following line-items: transportation, child care, tuition, test fees, books/materials/uniforms, tools and equipment, training aids, rent, utilities and medical.

Comprehensive Case Management, including Career Planning, Counseling services, and Follow Up Services: The CONTRACTOR will provide and maintain a professional staff of counselors who strive for excellence in their work and never tire of helping to solve the problems and barriers people face while they commit to completing their educational and employment goals. Case managers meet with participants weekly in group sessions to discuss concepts such as coping with stress, effective study techniques, and social responsibility. Counselors also meet with participants individually to help address individual barriers such as family difficulties, personal finances and course difficulties. The counselor acts as a facilitator whose role is to empower students to take control of their situation and ensure the student's successful completion of the program, thus helping participants learn to balance school, home and family.

COMMUNITY AWARENESS (Student Outreach/Employer Development)

The CONTRACTOR will launch an aggressive outreach program to the underserved population in Hidalgo County pockets not traditionally tapped. An organized and consistent effort will be developed

to work with the high schools to inform the students about the opportunities offered by this program in the specific sectors herein defined. It is our intent to do these orientations immediately preceding the job fairs so that the students will be better informed about the existing employment demand, the income opportunities, and the availability of immediate assistance to initiate their training in these sectors. The CONTRACTOR will work with the various public assistance organizations and collaborate closely with the work force board to provide each with the specifics of the Building Future Talent Initiative they too can serve to disseminate the information when applicable.

This community awareness effort serves to meet a multitude of objectives: Educate our workforce about the existing demands in the workplace for which we are structured to provide immediate and complete assistance for them to take advantage;

- a) Educate the community at large about the aggressive and focused efforts that the County of Hidalgo and the vested work force development partners have in place to meet the job demands and grow the economic base;
- b) Inform our existing employers that the community is here well after their recruitment to help develop the quality workforce that they need to grow their business.

OUTREACH, RECRUITMENT AND ORIENTATION

Outreach and recruitment involves identifying potentially eligible residents. This includes, but is not limited to, developing relationships with schools and community organizations and communicating program services to the community. Orientation involves insuring that applicants understand the services available, program policies and the performance requirements of the program.

INTAKE

Intake includes informing applicants about program eligibility requirements and conducting interviews to collect personal socio-economic and demographic information. Process preliminary eligibility determination and refer ineligible applicants to appropriate outside agencies and services.

ASSESSMENT

Assessment may include standardized testing, interview(s) with program staff, writing samples, or other methods.

ENROLLMENT

Enrollment and/or referral of students should be based on information gathered from eligibility determination, the initial assessment, and after presentation of the full array of service options has been provided.

GOALS, OBJECTIVES & PERFORMANCE INDICATORS

Targets and Outcomes

- Number of CONTRACTOR participants trained: 23
- Number of Completers: 80% (or more)
- Number receiving counseling: 100%
- Number receiving career planning: 100%
- Number receiving support services: 100%
- Number receiving job placement services: 80% (or more)

CONTRACTOR will operate the Initiative to assist economically disadvantaged, underemployed, and underemployed individuals that meet the following eligibility criteria:

- Eighteen (18) years of age or older
- Receiving Food Stamps, TANF
- Low income with family responsibilities
- Underemployed (less than \$8.50/hr.) individuals with family responsibilities
- Unemployed individuals with family responsibilities

PLACEMENT

CONTRACTOR shall be responsible for customer placement and retention.

DOCUMENTATION

CONTRACTOR shall be responsible for the appropriate student documentation to be maintained in the student records. The CONTRACTOR shall assume the responsibility to maintain pertinent, relevant, supportive documentation for all financial transactions. CONTRACTOR will comply with all applicable federal, state, and local policies for financial management.

CONTRACTOR QUALIFICATIONS

The County of Hidalgo is seeking to contract with a competent company or organization, registered and licensed (if applicable) for the services being requested in the RFP and/or do business in the State of Texas, who has experience in, but not limited to:

- A. The CONTRACTOR must have experience in the field related to skills development programs, career counseling, training, and job placement support working closely with students on their efforts of continuing education and commitment needed for success.
- B. The CONTRACTOR must have experienced and consolidated established relationships working with community and private industry leaders at identifying, addressing and linking employers' needs and education programs to develop a skilled workforce within the county.

PERSONNEL AND STAFFING

The CONTRACTOR should provide an organizational chart for the Initiative and describe company experience in similar Initiatives, staff assigned to the Initiative, proof of financial stability, and a minimum of 3 industry references. Biographic summaries that highlight the experience relevant to the specific Initiative responsibilities should be provided for all proposed personnel. There is a one (1)

page limitation for each biographic summary provided.

REQUIRED CERTIFICATIONS AND SUBMITTAL

This section will contain any licenses and certifications as required by HIDALGO COUNTY, STATE OF TEXAS, etc. The CONTRACTOR should add copies of their Professional Liability Insurance in the response.

PROPOSAL SUBMISSION

CONTRACTOR will submit the proposal in accordance with Exhibit "A" (Target group, expected outcomes, program requested, and community awareness).

BILLING AND REPORTING PROCEDURES

Accordingly with Exhibit "A, CONTRACTOR shall submit to the COUNTY JUDGE'S OFFICE on a monthly basis, no later than ten (10) business days after the close of each month, an itemized billing package and performance report for the prior month, the formats for which are attached hereto and incorporated herein as Exhibit "B" and Exhibit "C". The CONTRACTOR will also submit a copy of these reports to County's Executive Office and Budget and Management Department. CONTRACTOR shall submit any other reports as may be requested by COUNTY to document COUNTY's liabilities under this Agreement.

CONTRACTOR shall provide written confirmation that the individuals listed in the monthly report reside in Hidalgo County or fulfill one of the two priority areas listed in Article III. Should any of the individuals listed in Exhibit "C" monthly report relocate outside Hidalgo County or not fulfill one of the two priority areas listed in Article III, that person shall be immediately removed from The Initiative. CONTRACTOR may, with written approval by the COUNTY, replace that individual but may only expend the balance of the funds allocated to the slot of the individual that was removed.