PART I

A. APPLICANT INFORMATION

1. **Applicant Name:** City of La Habra - Ready SET OC

Address: 110 E. La Habra Blvd.

City/State/Zip: La Habra, CA, 90631

Phone: (562) 383-4010 Fax: (562) 383-4474

Applicant Website: www.lahabraca.gov Email: jsadro@lahabraca.gov

*D-U-N-S Number: 094714938 W9 (Federal ID Number): 95-6000730

**The County requires a valid D-U-N-S number upon application submittal. If needed, your company may obtain one at no cost at www.dnb.com.*

2. **Authorized Person:** For this RFP, the "Authorized Person" is the individual within your organization who has the authority to enter into a contract. The authorized person will be copied on all correspondence.

Authorized Person's Name: Jim Sadro

Authorized Person's Title: City Manager
(i.e., Executive Director, Organization's Signature Authority)

Phone: (562) 383-4010 Fax: (562) 383-4474

Email: jsadro@lahabraca.gov

☐ Check here if the address for the Authorized Person is the same as that of the organization.

Address: 110 E. La Habra Blvd.

City/State/Zip: La Habra, CA, 90631

3. **Contact Person:** For this RFP, the "Contact Person" will be the primary recipient for all correspondence related to this RFP. The contact person should be available to respond to any inquiries throughout the RFP process.

Contact Person's Name: Diane Nuno-Gomez

Contact Person's Title: Employment and Training Program Manager

Phone: (562) 383-8860 Fax: (714) 676-4001

Email: diane.gomez@readysetoc.com

☐ Check here if the address for the Contact Person is the same as that of the organization.

Address: 675 Placentia Ave, Suite 300

City/State/Zip: Brea, CA, 92821

B. APPLICANT PROFILE

1. **Applicant's Legal Name:** City of La Habra - Ready SET OC
2. Business Address: 110 E. La Habra Blvd., La Habra, CA, 90631
3. Telephone Number: (562) 383-4010 Fax: (562) 383-4474
4. Website Address: www.lahabraca.gov Email Address: jsadro@lahabraca.gov
5. Years in Operation: 99 years Length of time in current location: 7 years
6. Years of Experience serving the targeted population: 50 years
7. Is your firm:

Non-Profit 501(c)(3)	☐ Yes	☑ No
For-Profit	☐ Yes	☑ No
Local Government	☑ Yes	☐ No
Faith-based	☐ Yes	☑ No
Sole Proprietorship	☐ Yes	☑ No

If yes, indicate if doing business under a different name: _____

Incorporated	☑ Yes	☐ No

If yes, State of Incorporation: California

8. If incorporated or partnership, list the individual/titles or organizations holding more than 5% interest in the business.

N/A - Municipality _____ _____

_____ _____

_____ _____

9. If submitting a consortium/partnership, the Applicant will be identified as the Primary/Lead organization. List all the originations involved and include the percentage of the budget allocated for each organization.

N/A _____ Percentage Allocated: _____

_____ Percentage Allocated: _____

_____ Percentage Allocated: _____

10. If submitting a proposal that includes sub-contractors, list the origination(s) involved and identify the program services they will be providing.

N/A _____ Service Description: _____

11. Provide a high-level summary description of your project.

The City of La Habra has a longstanding history of successfully implementing workforce development programs in the greater Orange County area. Over the past 50 years, our city has been dedicated to addressing the needs of transitional-age youth through the WIOA Youth program, aiming to overcome barriers hindering their success. This proposal builds upon our past experiences to provide comprehensive employment and educational services, with the primary goal of preparing youth for further educational growth and achieving self-sufficiency through employment.

Our program will specifically target transitional-age youth facing various barriers, including homelessness, high school dropout status, justice involvement, and other challenges preventing them from attaining self-sufficiency.

To ensure the success of our program, we have developed holistic strategies that address the individual needs of each youth. We will offer a range of services aligned with the 14 WIOA program elements, including educational support, job readiness training, financial assistance, and leadership development.

These services will be delivered county-wide through a combination of one-on-one case management and partnerships with community organizations. By collaborating with alternative education schools, homeless outreach centers, foster care agencies, and probation facilities, we will ensure that youth have access to the support they need to succeed.

Additionally, our program will include in-house work experience opportunities and vocational training funding to further enhance the skill development of participants. The City of La Habra is well-equipped to manage the financial aspects of the program, with strategic enrollment cohorts ensuring responsible spending and compliance with federal grant requirements. We have the administrative and fiscal capacity to maintain accurate documentation, internal

monitoring, and corrective action procedures. Our commitment to rigorous case management practices and record retention will ensure that we meet all federal guidelines and deliver high-quality services to the youth in our community.

The City is requesting $2,287,500 to serve 420 Out-of-School youth and $762,500 to serve 140 In-school-youth.

(If more space is needed, please attach a separate sheet)

C. ORGANIZATIONAL BACKGROUND

1. **Does your organization expend $750,000 or more a year in federal funds?** ☑Yes ☐No
2. **Is your organization an existing or past recipient of WIA/WIOA funding?** ☑Yes ☐No
3. **If applying as a consortium/partnership, please provide letters of agreement between the partners detailing the commitment of each partner.**
   N/A
4. **Describe the organization's goals, objectives, and mission.**

Guided by the city of La Habra's ethos of 'A Caring Community,' our organization is committed to empowering youth to achieve self-sufficiency in today's economy. Our mission is to provide opportunities for youth to gain the skills and knowledge necessary to thrive in the workforce, engage meaningfully in their communities, and pursue further educational pathways.

We accomplish this mission by equipping youth with the expertise needed to succeed in high-demand industries through vocational programs and work experiences that run parallel to educational preparation.

Aligned with this mission, our organization has set clear goals and objectives to guide our efforts. These objectives are established at the outset of each youth's enrollment in our program, as part of their individual service plan. Through this plan, we tailor our services to address each youth's specific educational and employment goals, thereby facilitating their journey towards self-sufficiency.

We understand that the path to self-sufficiency may vary for everyone, particularly for those facing barriers to success. For instance, youth with a justice-involved background will receive specialized support to identify and pursue in-demand careers that align with their skills and aspirations.

To complement these overarching goals, we have developed a series of work readiness workshops aimed at enhancing essential skills beyond mere job training. These workshops cover topics such as Financial Literacy and are supplemented with curriculum from the Center

for Work Ethic Development, focusing on fostering positive attitudes, responsibility, and accountability.

Furthermore, we offer a variety of opportunities for skill development, including Work Experience (WEX), On-the-Job Training, and occupational training programs. Our case managers, drawn from diverse backgrounds, stay abreast of the latest workforce trends to ensure that our offerings remain relevant and accessible.

Innovative approaches, such as virtual reality (VR) headsets, are also integrated into our program to provide immersive experiences in various career fields. Through VR simulations, youth can explore in-demand careers in a controlled environment, empowering them to make informed decisions about their future educational and career pathways.

In addition to virtual experiences, we are committed to providing both virtual and in-person work readiness workshops to support youth in reaching their full potential of self-sufficiency. These workshops serve as a vital resource for youth as they navigate their chosen career or educational paths.

5. Provide a brief description of your organization's accounting system and controls in place.

The City of La Habra uses SunGard Bi-Tech accounting system. It is a comprehensive financial management system designed for government and public administration and non-profit organizations. The city has the following controls in place for SunGard Bi-Tech:

1. System Access Controls – controlling access to different parts of the system through passwords, lockouts, and electronic access logs.
2. Built-in Error Detection – using a double entry system adds reliability by ensuring that the books are always balanced; otherwise, the system will flag an error message.
3. Separation of Duties – separating critical tasks such as preparing, entering, posting, reviewing accounting entries between 2 or more employees
4. Approval Authority Requirements – requiring specific managers/supervisors to

authorize certain types of transactions before action can be made.

5. Periodic Reconciliations – reconciliation can ensure that balances in the system match up with balances in accounts helped by other entities including banks, suppliers, CalPERS, etc.

6. Describe the organization's fund development method.

When there is a new funding source identify by the City, the City Finance Staff does a detailed analysis to determine whether to create a new fund, what type of fund, and what accounting basis to use for that source based on several characteristics such as funding purpose, funding duration, funding amount, and spending constraint. The City Finance Staff also consult with an independent external auditor to ensure proper accounting treatment of fund development. After that, the Finance Director assigns a fund number and creates the fund in the accounting system. This action is reviewed by either the Finance Manager or Accounting Supervisor.

7. List the person(s) who have the legal authority to sign contracts and other legal documents, payment requests, and checks related to this application proposal.

   Jim Sadro, City Manager

   Kelly Fujio, Director of Community Services

   Kim Albarian, Deputy Director of Community Services

8. Audit Requirements as defined in Section I.I. of the RFP:

   Audits must be conducted by an independent CPA and must include a description of corrective action taken for any findings identified by the auditor, both of which will be reviewed by the OC Community Services Accounting Manager or designated staff. Submit required audited documents as it relates to your organization:

   a. Applicants who have expended Federal funds over $750,000 are required to submit two (2) years of Single Audit reports (FY 2020/21 and FY 2021/22). Refer to Section II.J.3. of the RFP document for more details related to Single Audit requirements.

   b. Submit copies of your organization's audited financial statements for FY 2020/21 and FY 2021/22. Refer to Section I.I.2 of the RFP document for more details related to audited financial statement requirements.

   See attached reports

9. In the past ten years, has your organization ever had its non-profit status revoked or withheld by the IRS, the Secretary of State, the State Attorney General, or the Franchise Tax Board? If yes, please explain. (Proof of Non-Profit Status or Business License.)
   No.

10. Current/Past Litigation or Judgments: Has your organization been sued in the last five (5) years? If yes, provide detailed information regarding litigation (Court and case number), judgments involving your organization(s) or any company your organization holds a controlling interest in, or any company that holds an interest in your organization(s), or any of the principal officers of the organization(s).
    No.

11. Current/Past Liens or Monetary Judgments: In the last five (5) years, has your organization had any liens or monetary judgments issued against your organization or any company your organization holds a controlling interest in, or any company that holds an interest in your organization, or any of the principal

officers of the organization. Include in your response date of lien(s)/judgement(s) issued, date closed, dollar amount(s) and description/explanation. The County, at its discretion, may request additional information or back-up material.
No

12. Are any of your managers or staff with fiscal responsibilities presently involved in litigation that has any bearing on fiduciary trust or employee relations? If yes, explain.
No

13. Have any unfavorable rulings or judgments been handed down by any court against your organization, executive director or staff that bears fiduciary duty in the past five years? If yes, explain.
No.

14. Does your organization currently have any unresolved fiscal, reporting or program issues with any of its funding sources? If yes, explain.
No.

15. Provide an organizational chart of your organization. – **See attached**

- Provide a copy of your organization's Board of Director's list.- **See attached**

16. Provide a copy of your organization's 501(c)(3) Tax Exempt Letter. Also provide an IRS tax-exempt letter dated no later than December 2023, or a Certificate of Status provided by the Secretary of State, Business Programs Division. Online Certificates of Status can be found on the Internet at: http://www.sos.ca.gov/business/pdf/be_ircform.pdf. (Process may take up to 24 calendar days). In the event your letter is not available by the due date, attach your current letter as a place holder, along with a copy of the request form. The new Tax-Exempt letter must be submitted as soon as available, and no later than April 1, 2024.

17. Provide a copy of your organization's Articles of Incorporation and By-Laws.- **See attached**

18. Provide a copy of the minutes of your organization's board meeting where the proposed project was discussed. – **See attached**

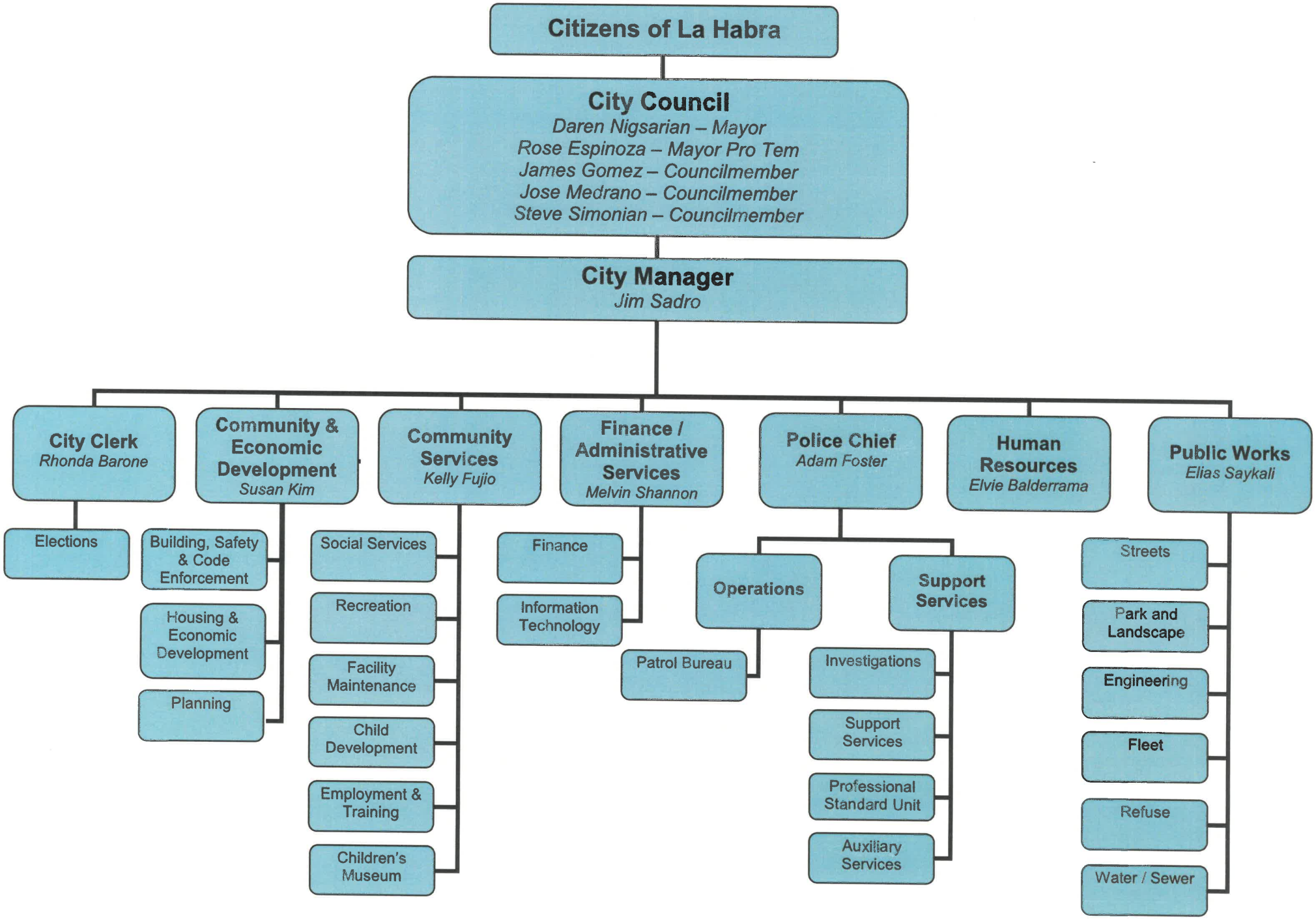
19. Provide IRS 990 form "Return of Organization Exempt from Income Tax", if applicable.

20. Applicants must provide complete references from three (3) organizations/agencies that are relevant to the services being applied for. The following information for each reference must be included:

    - Reference's organization name;
    - Contact person;
    - Address, phone number, and email address;
    - Grant period, funding source and/or amount or fees for funded services; and
    - Description of services provided.

See attached

City of La Habra Governmental Organization



City of La Habra

"A Caring Community"

ADMINISTRATION

110 East La Habra Boulevard
Post Office Box 337
La Habra, CA 90633-0785
Office: (562) 383-4030
Fax: (562) 383-4474

Notice of City Council Reorganization

At its Regular Meeting held on Monday, December 18, 2023, the City Council of the City of La Habra reorganized as follows:

MAYOR
Daren Nigsarian

MAYOR PRO TEM
Rose Espinoza

COUNCILMEMBER
James Gomez

COUNCILMEMBER
Jose Medrano

COUNCILMEMBER
Steve Simonian

City Council meetings are held on the first and third Monday of each month at 6:30 p.m. in the City Council Chamber located at 100 East La Habra Boulevard, La Habra, California 90631.

Dated this 19th day of December 2023.

Rhonda J. Barone

Rhonda J. Barone, CMC
City Clerk

IRS Department of the Treasury
Internal Revenue Service
Cincinnati Service Center
CINCINNATI OH 45999-0038

In reply refer to: 0255879370
Aug. 14, 2023 LTR 4076C 0
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00014291
BODC: TE

CITY OF LA HABRA
IN CARE OF: WENDY GUANDIQUE
110 E LA HABRA BLVD
LA HABRA CA 90631

080282

Taxpayer identification number: 95-6000730
Person to contact: Customer Service
Toll-free telephone number: 877-829-5500

Dear Taxpayer:

We received your request dated Aug. 07, 2023, asking about your federal tax status. Our records don't specify your federal tax status. The following information about the tax treatment of state and local governments and affiliated organizations may help you.

GOVERNMENTAL UNITS

Governmental units, such as states and their political subdivisions, generally are not subject to federal income tax. Political subdivisions of a state are entities with the authority to exercise one or more of the sovereign powers of the state: taxation, police powers, or eminent domain. They typically include counties or municipalities and their agencies or departments. Charitable contributions to governmental units may be tax-deductible under Internal Revenue Code (IRC) Section 170(c)(1) if made for an exclusively public purpose. Generally, grantors and contributors may rely on the status of governmental units based on state or local law in determining the deductibility of their contributions.

AFFILIATED ORGANIZATIONS

* INSTRUMENTALITIES

In general, an instrumentality is an entity separate from, but affiliated with, a state or local government, and lacking any sovereign powers. Instrumentalities generally are subject to federal income tax. However, they may be recognized as tax-exempt under IRC Section 501(a) as organizations described in IRC Section 501(c), including IRC Section 501(c)(3). In addition, the income of a state or local government instrumentality may be excluded from gross income if it meets the requirements of IRC Section 115(1).

* ENTITIES MEETING THE REQUIREMENTS OF IRC SECTION 115(1)

An entity that is not a governmental unit but that performs an essential governmental function may qualify for an income exclusion under IRC Section 115(1). If the entity's income (1) is derived from a

CITY OF LA HABRA
IN CARE OF: WENDY GUANDIQUE
110 E LA HABRA BLVD
LA HABRA CA 90631

public utility or the exercise of an essential governmental function, and (2) accrues to a state, a political subdivision of a state, or the District of Columbia, it may be excluded from gross income. Charitable contributions to these entities may not be tax deductible to the donors.

RULING LETTERS

To receive a ruling on its status as a political subdivision or instrumentality of a government, or on whether its income is excluded from gross income under IRC Section 115(1), a governmental unit or affiliated organization may request a letter ruling by following the procedures in Revenue Procedure (Rev. Proc.) 2019-1 or its annual successor. There is a fee associated with obtaining a letter ruling.

TAX-EXEMPT CHARITABLE ORGANIZATIONS

An organization affiliated with a state, county, or municipal government may qualify for exemption from federal income tax under IRC Section 501(c)(3), if (1) it is not an integral part of the government, and (2) it does not have governmental powers inconsistent with exemption (such as the power to tax or to exercise enforcement or regulatory powers). Note that an affiliated organization may meet the requirements of both IRC Sections 501(c)(3) and 115(1) under certain circumstances. See Rev. Proc. 2003-12, 2003-1 C.B. 316, for more information.

Most entities must file a Form 1023, Application for Recognition of Exemption Under Section 501(c)(3) of the Internal Revenue Code, or Form 1023-EZ, Streamlined Application for Recognition of Exemption Under Section 501(c)(3) of the Internal Revenue Code, to be recognized as exempt from federal income tax under IRC Section 501(c)(3), and to ensure that any charitable contributions they receive are tax-deductible to contributors under IRC Section 170(c)(2).

ADDITIONAL INFORMATION

This letter does not determine that you have a particular tax status. If you're unsure of your status, you can:

- Visit www.irs.gov/government-entities/federal-state-local-governments for government entity information.
- Visit www.stayexempt.irs.gov, an IRS site created especially for 501(c)(3) organizations.
- Read Publication 4220, Applying for 501(c)(3) Tax-Exempt Status.
- Seek a private letter ruling, following the procedures in Rev. Proc. 2019-1, 2019-1 I.R.B. 1 (updated annually).

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Aug. 14, 2023 LTR 4076C 0
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CITY OF LA HABRA
IN CARE OF: WENDY GUANDIQUE
110 E LA HABRA BLVD
LA HABRA CA 90631

080282

You can get the forms or publications mentioned in this letter from our website www.irs.gov/forms-instructions or by calling 800-TAX-FORM (800-829-3676).

If you have questions, you can call the contact person shown above between 8 a.m. and 5 p.m., local time, Monday through Friday (Alaska and Hawaii follow Pacific time).

Keep a copy of this letter for your records.

Sincerely yours,

Steve M. Brown, Operations Manager
Operations 3-CIN

I 91

PAUL PEEK
SECRETARY OF STATE

State of California

Department of State

I, PAUL PEEK, Secretary of State of the State of California, do hereby certify:

That I have compared the annexed transcript with the RECORD on file in my office, of which it purports to be a copy, and that the same is a full, true and correct copy thereof.

IN WITNESS WHEREOF, *I have hereunto set my hand and affixed the Great Seal of the State of California this* 16th day of December, 1941.

Secretary of State

By _____ Deputy

3534 SPO

INCORPORATION
of La Habra
1925

FRANK C. JORDAN
SECRETARY OF STATE

ROBERT V. JORDAN
ASSISTANT SECRETARY OF STATE

FRANK H. CORY
CHARLES J. HAGERTY
DEPUTIES

STATE OF CALIFORNIA
Department of State

I, FRANK C. JORDAN, *Secretary of State of the State of California, do hereby certify that I have carefully compared the transcript, to which this certificate is attached, with the record on file in my office of which it purports to be a copy, and that the same is a full, true and correct copy thereof. I further certify that this authentication is in due form and by the proper officer.*

IN WITNESS WHEREOF, *I have hereunto set my hand and have caused the Great Seal of the State of California to be affixed hereto this 3rd day of July, 1930.*

Frank C. Jordan
Secretary of State

By Frank H. Cory
Deputy

73107 12-29 10M
CALIFORNIA STATE PRINTING OFFICE

CLYDE BISHOP AND M B WELLINGTON
LAWYERS
SANTA ANA, CALIFORNIA

This being Monday next succeeding the 12th day of January, 1925, on which date was held the election in that certain territory or part of the county of Orange, the boundaries of which are hereinafter described, called by the Board of Supervisors by an order thereof made and entered on the 9th day of December, 1924, for the purpose of submitting to the qualified electors of the County of Orange residing in the limits of the said proposed corporation, the question whether the same should become incorporated as a city of the sixth class, under and by the name of the City of La Habra, and the election of such officers as required for cities of the sixth class, to-wit: five members of the Board of Trustees, one Clerk, who shall be ex-officio assessor, and one Treasurer.

The returns of said election having been duly filed with the Clerk of the county of Orange, and the Board of Supervisors having met for that purpose proceeded to and did canvass the returns of said election, and from said returns and the canvass thereof the Board of Supervisors find:

Notice of the election in all respects as required by the order of the Board of Supervisors has been given by publication of notice of election containing the matter and things and in the form as provided by law for more than two weeks prior to the election in LA HABRA STAR, a newspaper of general circulation, printed, published and circulated within the boundaries of the proposed city of La Habra.

The election was fairly carried on and conducted in accordance with the general election laws of the State of California, the ballot at the electioncontained the words FOR INCORPORATION and AGAINST INCORPORATION, and the names of the persons who had been regularly nominated in accordance with the law applicable to the nomination of officers of cities of the sixth class, being five members of the Board of Trustees, one clerk who shall be ex-officio assessor, and one Treasurer.

At the election there were cast FOR INCORPORATION 311 ballots and against incorporation 146 ballots. More than a majority of the ballots cast were cast FOR INCORPORATION, and the total number of ballots cast is 457.

That for the office of member of the Board of Trustees ballots were cast as follows:

Krvrit S. Boice	311	votes
Walter Cooley	219	votes
L. E. Smith	398	votes
C. E. Sutton	407	votes
L. J. W ster	308	votes
W. L. York	11	votes
Otis Scott	1	vote
Claude C. Campbell	142	votes
Sam Woodworth	76	votes
Charles Garner	79	votes
Rev. A.C. Early	1	vote
A.C.Goodell	1	vote
Charles Bemis	1	vote
James C. Howard	3	votes
Nick Lamer	1	vote
Roy Barker	1	vote
A. J. Sweeney	4	votes
L. Lindauer	1	vote
F.W. Tayler	1	vote
C.O.Cook	1	vote
W. L. Rhodes	1	vote

That for the office of Clerk and ex-officio Assessor ballots were cast as follows:

O. O. Stegman	85	votes
A.C.Goodell	301	votes

851

CLYDE BISHOP AND M B WELLINGTON
Lawyers
SANTA ANA CALIFORNIA

That for the office of Treasurer ballots were cast as follows:

Louis Mushow 887 votes

M. Livingston 8 votes

WHEREFORE, it was by the Board of Supervisors of the County of Orange, California, ordered entered upon the minutes thereof at its meeting held the 18th day of January, 1935, the following:

That all that portion of the county of Orange, the exterior boundaries of which territory are particularly described as follows:

Located in and being a part of the county of Orange, State of California:

Beginning at the point of intersection of the center lines of Walnut Avenue and Greenwood Street, as shown on a map of Tract No. 351, recorded in Book 14, page 47, Miscellaneous Maps, records of Orange County, California, said point being in the one-quarter section line, running north and south, through the center of Section 5, township 3 South, Range 10 West, S.B.B.& M., and running thence from said point of beginning easterly, along the center line of Greenwood Street, to an intersection with the center line of Hiatt Street, as shown on a map of Tract No. 178, recorded in Book 15, page 32, Miscellaneous Maps, Records of Orange County, California; thence southerly along the center line of Hiatt Street to an intersection with the south line of the north one-half of the south one-half of the southeast quarter of said Section 5; thence Easterly in a direct line along said south line to the southeast corner of the west one-half of the northwest quarter of the southeast quarter of the southeast quarter of said Section 5; thence northerly in a direct line to the northwest corner of the southeast quarter of the northwest quarter of the southeast quarter

CLYDE BISHOP AND M B WELLINGTON
Lawyers
SANTA ANA CALIFORNIA

of the southeast quarter of said Section 5; thence easterly in a direct line to the northwest corner of Tract No. 55, as shown on a map thereof, recorded in Book 10, page 12, Miscellaneous Maps, records of Orange County, California; thence easterly along the north line of said tract No. 55, and said line produced, to an intersection with the east line of said Section 5, said line being the center line of that certain street commonly known as Cypress Street; thence northerly, along said center line of Cypress Street to an intersection with the Westerly prolongation of the center line of Florence Avenue, as shown on a mapof Tract No. 220, recorded in Book 13, page 20, Miscellaneous Maps, records of Orange County, California; thence easterly in a direct line to the point of intersection of the center lines of Florence Avenue and McPherson Street, as shown on said map of Tract No. 220; thence southerly along the center line of McPherson Street, to an intersection with the north line of the south one-half of the south one-half of the southwest quarter of Section 4, Township 3 South, Range 10 West, S.B.B.& M., thence easterly along said north line to an intersection with the one-quarter section line running north and south through the center of Sections 4 and 9, said township and range, said line being the center line of the California State Highway; thence southerly along said center line to an intersection with the south line of the north one-half of the north one-half of the northwest quarter of said Section 9, thence westerly in a direct line to the southwest corner of Tract No. 149, as shown on a map thereof, recorded in Book 12, page 15, Miscellaneous Maps, records of Orange County, California, thence southerly along the southerly prolongation of the westerly line of said Tract No. 149, to an intersection with the northerly line of the right of way of the Pacific Electric Railway Company; thence westerly along said northerly right of way line, to an intersection with the east line of the

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Lawyers
SANTA ANA CALIFORNIA

west one-half of the east one-half of the northeast quarter of Section 8, township 3 south, range 10 West, S.B.B & M., thence southerly in a direct line to the southeast corner of the northwest quarter of the southeast quarter of the northeast quarter of said Section 8, thence westerly in a direct line to the southwest corner of the said northwest quarter of the southeast quarter of the northeast quarter of said section 8, said southwest corner being in the center line of Hiatt Street,as shown on a map of La Habra Home Acres, recorded in Book 10, page 42, of Miscellaneous Maps, records of Orange County, California; thence southerly along said center line of Hiatt Street, to a point which is distant 197.50 feet northerly,measured along said Hiatt Street, from the intersection of the center lines of Ocean Avenue and said Hiatt Street, as shown on said map of La Habra Home Acres; thence westerly in a direct line to the southwest corner of Lot 16, Block 3, of said La Habra Home Acres, said southwest corner of Lot 16, Block 3, being in the one-quarter section line, running north and south through the center of said Section 8, township 3 South, Range 10 West, S.B.B.& M., thence northerly along said one-quarter section line, running north and south through the center of said Section 8, to the one-quarter section corner on the north line of said Section 8, said one-quarter section corner being in the center line of that certain highway known as, Central Avenue; thence westerly along said center line of Central Avenue, to an intersection with the southerly prolongation of the Westerly line of Tract No.461, as shown on a map thereof, recorded in Book 18, page 18, Miscellaneous Maps, records of Orange County, California; thence northerly along said westerly line of said Tract No. 461 to the northwest corner of said Tract No. 461, said northwest corner being in the north line of that certain strip of land marked "S ½ La Habra Ave.", as shown on said map of Tract No. 461, thence

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LAWYERS
SANTA ANA CALIFORNIA

easterly in a direct line to the northwest corner of Lot 10, Block 3, of Tract No. 105, recorded in Book 11, page 8, Miscellaneous Maps, records of Orange County, California; thence easterly along the north line of said Tract No. 105, and the prolongation thereof, to an intersection with the one-quarter section line, running north and south, through the center of Section 5, township 3 south, range 10 West, S.B.B.& M., thence northerly along said one-quarter section line, to the point of beginning.-----

is declared by the Board of Supervisors of the County of Orange, California, to be and is duly incorporated as a city of the sixth class under and by the name and style of the City of La Habra.

That Erwrit S.Boice, Walter Cooley, L. E.Smith, G.E. Sutton and L. J. Wester have each been duly elected a member of the Board of Trustees of the city of La Habra, that A. C. Goodell, whose name was incorrectly spelled upon the ballot as A.C. Goodsell has been elected Clerk and ex-officio Assessor, and Louis Muehow has been duly elected Treasurer of said city of La Habra, all for the time provided by law

The Clerk is directed to issue to each of said persons a certificate of his election.

The Clerk is hereby directed and required to certify a copy of this order and file the same in the office of the Secretary of State of the State of California, and from and after the date of such filing the incorporation of the city of La Habra shall be deemed complete, and the above mentioned officers entitled to enter immediately upon the duties of their respective offices upon qualifying in accordance with law and shall hold said offices for the time provided by law.

CLYDE BISHOP AND M B WELLINGTON
Lawyers
SANTA ANA CALIFORNIA

State of California,
ss.
County of Orange,

I, J . BACON, the duly elected, qualified, and acting County Clerk of the County of Orange, and ex-officio Clerk of the Board of Supervisors thereof do hereby certify the foregoing to be a full, true and correct copy of an order of the Boardof Supervisors entered upon the minutes thereof at a meeting held the 19th day of January, 1925, declaring the City of La Habra to be incorporated as a City of the Sixth Class, in the County of Orange, California, and of the election of the officers therefor as required by law I have carefully compared the same with the original of said order which is and remains on file in my office.

That this certificate is in due form and by the proper officer

Witness my signature, attested by the Seal of the Board of Supervisors, of the County of Orange, California, this 19th day of January, 1925.

J M Backus
Clerk of the County of Orange.

Indexed 857

City of La Habra
City of 6th Class
Election January 12, 1935

FILED
In the Office of the Secretary of State
OF THE STATE OF CALIFORNIA
JAN 30 1935
FRANK C. JORDAN
Secretary of State
By _____ Deputy
At _____ o'clock _____ M.

MINUTES

CITY COUNCIL OF THE CITY OF LA HABRA

ADJOURNED REGULAR MEETING 5:30 P.M.
&
REGULAR MEETING 6:30 P.M.

Monday, November 6, 2023

ADJOURNED REGULAR MEETING 5:30 P.M.:

CALL TO ORDER: Mayor Gomez called the Adjourned Regular Meeting of the City Council of the City of La Habra to order at 5:30 p.m. in the Closed Session Room 112c, located at 100 East La Habra Boulevard, La Habra, California.

COUNCILMEMBERS PRESENT:	Mayor Gomez Mayor Pro Tem Nigsarian Councilmember Espinoza Councilmember Medrano Councilmember Simonian
COUNCILMEMBERS ABSENT:	NONE
OTHER OFFICIALS PRESENT:	City Manager Sadro City Attorney Jones City Clerk Barone

ORAL COMMUNICATIONS FROM THE PUBLIC FOR CLOSED SESSION MATTERS: None.

CLOSED SESSION:

1. Conference with Legal Counsel - Anticipated Litigation; initiation of litigation pursuant to paragraph (4) of subdivision (d) of Section 54956.9: (one case).

Director of Public Works Saykali was also present for this item.

ADJOURNMENT: The City Council reconvened at 5:43 p.m. There were no Closed Session announcements. Mayor Gomez adjourned the Adjourned Regular Meeting at 5:45 p.m.

REGULAR MEETING 6:30 P.M.:

CALL TO ORDER: Mayor Gomez called the Regular Meeting of the City Council of the City of La Habra to order at 6:30 p.m. in the City Council Chamber, located at 100 East La Habra Boulevard, La Habra, California.

INVOCATION: City Attorney Jones

PLEDGE OF ALLEGIANCE: Councilmember Espinoza

COUNCILMEMBERS PRESENT:	Mayor Gomez Mayor Pro Tem Nigsarian Councilmember Espinoza Councilmember Medrano Councilmember Simonian
COUNCILMEMBERS ABSENT:	NONE
OTHER OFFICIALS PRESENT:	City Manager Sadro City Attorney Jones City Clerk Barone Management Analyst II Hurt Assistant City Clerk Lopez

CLOSED SESSION ANNOUNCEMENT:

Mayor Gomez spoke regarding the East Bishop Storm Drain Improvement Project, and indicated the matter was discussed in Closed Session tonight. He stated the project is a high-priority for City Council, as is public safety and protecting residents' property, and assured that every measure will be taken to do so.

City Attorney Jones indicated City Council and staff is aware of and concerned about the issues related to the East Bishop Storm Drain Improvement Project, and actively addressing the concerns that now exist regarding the project. He stated City staff has cancelled the contractor contract and ordered them off the job site. He indicated the City has posted with the bonding company a performance bond and demanded a claim for them to complete the project in a timely manner. He stated an engineer visited the site to assess the situation and will meet with staff this week to further establish direction and a timeline on how to address the issues.

City Attorney Jones further stated staff will be meeting with the bonding company as time is of the essence in anticipation of rain and potential safety concerns, and indicated contractor has been ordered off the job.

Mayor Gomez stated La Habra City Council agreed to hold a special meeting should emergency action be needed.

City Attorney Jones instructed City Council to not make direct comments regarding this project due to potential litigation.

PROCLAMATIONS/PRESENTATIONS:

1. PROCLAIM NOVEMBER 2023 AS "FAMILY COURT AWARENESS MONTH" IN THE CITY OF LA HABRA

Mayor Gomez and the City Council presented Family Court Awareness Month Committee Advocate Jana Laborde with the proclamation.

2. PROCLAIM NOVEMBER 6-12, 2023, AS "LAW ENFORCEMENT RECORDS AND SUPPORT PERSONNEL WEEK" IN THE CITY OF LA HABRA

Mayor Gomez invited La Habra Chief of Police Foster to the podium to make the presentation.

Chief of Police Foster recognized the men and women of the La Habra Police Department Records Division and presented them with the Law Enforcement Records and Support Personnel Week proclamation.

3. PRESENTATION BY THE CITY OF LA HABRA COMMUNITY & ECONOMIC DEVELOPMENT DEPARTMENT

Director of Community and Economic Development Kim provided a PowerPoint presentation and answered questions accordingly.

Councilmember Nigsarian asked about anticipated opening dates for Dutch Brother's and American Tire.

PUBLIC COMMENTS:

The following residents spoke regarding the East Bishop Storm Drain Improvement Project:

Roberta Bryant
Michele Lackey
Michael Eaves
Clay Morgan
Vicki Fears
Keith Green
Michael Luna
Sherrie Green

Jesus Vidro, La Habra resident, spoke regarding traffic concerns with future businesses.

Michele Lackey, La Habra resident, spoke regarding speed bumps on Cypress Street.

Max Rios, La Habra resident, spoke regarding traffic/speeding concerns on Imperial Highway.

CONSENT CALENDAR:

Councilmember Medrano requested Consent Calendar Item No. 8 be pulled for separate discussion.

City Attorney Jones declared a conflict of interest in Item Consent Calendar Item No. 7 due to it involving California Domestic Water Company.

Moved by Mayor Gomez, seconded by Mayor Pro Tem Nigsarian, and CARRIED UNANIMOUSLY (5-0) TO APPROVE CITY COUNCIL CONSENT CALENDAR ITEMS 1 THROUGH 7, 9, AND 10; WITH THE EXCEPTION OF ITEM 8 WHICH WAS PULLED FOR SEPARATE DISCUSSION.

Said motion CARRIED by the following vote:

AYES:	Mayor Gomez, Mayor Pro Tem Nigsarian, Councilmember Espinoza, Councilmember Medrano, Councilmember Simonian
NOES:	NONE
ABSTAIN:	NONE
ABSENT:	NONE

1. PROCEDURAL WAIVER: Waive reading in full of resolutions and ordinances and approval and adoption of same by reading title only.

2. APPROVE CITY COUNCIL OF THE CITY OF LA HABRA MEETING MINUTES

   That the City Council approve the City Council of the City of La Habra Meeting Minutes of October 16, 2023.

3. RECEIVE AND FILE PLANNING COMMISSION OF THE CITY OF LA HABRA MEETING MINUTES

   That the City Council receive and file the Planning Commission of the City of La Habra meeting minutes of:
   - June 22, 2023
   - July 10, 2023
   - August 14, 2023
   - August 28, 2023
   - September 11, 2023
   - September 25, 2023

4. APPROVE THE SECOND READING AND ADOPTION OF **ORDINANCE NO. 1849** ENTITLED: AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF LA HABRA, ORANGE COUNTY, CALIFORNIA GRANTING A PIPELINE FRANCHISE TO CRIMSON CALIFORNIA PIPELINE, LP TO OPERATE AND MAINTAIN CERTAIN PIPELINES AND APPURTENANCES FOR THE TRANSPORTATION OF PETROLEUM, OIL, GAS, GASOLINE, WATER, AND OTHER LIKE SUBSTANCES IN THE CITY OF LA HABRA

   That the City Council approve the second reading and adoption of Ordinance No. 1849.

5. APPROVE DENIAL OF LIABILITY CLAIM OF MIGUEL A. RAZO RAMIREZ

   That the City Council deny the claim of Mr. Miguel A. Razo Ramirez in order to set a definite six-month Statute of Limitations date.

6. APPROVE DENIAL OF LIABILITY CLAIM OF CARI MCCORMICK

   That the City Council deny the claim of Ms. Cari McCormick in order to set a definite six-month Statute of Limitations date.

7. APPROVE THE CALIFORNIA DOMESTIC WATER COMPANY (CDWC) BOARD OF DIRECTORS PROXY NOMINATION

   That the City Council approve and authorize the Mayor and City Clerk to execute the proxy for the election of Donald J. Hannah, Jr. to continue as Director to the California Domestic Water Company (CDWC) Board of Directors at its Annual Meeting of Shareholders on November 17, 2023.

8. APPROVE A WORKFORCE INNOVATION OPPORTUNITY ACT (WIOA) PAYMENT IN THE AMOUNT OF $95,967.50 TO THE HEALTHSTAFF TRAINING INSTITUTE, AS A COMPONENT OF THE READY S.E.T. OC (EMPLOYMENT & TRAINING) GRANT FUNDED PROGRAM – REMOVED FOR SEPARATE DISCUSSION – See below.

9. APPROVE STATE OF CALIFORNIA OFFICE OF TRAFFIC SAFETY (OTS) "SELECTIVE TRAFFIC ENFORCEMENT PROGRAM" (STEP) GRANT IN THE AMOUNT OF $160,000

   That the City Council approve and authorize the Chief of Police to accept and execute an agreement with the State of California's Office of Traffic Safety (OTS) to accept the "Selective Traffic Enforcement Program" (STEP) grant funding in the amount of $160,000 for overtime costs related to extra enforcement operations, collaborative DUI and Traffic Enforcement, travel, and training.

10. WARRANTS: APPROVE NOS. 00141155 THROUGH 00141445 TOTALING $2,156,929.54

    That the City Council approve Nos. 00141155 through 00141445 totaling $2,156,929.54.

CONSENT CALENDAR ITEMS REMOVED FOR SEPARATE DISCUSSION:

8. APPROVE A WORKFORCE INNOVATION OPPORTUNITY ACT (WIOA) PAYMENT IN THE AMOUNT OF $95,967.50 TO THE HEALTHSTAFF TRAINING INSTITUTE, AS A COMPONENT OF THE READY S.E.T. OC (EMPLOYMENT & TRAINING) GRANT FUNDED PROGRAM

Deputy Director of Community Services Albarian presented the staff report.

Councilmember Medrano spoke in support of the Ready S.E.T. OC program, and thanked the Community Services Department for continuing it.

Mayor Gomez invited the public to testify at 7:21 p.m. There was no public testimony.

Moved by Councilmember Medrano, seconded by Councilmember Simonian, and CARRIED UNANIMOUSLY (5-0) THAT THE CITY COUNCIL APPROVE A WORKFORCE INNOVATION OPPORTUNITY ACT (WIOA) PAYMENT IN THE AMOUNT OF $95,967.50 TO THE HEALTHSTAFF TRAINING INSTITUTE, AS PART OF THE READY S.E.T. OC (EMPLOYMENT & TRAINING) GRANT FUNDED PROGRAM.

Said motion CARRIED by the following vote:

AYES:	Mayor Gomez, Mayor Pro Tem Nigsarian, Councilmember Espinoza, Councilmember Medrano, Councilmember Simonian
NOES:	NONE
ABSTAIN:	NONE
ABSENT:	NONE

PUBLIC HEARINGS:

1. DULY NOTICED PUBLIC HEARING FOR THE ADOPTION OF AN ORDINANCE TERMINATING A DEVELOPMENT AGREEMENT DUE TO THE CLOSURE OF RIVER DISTRIBUTING, CO., LLC, DBA CRESCO LABS, A CANNABIS DISTRIBUTION FACILITY, PREVIOUSLY LOCATED AT 1721 EAST LAMBERT ROAD, UNIT B

Economic Development Project Manager Montenegro presented the staff report.

City Council discussion included: appreciation to River Distributing, Inc. for their professionalism; clarification that the business did not conduct retail services; and indication the business generated approximately $1.4 million in sales tax revenues to the City.

Mayor Gomez opened the public hearing at 7:24 p.m. There was no public testimony.

Sabrina Noah, Senior Vice Present of Public Affairs for Cresco Labs, spoke regarding coordinated efforts with Southern California Association of Governments (SCAG) and CALIFORNIA STATE ASSOCIATION OF COUNTIES (CSAC) opportunities for City Councils to testify and provide feedback to the State Regulator and Governor's Office.

Moved by Councilmember Simonian, seconded by Councilmember Medrano, and CARRIED UNANIMOUSLY (5-0) THAT THE CITY COUNCIL APPROVE THE FIRST READING OF **ORDINANCE NO. 1851** ENTITLED: AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF LA HABRA FINDING THAT THIS ORDINANCE IS EXEMPT FROM REVIEW UNDER THE CALIFORNIA ENVIRONMENTAL QUALITY ACT AND TERMINATING DEVELOPMENT AGREEMENT 18-03 BETWEEN THE CITY OF LA HABRA AND RIVER DISTRIBUTING CO., LLC, DBA CRESCO LABS, FOR A CANNABIS DISTRIBUTION FACILITY AT 1721 EAST LAMBERT ROAD, UNIT B.

Said motion CARRIED by the following vote:

AYES:	Mayor Gomez, Mayor Pro Tem Nigsarian, Councilmember Espinoza, Councilmember Medrano, Councilmember Simonian
NOES:	NONE
ABSTAIN:	NONE
ABSENT:	NONE

CONSIDERATION ITEMS:

1. CONSIDER CENTENNIAL PLANNING COMMITTEE NOMINATION UPDATE AND CITY COUNCIL NOMINATIONS

Deputy Director of Community Services Albarian presented the staff report.

City Council discussion included individual nominations to the Centennial Planning Committee as follows:

Councilmember Simonian – Randy McMillan
Councilmember Medrano – Gabby Garcia
Mayor Pro Tem Nigsarian – Norma Perez-Ochoa
Councilmember Espinoza – Annette Limon
Mayor Gomez – Councilmember Rose Espinoza

Mayor Gomez invited the public to testify at 7:29 p.m. There was no public testimony.

Moved by Mayor Gomez, seconded by Councilmember Medrano, and CARRIED UNANIMOUSLY (5-0) THAT CITY COUNCIL NOMINATIONS TO THE CENTENNIAL PLANNING COMMITTEE CONSIST OF RANDY MCMILLAN, GABBY GARCIA, PEREZ-OCHOA, ANNETTE LIMON, AND COUNCILMEMBER ESPINOZA.

Said motion CARRIED by the following vote:

AYES:	Mayor Gomez, Mayor Pro Tem Nigsarian, Councilmember Espinoza, Councilmember Medrano, Councilmember Simonian
NOES:	NONE
ABSTAIN:	NONE
ABSENT:	NONE

MAYOR'S COMMUNITY CALENDAR:

Mayor Gomez announced upcoming community events and activities.

COMMENTS FROM STAFF:

City Manager Sadro wished Councilmember Espinoza a happy birthday.

COMMENTS FROM COUNCILMEMBERS:

Councilmember Espinoza spoke regarding her recent attendance to an Orange County Sanitation District meeting that included a tour of the treatment center.

Mayor Pro Tem Nigsarian thanked City staff for the success of the Community Open House held on Saturday, October 28, 2023.

Councilmember Medrano thanked City staff for the success of the Community Open House held on Saturday, October 28, 2023. He spoke regarding his attendance to the La Habra High School CIF Football game held on Friday, November 3, 2023, and wished Sonora High School and La Habra High School good luck with their football games.

Councilmember Simonian thanked staff for the success of the Community Open House held on Saturday, October 28, 2023. He spoke regarding the East Bishop Storm Drain Improvement Project. He requested the meeting be adjourned in memory of John Beals.

Mayor Gomez offered his condolences to Councilmember Simonian. He spoke regarding his attendance to the City Hall Halloween event. He thanked the Public Works Department and partnership with CR&R for the Household Hazard Waste event held on Saturday, October 21, 2023. He thanked Bishop Street residents for their public comments tonight.

ADJOURNMENT: Mayor Gomez adjourned the meeting in memory of John Beals at 7:43 p.m. to Monday, November 20, 2023, at 5:30 p.m. in the City Council Closed Session Room 112c, 100 East La Habra Boulevard, followed by the Regular Meeting at 6:30 p.m. in the City Council Chamber.

Respectfully submitted,

Rhonda J. Barone, CMC
City Clerk

These Minutes were approved on November 20, 2023.

SAN CLEMENTE
CHAMBER of COMMERCE
EST. 1929

February 14, 2024

To Whom It May Concern,

It is my pleasure to recommend Ready S.E.T. OC as an applicant for next year's grant.

As it pertains to workforce solutions in our community, Ready S.E.T. OC has demonstrated both their commitment and their success in providing youth with opportunities and supportive services. Specifically, what comes to mind is their excellence in identifying the unique needs of both the youth applicants and the businesses/organizations, and appropriately matching to deliver results.

From our direct experiences in working with the Ready S.E.T. OC team, we acknowledge their organizational skills, follow-through and sincere passion. It is obvious that traction is being made and that great opportunities lie ahead.

We are proud to be their partners, and look forward to continuing to work together. There is much enthusiasm and synergy around workforce development opportunities in our community, and this is only the beginning of what is possible.

Thank you so much for your consideration, and please reach out directly with any questions which may support the outstanding Ready S.E.T. OC organization.

Sincerely,

Susie Lantz

Susie Lantz
Chief Executive Officer
San Clemente Chamber of Commerce

susie@scchamber.com
949-492-1131

THE NOBLE PATH
FOUNDATION

February 14, 2024

Diane Nuno-Gomez, Program Manager
Ready S.E.T. OC
OC Workforce Solutions Center
675 Placentia Ave, 34d Floor
Brea, CA 92821

To Whom It May Concern:

As president and founder of The Noble Path Foundation (TNPF), a 501(c)(3) located in San Clemente, CA, I am writing to enthusiastically endorse Ready SET OC (RSOC) and the valuable services they offer to the youth of our communities.

Our mission at TNPF is to raise awareness about the importance of healthy lifestyle choices for teens by providing free wellness and enrichment programs centered on leadership, life skills, mentorship, socialization, and substance abuse prevention. RSOC has proven to be an invaluable resource to supplement our goal of helping these young adults reach their highest potential by giving them the tools they need to pursue career pathways that might normally not exist for some of them.

We are grateful to be able to refer participants into their skills training and instructional courses, as well as be on the receiving end for qualified candidates as a verified workplace. It is a win/win/win combination where all parties involved have worked together to provide at-risk individuals a fighting chance for independence, self-confidence and growth. It can be life-altering, to say the least, and I have witnessed these remarkable developments firsthand.

It is for these reasons, and many more, that I wholeheartedly recommend RSOC for students, families and businesses alike. Their caring and capable staff of well-trained and compassionate case managers and administrators have proven ready, willing and able to help alter the course of those who avail themselves of their services and the more applicants who walk through their doors, the better.

Sincerely,

Cindi Juncal
THE NOBLE PATH FOUNDATION, Inc.
949.234.7256 main | 949.981.4998 cell
www.TheNoblePathFoundation.org

County of Orange
OC Community Resources
Workforce & Economic Development Division
ATTN: Nancy Cook, Director
1300 S. Grand Ave, Building B
Santa Ana, CA 92705

Dear Ms. Cook,

The non-commissioned officers that operate the California Job Challenge (CAJC) at the Joint Forces Training Base (JTFB) in Los Alamitos, CA strongly recommend the City of La Habra's application for the Request for Proposal (RFP #012-2522804-JM) for the Workforce Innovation and Opportunity Act (WIOA) Youth Program Services, grant period July 01, 2024 – June 30, 2028.

CAJC provides youth with a diverse set of socioeconomic backgrounds obtain secondary and post-secondary credentials to kickstart their careers. The City of La Habra has been instrumental in enabling our scholars' enrollments in an alternative high school program and funding their post-secondary academic training through the WIOA Youth Program.

The scholars at CAJC have been provided or offered the following services:

- Career assessments, exploration, and guidance.
- Assistance with secondary and post-secondary education.
- Work readiness workshops.
- Paid work experience opportunities.
- Paid occupational skills training.
- Supportive services (financial assistance for education- or employment-related expenses).
- Follow-up services (education and employment retention activities).

It is imperative that the City of La Habra is awarded the WIOA Youth contract for program years 2024 – 2028, because their contributions to the youth employment and training services provided at the JFTB are irreplaceable. We have no doubt that they will continue to provide exceptional service and help advance the careers of our scholars.

If you have any questions, please feel free to contact us directly. Thank you for your consideration.

Sincerely,

KELHI.JOSHUA.MICHAEL Digitally signed by KELHI.JOSHUA.MICHAEL Date: 2024.02.15 20:59:52 -08'00'

Sergeant First Class (SFC) Joshua M. Kelhi
Program Director
California Job Challenge Program
714-769-0471

D. SIGNATURES AND ASSURANCES

1. **Non-Discrimination:** This agency will, through all possible means, ensure equal opportunity for all persons to receive services, to participate in the volunteer structure, and to be employed regardless of age, handicap, national background, race, religion, or sex. An existing sectarian nature of the agency shall not suffer impairment under this agreement, but participation in religious observances, rituals or services will not be required as a condition of receiving food, services, or shelter paid for by this grant.

2. **Accountability:** We commit this agency, of a grant received, to provide all reports to the County of Orange as required; to expend monies only on eligible costs; to keep complete documentation (copies of all canceled checks, invoices, receipts, etc.) on all expenditures for a minimum of three years; to spend all funds and close out the program on the required date; to return any unused funds to the County of Orange; to cooperate with monitoring or site visits, and; to provide complete documentation of expenses to the County of Orange, if requested, by the required date.

3. **Non-collusion:** This proposal is genuine, and not sham or collusive, nor made in the interest or on behalf of any person not herein named; the proposer has not directly induced or solicited any other proposer to put in a sham proposal, or any other person, firm or corporation to refrain from submitting a proposal; the proposer has not in any manner sought by collusion to secure for him/herself an advantage over any other proposer.

We affirm that all information in this application is true and correct to the best of our knowledge and that the applicant under our authority will execute its responsibility under the proposed contract and adhere to all other applicable rules and regulations to the fullest extent possible.

Gabriella Yap Gabriella Yap (Feb 15, 2024 16:10 PST) *First Authorized Person Signature	2/15/2024 Date
Gabriela Yap on behalf of Jim Sadro Print First Authorized Person's Name	City Manager Title
Kelly Fujio Kelly Fujio (Feb 15, 2024 16:35 PST) **Second Authorized Person Signature	2/15/2024 Date
Kelly Fujio Print Second Authorized Person's Name	Director of Community Services Title

4. Validity of Proposal/Application

The County requires that all Applications be valid for at least three hundred sixty-five (365) days from this RFP's closing date. Applications that are not valid for at least three hundred sixty-five (365) days will be considered non-responsive and subject to rejection.

Applicant hereby certifies that Applicant's Application is valid for three hundred sixty-five (365) days from the RFP Closing Date.

Gabriella Yap
Gabriella Yap (Feb 15, 2024 16:10 PST)
Signature Required

2/15/2024
Date Signed

Gabriela Yap on behalf of Jim Sadro

City Manager

5. Certification of Understanding

The County assumes no responsibility for any understanding of the Applicant or representation made by any of the County's officers, employees or agents during or before the execution of any contract resulting from this RFP unless:

a. Such understanding or representations are expressly stated in the Contract; and
b. The Contract expressly provides that the County assumes the responsibility.

By signing below, the Applicant certifies that such understanding has been considered in this Proposal.

Gabriella Yap
Gabriella Yap (Feb 15, 2024 16:10 PST)
Signature Required

2/15/2024
Date Signed

Gabriela Yap on behalf of Jim Sadro
Print Name

City Manager
Print Title

6. Minimum Qualifications Statement

The Applicant hereby certifies that it meets all minimum qualifications and requirements as outlined in this RFP.

Gabriella Yap
Gabriella Yap (Feb 15, 2024 16:10 PST)
Signature Required

2/15/2024
Date Signed

Gabriela Yap on behalf of Jim Sadro
Print Name

City Manager
Print Title

7. Certificate of Insurance

Applicant hereby certifies the Applicant's willingness and ability to provide the required insurance coverage and certificates as outlined in the attached Model Contract, by signing below. (NOTE: Certain insurance requirements may be waived for sole proprietorships and independent consultants. If selected, the County will assist these applicants in obtaining these waivers.)

Gabriella Yap
Gabriella Yap (Feb 15, 2024 16:10 PST)
Signature Required

2/15/2024
Date Signed

Gabriela Yap on behalf of Jim Sadro
Print Name

City Manager
Print Title

8. Conflict of Interest

Applicant hereby certifies that: (I) Applicant has provided the County with the disclosures required in (a) and

(b) below as part of its Application, or (II) that no relationships as outlined in (a) and (b) exist.

a. Disclose any financial, business or other relationship with the County, any other entity that the County Board of Supervisors governs, or any County Board member, officer or employee, which may have an impact, effect or influence on the outcome of the services you propose to provide. Provide a list of current clients, employees, principals or shareholders (including family members) who may have a financial interest in the outcome of services you propose to provide.

b. Disclose any financial, business or other relationship within the last three (3) years with any firm or member of any firm who may have a financial interest in the outcome of the work.

Gabriella Yap
Gabriella Yap (Feb 15, 2024 16:10 PST)
Signature Required

2/15/2024
Date Signed

Gabriela Yap on behalf of Jim Sadro
Print Name

City Manager
Print Title

9. Litigation

Applicant must certify either A or B by signing below:

a) Applicant certifies current/past litigation as follows:
- Applicant shall provide detailed information regarding litigation (court and case number), liens, or claims involving Applicant, or any company that holds a controlling interest in Applicant, against the County of Orange in the past seven (7) years.
- Applicant shall provide detailed information regarding litigation (court and case number), liens, or claims involving any proposed subcontractors, or any company that holds a controlling interest in subcontractor firm(s), against the County of Orange in the past seven (7) years.

Signature Required

OR

b) Applicant certifies that Applicant or any proposed subcontractor(s) do not have any past or current litigation.

Gabriella Yap
Gabriella Yap (Feb 15, 2024 16:10 PST)
Signature Required

10. Name/Ownership Changes

Applicant must certify either A or B by signing below:

a) Applicant certifies past company name changes and/or ownership changes, for Applicant's firm and any proposed subcontractor firm, as follows:
- Applicant shall provide detailed information regarding any company name changes (including legal business names) in the past seven (7) years.
- Applicant shall provide detailed information regarding any company ownership changes (including legal business names) in the past seven (7) years.

Signature Required

OR

b) Applicant certifies that Applicant or any proposed subcontractors have not had any company name changes or ownership changes in the past seven (7) years.

Gabriella Yap
Gabriella Yap (Feb 15, 2024 16:10 PST)
Signature Required

11. Statement of Compliance

A statement of compliance with all parts of this RFP or a listing of exceptions and suggested changes must be submitted in response to this RFP.

Applicant hereby certifies (Applicant must certify either ***a or b*** by signing below):

a. This Applicant and Application are submitted in strict compliance with the terms and requirements of the RFP including, but not limited to, the terms and conditions outlined in Section IV – Model Contract and its Attachments and Exhibits and no exceptions are proposed. By submitting this Application, Applicant agrees to all terms and requirements of the RFP including, but not limited to, the terms and conditions set forth in the Model Contract and its Attachments and Exhibits, and no exceptions are proposed.

_____

Signature required

OR

b. This Applicant and Application is submitted in strict compliance with the terms and requirements of RFP, including the terms and conditions outlined in Section IV – Model Contract and its Attachments and Exhibits, except for those exceptions expressly listed as required by this RFP and attached hereto. By submitting this Application, Applicant agrees to all terms and requirements of the RFP including, but not limited to, the terms and conditions set forth in the Model Contract and its Attachments and Exhibits, except for those exceptions expressly listed as required by this RFP and attached hereto

Gabriella Yap

Gabriella Yap (Feb 15, 2024 15:10 PST)

Signature required

Attachments for each proposed exception to this RFP, including, but not limited to Section IV – Model Contract of the RFP, must include:

1. The complete provision Applicant is taking exception to;
2. The RFP page number and section of the provision Applicant is taking exception to;
3. The suggested rewording by way of track changes (Microsoft Word format);
4. Reason(s) for submitting the proposed exception; and
5. A description of any impact the proposed exception may have on the services to be provided.

12. Exceptions to the RFP Requirements

Exceptions that the Applicant has to any of the RFP requirements must be discussed under this section. Exceptions will be reviewed by OC Community Resources (OCCR) staff to evaluate the qualifications of the applicant to meet program and service requirements. OCCR reserves the right to reject a proposal that is not consistent with the requirements of this RFP.

COMMENTS:

The City of La Habra is requesting additional funding to provide adequate staffing and services to youth across Orange County. The increase in the cost of living and inflation has created a need for program staff to be paid at a higher rate, thereby increasing the staffing costs. Also, to have enough staff coverage at all the satellite offices we would need to hire an additional three full-time case managers.

E. ADDITIONAL ASSURANCES

1. I am authorized by my Board of Directors, Trustees, or other legally qualified officers to submit this proposal on behalf of the "Applicant."

2. The Applicant is not currently on any Federal, State of California or local Debarment List.

3. The Applicant will provide records to show fiscal solvency if required.

4. The Applicant has additional funding sources and will not be dependent on County or OCWDB funding alone to carry out the proposed program(s).

5. The Applicant will meet all applicable Federal, State, and local compliance and regulatory requirements including but are not limited to:

   a. Ensuring that records accurately reflect the actual performance
   b. Maintaining record confidentiality, as required
   c. Reporting financial, participant, and performance data, as required
   d. Meeting requirements of Section 504 of the Rehabilitation Act of 1973
   e. Meeting all applicable labor laws, including Child Labor Law standards
   f. Meeting all lobbying certification and disclosure of lobbying activities requirements.

6. The Applicant will comply with the following Administrative Program Requirements:

   a. Non-Profit Organizations – OMB Circular A–122 (Cost Principles), relocated to 2 CFR Part 200, and 29 CFR Part 95 (Administrative Requirements)
   b. Educational Institutions – OMB Circular A–21 (Cost Principles), relocated to 2 CFR Part 200, and 29 CFR Part 95 (Administrative Requirements).
   c. State, Local and Indian Tribal Governments – OMB Circular A–87 (Cost Principles), relocated to 2 CFR Part 200, and 29 CFR Part 97 (Administrative Requirements).
   d. Profit Making Commercial Firms – Federal Acquisition Regulation (FAR) – 48 CFR part 31 (Cost Principles), and 29 CFR Part 95 (Administrative Requirements).
   e. All entities must comply with 29 CFR Part 93 (New Restrictions on Lobbying), 29 CFR Part 94 (Governmentwide Requirements for Drug-Free Workplace (Financial Assistance)), 29 CFR 95.13 and Part 98 (Governmentwide Debarment and Suspension, and drug-free workplace requirements), and, where applicable, 29 CFR Part 96 (Audit Requirements for Grants, Contracts, and Other Agreements) and 29 CFR Part 99 (Audits of States, Local Governments and Non-Profit Organizations).
   f. 29 CFR Part 2, subpart D—Equal Treatment in Department of Labor Programs for Religious Organizations, Protection of Religious Liberty of Department of Labor Social Service Providers and Beneficiaries.
   g. 29 CFR Part 31—Nondiscrimination in Federally Assisted Programs of the Department of Labor—Effectuation of Title VI of the Civil Rights Act of 1964.
   h. 29 CFR Part 32—Nondiscrimination based on Handicap in Programs or Activities Receiving Federal Financial Assistance.
   i. 29 CFR Part 35— Nondiscrimination based on Age in Programs or Activities Receiving Federal Financial Assistance from the Department of Labor.
   j. 29 CFR Part 36—Nondiscrimination based on Sex in Education Programs or Activities Receiving Federal Financial Assistance.
   k. 29 CFR Parts 29 and 30—Labor Standards for the Registration of Apprenticeship Programs, and Equal Employment Opportunity in Apprenticeship and Training, as applicable.

7. The Applicant will comply with Safeguarding Data Including Personally Identifiable Information (PII) as follows:

   a. All data exchanges will be conducted in a manner consistent with applicable Federal law and TEGL NO. 39-11 (issued June 28, 2012) and applicable state and federal laws.

b. Ensure that such PII is not transmitted to unauthorized users, all PII and other sensitive data transmitted via e-mail or stored on CDs, DVDs, thumb drives, etc., must be encrypted using a Federal Information Processing Standards (FIPS) 140-2 compliant and National Institute of Standards and Technology (NIST) validated cryptographic module. Grantees must not e-mail unencrypted sensitive PII to any entity, including ETA or contractors.
c. Take the steps necessary to ensure the privacy of all PII obtained from participants and/or other individuals and to protect such information from unauthorized disclosure.
d. Ensure that any PII used has been obtained in conformity with applicable Federal and state laws governing the confidentiality of information.
e. All PII data shall be stored in an area that is physically safe from access by unauthorized persons at all times and the data will be processed using grantee issued equipment, managed information technology (IT) services, and designated locations approved by County.
f. Employees and other personnel who will have access to sensitive/confidential/proprietary/private data must be advised of the confidential nature of the information, the safeguards required to protect the information, and that there are civil and criminal sanctions for noncompliance with such safeguards that are contained in Federal and state laws.
g. All PII data must be processed in a manner that will protect the confidentiality of the records/documents and is designed to prevent unauthorized persons from retrieving such records by computer, remote terminal or any other means. Data may be downloaded to, or maintained on, mobile or portable devices only if the data are encrypted using NIST validated software products based on FIPS 140-2 encryption. Also, wage data may only be accessed from secure locations.
h. Will permit County to make onsite inspections during regular business hours to conduct audits and/or conducting other investigations to assure that the grantee is complying with the confidentiality requirements described above.
i. Will retain data only for the time required to use it for assessment, program evaluation, and other purposes, or to satisfy applicable records' retention requirements, if any. Thereafter, the applicant agrees that all data will be destroyed, including the degaussing of magnetic tape files and the deletion of electronic data.

8. The Applicant will endeavor to partner and plan with such entities, that the OCWDB, County, its subcommittees or staff direct, including regionally, statewide, or nationally.

9. The Applicant will comply with such new regulations as set forth.

10. The Applicant will comply with policies initiated by the State of California, County of Orange and the OCWDB, WEDD, as appropriate.

11. The Applicant will not:

a. Place a customer in a position that will displace a current employee
b. Use awarded funds to assist, promote, or deter union organizing
c. Use funds to employ or train persons in sectarian activities
d. Use funds for customers in the construction, operation, or maintenance of any part of a facility to be used for sectarian instruction or religious worship

I certify assurance for each item above, 1 through 11, as applicable.

I acknowledge that if assurance cannot be given for each item above, this application will be rejected.

Gabriella Yap
Gabriella Yap (Feb 15, 2024 16:10 PST)
(Signature)

2/15/2024
(Date)

Gabriela Yap on behalf of Jim Sadro
(Print Name)

City Manager
(Title)

PART II - YOUTH PROGRAM SERVICES

Not to exceed 25 pages (does not include attachments)

A separate Part II Application required for each population proposing to serve.

PROGRAM SERVICES APPLYING FOR:	
☒ Out-of-School Youth (OSY) ☐ In-School Youth (ISY)	
Total funding requested:	$ 2,287,500
Planned number of youth to be served:	420
Cost per participant:	$ 5,446.43
Leveraged resources:	$ 115,000.00
Leverage Percentage:	5%

- **ORGANIZATIONAL HISTORY, EXPERIENCE, AND STRUCTURE**

1. **Describe your organization's years of experience in effective planning, delivering and/or coordinating WIOA Youth services and/or other youth program services.**

For over 50 years, La Habra has been a pioneer in addressing youth needs, offering programs from CETA to WIOA. As the OC Workforce and Economic Development Division's longest-standing provider, we've adapted to serve diverse youth populations. Our innovative approach integrates technologies like virtual reality to train youth in high-demand industries, with flexible delivery options ensuring accessibility.

We provide personalized support tailored to the unique challenges of youth, from foster care to justice-involved individuals. Our dedicated case managers meet offsite to accommodate individual needs. Collaborative partnerships with local agencies and organizations like John Muir Charter School and Stand Up for Kids enable us to enroll and assist hundreds of youth countywide.

Committed to continuous improvement, we refine our practices to meet evolving job demands. Strategic partnerships, built upon mutual respect, bolster our efforts to bridge gaps in service delivery and ensure youth access to necessary resources.

Recognizing the importance of collaboration, we've cultivated strategic partnerships with local agencies, community organizations, and service groups. These partnerships, built upon mutual respect and shared goals, enable us to enroll and assist hundreds of youth throughout the county, ensuring they have access to essential resources and support systems.

Through these collaborations, we continue to make significant strides in empowering youth and building a brighter future for our community.

2. **Describe your organizational experience in the development of Youth Employment-related training curriculum and the delivery of youth training services.**

The City of La Habra is dedicated to providing comprehensive youth employment-related training curriculum and services to facilitate non-traditional career paths. With 45 years of experience, we have continually adapted and refined our curriculum to effectively serve a diverse population in an ever-evolving world. Recognizing the need for tailored solutions, we have developed a curriculum that offers multiple options and resources to meet the unique needs of each individual.

Central to our approach is the Individual Service Plan (ISP), which encompasses work readiness training, career and educational guidance, exposure to high-demand occupations, access to Pre-apprenticeships and Apprenticeships, and post-secondary opportunities, all leading to sustainable employment. The ISP model re-engages disenfranchised youth, keeps them motivated, and equips them with the skills needed for success in today's workforce.

Our career pathway model goes beyond mere exploration, focusing instead on identifying academic or vocational programs aligned with each student's long-term goals. Through online assessments, career research, and hands-on experiences such as internships and job shadowing, students gain valuable insights into in-demand industries and develop relevant workforce skills.

To ensure that participants receive the necessary training, we offer Individual Training

Accounts (ITAs) that lead to certifications and licenses in high-demand fields. Additionally, we have established partnerships with key training providers, such as Nurses Development and Health Staff Training Institute, to offer co-enrollments and financial assistance to participants seeking vocational training.

In the past year, our organization has implemented mass enrollments targeting populations in need of alternative pathways to self-sufficiency, further demonstrating our commitment to providing accessible and effective training services for youth.

3. **Describe your organizational experience in planning and/or development of career pathways service delivery systems that combine training and education services to provide participants the skills needed for placement in local in-demand occupations/industries that will lead to economic self-sufficiency.**

In the past program year, the City of La Habra has implemented a comprehensive approach to address the needs of youth facing barriers by integrating Individual Training Accounts (ITAs) with concurrent training and education programs. Recognizing the importance of providing participants with both training and education simultaneously, we have established initiatives to cultivate a diverse set of skills essential for placement in local in-demand occupations.

Throughout the program year 2023-2024, over 50 participants have benefited from dual enrollment in alternative secondary education and occupational skills training through the California Job Challenge (CAJC) at the Joint Forces Training Base in Los Alamitos, CA. This innovative program offers participants the opportunity to earn high school diplomas, recognized post-secondary credentials, and engage in weekly career readiness workshops over a six-month period.

Graduates of the CAJC program often secure employment in high-demand industries, enroll in skilled trades apprenticeships, or pursue military service careers. This initiative not only provides training for in-demand jobs but also ensures that participants receive education preparation, equipping them with the most up-to-date knowledge and skills required for success in the workforce.

By combining training and education services, our organization is committed to delivering holistic support that aligns with the 14 elements outlined in the grant. This integrated approach not only enhances participants' employability but also empowers them with the tools and resources needed to achieve economic self-sufficiency in their chosen fields.

4. **Describe your organizational knowledge of strategies to develop or expand the availability of work experience opportunities (internships, apprenticeships, etc.).**

The City of La Habra has developed a comprehensive four-point plan aimed at enhancing the availability of work experience opportunities, including internships and apprenticeships, for our youth:

1. Recruitment Strategy: Our recruitment efforts are tailored to identify suitable youth candidates for the program. By having participants complete a Self-Assessment form, our Case Managers ensure a thorough understanding of each youth's commitment level. This approach underscores our dedication to guiding youth toward success by facilitating positive changes necessary for goal attainment.

2. Assessment Process: We employ a series of assessments, such as the CA Career Zone, to help participants gain insight into their passions and career interests. This introspective process empowers youth to make informed decisions about their career pathways and select suitable work experiences that contribute to their professional growth.

3. Utilization of Labor Market Information (LMI): Leveraging LMI data allows us to identify and highlight in-demand occupations, providing participants with a clear understanding of industry needs and earning potentials. This insight serves as a motivational tool, inspiring youth to engage in training programs aligned with high-demand sectors.

4. Empowerment Through ISP: We empower youth to take ownership of their career paths by involving them in the design of their Individual Service Plans (ISPs). Collaboratively setting goals and benchmarks with Case Managers fosters a sense of ownership and motivation to succeed.

Additionally, the Business Solutions team of the Orange County Workforce plays a crucial role in developing and expanding worksites. Using LMI, they identify trends and growth areas within the region, aligning job opportunities with the interests of youth participants. Through partnerships and advocacy efforts, we ensure accessibility for all participants, including those with disabilities or criminal records.

With 50+ years of experience in providing workforce development services, the City of La Habra has earned a stellar reputation for preparing youth for employment. Our comprehensive approach includes work readiness workshops and personalized support to ensure participants are well-equipped for job placements. We continually strive to expand our network of worksites to provide a comprehensive range of opportunities for all youth, particularly those facing barriers. Through ongoing efforts and strategic partnerships, we remain committed to creating pathways to economic self-sufficiency for our youth population.

5. **Describe how you will ensure complete geographic and demographic coverage. How will you attract and serve new youth? Using facts and figures from merited and published sources, create a Recruitment Plan to meet the needs of the targeted population(s).**

   For high school dropouts, we leverage our program alumni, current out-of-school youth, and partnerships with probation officers, community agencies, faith-based organizations, and alternative schools for referrals. Partnering with John Muir Charter School and other diploma completion initiatives broadens our reach. For runaway and homeless youth, we collaborate with City Net and various shelters/providers like Homeless Intervention Service, Casa Youth Shelter, and local technical schools to enroll participants. Municipal agencies are also implementing community outreach programs to address homelessness. For youth in foster care, partnerships with organizations like Orangewood Children's Foundation and Covenant House provide dedicated office space, enhancing our ability to serve this population effectively.

   For youth offenders, positive relationships with probation officers facilitate referrals.

Programs like Hire OC offer networking opportunities for justice-involved youth. Dedicated office space at the Manchester Office Building enables direct access. For pregnant and parenting youth, partnerships with nonprofits, WIC offices, Planned Parenthood, and Casa Teresa facilitate recruitment. Alternative high schools also refer parenting youth seeking diplomas. For disabled youth, partnerships with agencies like the Department of Rehabilitation, the Regional Center of Orange County, and local schools' disabled student programs ensure referrals. Staff outreach to all Orange County school districts to broaden reach.

6. **Describe how your organization will manage the eligibility and enrollment process to ensure that all customers enrolled are eligible and appropriate for WIOA services?**

To effectively manage the eligibility and enrollment process for WIOA services, our organization follows a structured approach that aligns with the grant's eligibility requirements. Firstly, we categorize youth into distinct groups based on their school status, distinguishing between out-of-school youth (OSY) and in-school youth (ISY). This segmentation helps streamline our programming efforts, ensuring tailored services for each group while serving the entire Orange County community. Eligibility criteria for youth aged 14-24 in Orange County are centered around low-income status and experiencing barriers to employment or education. For ISY youth aged 14-21 and OSY youth aged 16-24, these barriers may include homelessness, high school dropout status, involvement in the justice system, disabilities, foster care involvement, or the need for additional assistance to gain employment or education.

To verify low-income status, participants can provide documentation such as Calfresh, SNAP, income statements, or other federal assistance program records. Additionally, all participants must demonstrate their eligibility to work in the United States by providing appropriate documentation. Our case managers play a pivotal role in the eligibility determination process.

They conduct referrals and thoroughly assess each youth's eligibility based on the outlined criteria, ensuring that only eligible individuals are enrolled in the program. By adhering to these procedures and maintaining rigorous documentation standards, we guarantee that all customers enrolled in our WIOA services meet the necessary eligibility requirements, thus maximizing the impact of our programs on the target population.

- **STAFF EXPERIENCE AND CAPABILITIES**

1. **Provide a detailed staffing plan that identifies staffing structure, roles and responsibilities, staff qualifications and salary range. Include resume(s), education, credential(s) and pertinent experience of all identified staff including subcontractors.**

The City of La Habra staffing plan is as follows:

Employment and Training Manager - Provides oversight of the WIOA program and supervision of staff. The Manager also provides direction to staff concerning program performance, monitoring of case files for compliance with Federal, State, and local WIOA policies, confirming WIOA eligibility, seeks additional grant opportunities, budget preparation, invoicing, and budget expenditures. The current Manager, Diane Nuno-Gomez, has three years of experience working with the workforce development program and over 20 years of working in the social service field in the capacity of case manager, supervisor, and program manager.

Program Coordinators (2) – Provide direct staff supervision, includes assisting in the oversight, review, and analysis of program services, and ensuring quality and accurate client outcomes for program participants. The Program Coordinator also oversees participant case files and ensures compliance with federal, state, and local WIOA policies and procedures. Ensure that staff meets performance goals as outlined in the contract and that resources are being utilized appropriately. Case Managers (6) – responsible for direct services of the WIOA program. Duties include responding to new referrals, assessment of eligibility of participants, providing career exploration and career planning services, ISP coordination, and work readiness workshops. Maintain monthly contact with a ratio of 1:50 participants while providing case

management services that consist of goal setting, career counseling and exploration, provide access to all 14 WIOA Elements, including Supportive Services according to the appropriate matrix. Three full-time case managers will be hired. Part-Time Case Managers (5) – responsible for direct services of the WIOA program. Duties include responding to new referrals, assessment of eligibility of participants, providing career exploration and career planning services, ISP coordination, and work-readiness workshops. Maintain monthly contact with a ratio of 1:25 participants while providing case management services that consist of goal setting, career counseling and exploration, provide access to all 14 WIOA Elements, including Supportive Services according to the appropriate matrix. Work Readiness Trainer (2) – Coordinates, plans, and implements work readiness workshops, attends community outreach events, coordinates, and attends recruitment events, maintains regular contact with community partners to foster continued outreach opportunities. Maintains caseload of 20 and provides case management services including responding to new referrals, assessment of eligibility of participants, providing career exploration and career planning services, ISP coordination, and work-readiness workshops. Maintain monthly contact with a ratio of 1:20 participants while providing case management services that consist of goal setting, career counseling and exploration, provide access to all 14 WIOA Elements, including Supportive Services according to the appropriate matrix. Account Clerk – Conducts scheduling, invoicing, billing, reimbursements, purchasing, monitors supportive service documents for accuracy, CalJOBS reporting, and data entry, answering phones, and WIOA eligibility document collection. Clerk – provides administrative support to case managers, uploads enrollment documentation and opens activity codes into CalJOBS, prepares and maintains current enrollment documents, makes copies, answers phones, maintains participant files, follow-up files, record retention records and other administrative tasks as needed. (see attached resumes)

2. **Provide a management plan that demonstrates the overall structure of the service delivery model inclusive of all established and proposed subcontractors.**

Our management plan comprises five categories to describe our overall structure of service delivery. First, our whole staffing approach utilizes existing staff who are currently working in the program. No work will be subcontracted. The Program Manager provides oversight of the WIOA program and supervision of staff. The Program Cooridnators supervise the Case Managers and Clerical staff. The Case Managers will provide direct services following the WIOA 14 elements to participants. The Work Readiness Trainers coordinate and implement the weekly workshops, provide case management, and facilitate outreach and recruitment. The Program Clerk and Account Clerk will assist with program and administrative tasks. Second, we have various locations throughout Orange County with offices located at the OC Workforce Solutions Centers in Brea and Laguna Niguel, satellite offices at the Orangewood Foundation in Santa Ana, the Manchester Office Building/Probation in Orange, and at the Los Alamitos Joint Force Base in Los Alamitos. Next, staff acquisition will need to occur, to hire the three new Case Managers and an Account Clerk. The hiring process will occur as soon as July 1, 2024. Fourth, training will be provided to all staff through the City of La Habra's Human Resources Department (in-kind), in-house training by the Program Coordinators, various workforce development virtual trainings as well as CalJOBS training, and through community partner resources. Training topics include, but are not limited to equal opportunity, harassment, safety, workforce development best practices, policies and procedures, VR, CalJOBS functions, trauma-informed care, and evidence-based case management. Finally, should there be a need to reassign staff at the end of the contract, the City will attempt to find similar roles for staff in different departments.

3. **Provide a project timeline that includes hiring, and training, service schedules, reporting timelines, and other major activities related to the operations.**

As a current provider, we can seamlessly continue services throughout the County of Orange without any disruption. All systems are in place; no startup costs and planning are necessary. Staff will be trained monthly on relevant WIOA topics such as labor market information,

eligibility, Policies and Procedures, Performance, MSG, Credentials, case note writing, time management and data entry in CalJOBS. Training is done by various organizations like the OC Workforce and Economic Development Division, WorkforceGPS (Department of Labor), and City of La Habra Management staff. We report monthly performance and updates to the OCWDB. We are also responsible for reporting to the City of La Habra City Council. We conduct internal monitoring for both hard files and electronic files in CalJOBS once a month to ensure quality control and continuous improvement. Participant enrollment and activities occur continuously throughout the Program Year. The City of La Habra, Human Resources Department, with input from Program management, conducts the staff recruitment process, interviewing, and hiring as needed. Recruitment for the vacant positions for Case Manager and Account Clerk, will begin July 1, 2024, with a target start date of the last week in July. We are proud of the diversity of our team that includes multilingual staff who can translate and operate all programs in English, Spanish, Tagalog, Korean, Mandarin, and Vietnamese, as well as the ability to serve Limited English Proficient populations. Our staff are culturally aware and inclusive of all. Our facilities are accessible, according to the American with Disabilities Act (ADA). We have TYY services available.

4. **Describe the processes that would be used to subcontract with other qualified providers of training and technical assistance services as needed in a timely and cost-effective manner and purchase customized goods/specialized services.**

Although there is no subcontract agreement in this proposal, the City would use only the most appropriate and qualified provider, vetted by references and a close examination of their program services. The subcontract will be agreed upon by both organizations, reviewed by the City Attorney, and be placed on the La Habra City Council agenda for review and approval.

5. **Provide a current organizational chart (including subcontractors, organizational partnerships, and collaborations)**

See Attached.

- **SPECIFICATIONS OF DELIVERABLES – WIOA 14 YOUTH PROGRAM ELEMENTS**

1. **Describe a technical approach and successful practices in delivering tutoring, study skills training and evidence-based dropout prevention and recovery strategies leading to the completion of high school diploma/GED.**

Case Managers work closely with program participants to identify areas of academic concern and connect youth to providers of tutoring and study skills training, such as School on Wheels. Staff members encourage enrollment in secondary and post-secondary academic programs that incorporate tutoring services into their teaching strategies, such as North Orange Continuing Education (NOCE), La Vista/La Sierra High Schools, and Richland High School. These resources enable the development of learning strategies that serve as de facto dropout prevention activities.

2. **Describe a technical approach and successful practices in delivering alternative secondary school services, or dropout recovery services.**

Partnerships with Learn4Life (Innovation High School), Pathways Academy, College and Career Preparatory Academy (CCPA), and John Muir Charter School have bolstered dropout recovery rates by providing youth with access to multiple instructional delivery methods: on campus, hybrid, and remote. CCPA alone enrolled 134 students and achieved a graduation rate of 74% during program year 2023 – 2024. These services have been vital to the acquisition of high school diplomas by youth who have struggled in traditional secondary school programs and require additional basic education skills training, individualized instruction, and/or English as a Second Language courses.

3. **Describe a technical approach and successful practices in delivering paid and unpaid work experiences that have academic and occupational education as a component, which may include summer employment, pre- apprenticeship programs, internships, job shadowing, and on-the-job training opportunities.**

The Program Manager, Program Coordinators, and Case Managers collaborated to identify the ideal worksites for 41 participants in program year 2023- 2024 with the goal of helping youth obtain the experience, knowledge, and skills commonly required by local employers. Job selection factors included the specific requirements of each position, the educational and

occupational skills levels of participants, and youths' barriers (e.g., transportation, special accommodation necessities, or scheduling conflicts). Paid work experience opportunities have helped youth become more competitive in the job market, contribute to household incomes, and start down a path toward self-sufficiency.

4. **Describe a technical approach and successful practices in delivering occupational skill training that leads to recognized postsecondary credentials in in-demand occupations/clusters.**

During the current program year, 70+ participants received funding to pay for occupational skills training programs provide youth with recognized post-secondary credentials necessary to secure employment in high-demand industries (e.g., healthcare, IT, and manufacturing) or occupations that have higher-than-average median wages and growth rates (e.g., skilled trades). Program selection is reached after thorough career assessments and labor market research have been conducted to match youth with occupations that align with their interests and existing skillsets.

5. **Describe a technical approach and successful practices in delivering education offered concurrently with and in the same context as workforce preparation activities/ training for a specific occupation/cluster.**

50+ participants have been dual-enrolled in alternative secondary and occupational skills training during program year 2023 – 2024 via the California Job Challenge (CAJC) at the Joint Forces Training Base in Los Alamitos, CA. Youth who complete that program earn high school diplomas, recognized post-secondary credentials, and weekly career readiness workshops within a six-month period. Graduates of CAJC often secure employment in high-demand industries, are accepted into skilled trades apprenticeships, or choose a military service career.

6. **Describe a technical approach and successful practices in delivering leadership development opportunities which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.**

Youth are connected to in-house and third-party career readiness workshops, such as the 12-Week Career Guidance and Exploration series at OC Probation's Youth Leadership Academy and Youth Guidance Center. Participants are also provided with access to leadership summits

and conferences including the Conference on Asian Pacific American Leadership, the California Workforce Association Youth Summit, and the City of La Habra's Student Government Day.

7. **Describe a technical approach and successful practices in delivering supportive services which may include assistance with educational testing and accommodations.**

Case Managers developed proposals with funding justifications to provide supportive services that have alleviated transportation barriers (bus passes and gas), housing instability (rent and utilities), and the inability to pay for educational testing (certification/credentialing exams). Supportive services have also allowed youth to meet work and school requirements (tools/clothing and post-secondary academic materials), and gain access to phone and internet services via the federal Affordable Connectivity Plan and California LifeLine Program. Without these expenditures, participants would not have been able to obtain or retain employment and/or enrollment in educational programs.

8. **Describe a technical approach and successful practices in delivering adult mentoring for the period of participation and a subsequent period, not less than 12 months.**

Program participants receive direct and indirect adult mentoring from Case Managers, secondary and post-secondary faculty, and professionals in the public and private sectors. For example, Case Managers and partners, such as Working Wardrobe, offer personal shopping experiences when providing youth with no-cost clothing for interviews and occupations with dress codes. Participants will also receive insights and advice on their educational and employment pursuits from Sergeants at the Joint Forces Training Base (CAJC), instructors at approved training providers, and professionals at nonprofit organizations including the Orange County Asian and Pacific Islander Alliance (OCAPICA) and Court-Appointed Special Advocates of Orange County (CASA OC).

9. **Describe a technical approach and successful practices in delivering comprehensive guidance & counseling which may include drug and alcohol abuse counseling and referral, as appropriate.**

Case Managers connect youth with community-based organizations that offer behavioral health counseling, treatment, and education, as well as warmlines. Notable referral partners

include the National Alliance on Mental Health (NAMI), Pacific Clinics, Allcove, Be Well, CalOptima, and Genesis New Beginning. The goal of each referral is to provide participants with access to trained professionals and guidance from lived experience peers.

10. **Describe a technical approach and successful practices in delivering follow-up services for no less than 12 months after the completion of participation.**

During the 12-month follow-up period, Case Managers conduct monthly outreach to help participants retain employment and/or maintain enrollment in academic programs. Supportive services are often utilized to eliminate monetary barriers to success, such as tools and clothing required for work and academic materials and educational testing required to obtain credentials. Youth also receive semimonthly emails with information on obtaining additional resources (e.g., free tutoring services, workshops, and basic needs). At the end of each follow-up period, youth are reassessed to determine if reenrollment in the WIOA Youth Program is needed to further their educations or careers.

11. **Describe a technical approach and successful practices in delivering financial literacy.**

Financial literacy workshops are offered twice a week (onsite and virtual) at both OC Workforce Solution offices, and monthly at all satellite offices, using the FDIC's Money Smart for Young People curriculum. Partnerships with U.S. Bank and Chase Bank have also provided youth the opportunity to attend workshops delivered by financial services professionals. Alternatively, participants are offered the option to complete a series of the FDIC's online, self-paced Money Smart program.

12. **Describe a technical approach and successful practices in delivering entrepreneurial skills training.**

Case Managers encourage youth interested in starting their own businesses to attend courses, such as the free Start Up Bootcamp offered by The Center for Entrepreneurship at North Orange County Community College District (NOCCCD) and the series of workshops presented by Lead2Goals. Participants are also encouraged to utilize the occupational skills training, paid

work experience, and supportive services resources available through the WIOA Youth Program to obtain the credentials necessary to pursue independent ventures in skilled trades, personal services, and other in-demand occupations.

13. **Describe a technical approach and successful practices in delivering services that provide labor market and employment information about in-demand industry sectors or occupations, including career awareness, career counseling, and exploration.**

During the enrollment process, Case Managers initiate career exploration services by helping youth complete interest profilers on California Career Zone and O*Net to generate lists of suggested occupations. Subsequently, data on the preferred job categories identified by each participant is reviewed including required skills, education, and training, median wages, and expected growth rates. These activities create a roadmap for Case Managers and participants to establish and achieve short- and long-term goals related to education and employment.

14. **Describe a technical approach and successful practices in delivering activities that help youth prepare for and transition to post-secondary education and training.**

Participants are encouraged to attend workshops about financial aid, best practices for selecting secondary and post-secondary educational institutions and entering the workforce. Close partnerships with organizations, such as Advance! in La Habra, provide youth with access to one-on-one and group informational sessions covering FAFSA, college applications and essay writing, and the overall college experience. Case Managers will also share their experiences with their participants to offer more personalized advice and guidance.

- **BUDGET, COST PROPOSAL, AND FINANCIAL INFORMATION**

1. **Describe in detail your organization's experience managing and accounting for multiple federal, state and local funding sources in accordance with Generally accepted Accounting Principles (GAAP).**

The City has been managing multiple federal, state, and local funding sources for several years. Some of the notable grants/funding sources are CDBG, WIOA, Childcare Development, OCTA Measure M2 Grant, Gas Tax, etc. All funds are accounted for per GAAP, OMB Uniform

Guidelines, and each program guideline (if applicable). The City year-end financial statements (i.e., Comprehensive Annual Financial Report and Single Audit Report) have been audited annually by an external independent CPA firm.

2. **Describe how your organization will conduct self-monitoring for contract performance and compliance.**

We conduct internal monitoring once a month to ensure quality control and continuous improvement. We utilize the Department of Labor's WIOA Youth Core Monitoring Guide and the County of Orange's contract. Internal monitoring includes comprehensive file reviews (eligibility, program design, supportive services, incentives, CalJOBS, etc.), participant interviews, worksite interviews, participant timesheet reviews, WIOA performance review, workshops, and more. The Program Manager conducts internal monitoring and works with staff to rectify issues, develop corrective action, and determine technical assistance needs. Internal monitoring documents are available for the OCWDB review upon request.

3. **Describe your organization's overall financial condition. Specifically, describing your organization's ability to cover any delayed reimbursement, disallowed costs or program over expenditures. If applicable, include relevant details from your organization's Audited financial statements or other information.**

The City is in a sound financial position. The City's sizeable tax base with steady growth supported by its favorable location on the border of Los Angeles and Orange Counties and wealth levels in line with national medians. Conservative management has maintained the General Fund's reserves at targeted levels of 15% of the budget expenditure (approximately $7.7 million). In case of any delayed reimbursement, disallowed costs, or program over spending, the City's General Fund will be able to cover for these deficits.

4. **Describe your organization's administrative and fiscal capacity to fulfill federally required documentation and record-keeping such as collecting data and preparing required documents, accounting controls, internal monitoring, and handling of corrective actions/findings.**

The City has the administrative and fiscal capacity to fulfill federally required documentation and record-keeping, internal monitoring, and handling of corrective action requirements that come with a federal grant.

5. **Complete proposed budget schedules and budget narratives with total amounts and detailed explanation of how amounts will be computed by completing Application - Form 2 – Budget Narratives.**
   See attached Form 2 - Budget Narratives

- **CONFLICT MITIGATION PLAN**

1. **Provide a written plan that clarifies how the organization will carry out responsibilities while demonstrating compliance with WIOA, corresponding regulations, the relevant office of Management and Budget circulars, and conflicts of interest. The plan limits conflict of interest or the appearance of a conflict of interest to minimize financial risk and develop appropriate firewalls within that single entity performing multiple functions.**

The City of La Habra has an internal control structure and written policies in place that provide safeguards to protect personally identifiable information, records, contracts, grant funds, equipment, sensitive information, tangible items, and other information that is readily or easily exchanged in the open market, or those considered to be sensitive, consistent with applicable Federal, State, and local privacy and confidentiality laws. The City's internal control structure comprises five components: (1) Control Environment; (2) Risk Assessment; (3) Control Activities; (4) Information & Communication; and (5) Monitoring. As part of the City government, the City sets the control environment and influences all our decisions and activities. We and other City Departments such as Human Resources and Fiscal conduct risk assessments. For instance, our purchases and hiring must go through separate City Departments and are evaluated by these departments for risk. Control activities are the policies and procedures that help ensure management directives are carried out. This includes functions such as approvals, authorizations, recording, processing payments, and review of performance. All these functions have an adequate separation of duties since separate City Departments perform them. Communication and information are shared with staff and the City Council to ensure consistency and proper application. We conduct internal monitoring annually and are monitored by the City on a quarterly basis.

The City of La Habra maintains written standards of conduct covering conflicts of interest and governing the actions of its employees engaged in the selection, award, and administration of

contracts. This policy states that no employee, officer, or agent may participate in the selection, award, or administration if he or she has a real or apparent conflict of interest. Proper firewalls are in place to ensure the transparency and integrity of processes. The City clearly articulates roles and functions, and there is a separation of duties enforced as functions, such as finance and procurement, are conducted by separate City departments.

PERFORMANCE

2. **Provide a detailed plan that includes proposed strategies to ensure positive placements and performance outcomes are achieved.**

To ensure positive placements and performance outcomes are achieved, our detailed plan encompasses strategic steps aligned with the WIOA performance measures:

- Setting Clear Goals: Upon enrollment, youth participants will establish personalized goals within their Individual Service Plans (ISPs) that align with performance measures. These goals will encompass placement in education or employment, ensuring a tailored approach to each participant's journey.
- Providing Work Experiences and ITAs: We will offer work experiences and Individual Training Accounts (ITAs) to support participants in achieving their goals. Through these opportunities, participants will gain valuable skills and hands-on experience that enhance their employability and contribute to positive performance outcomes.
- Offering Work Readiness Opportunities: Our program will provide a range of work readiness opportunities, including the Work Experience (WEX) program, onsite hiring events, and direct referrals to businesses countywide. These initiatives aim to secure work placements that lead to tangible performance outcomes such as paystubs.
- Regular Post-Secondary Transition Services: We will offer regular post-secondary transition services to facilitate successful education placements. By providing

ongoing support and resources, we aim to ensure that participants transition smoothly into post-secondary education programs aligned with their career goals.

Our plan is structured around five key steps:

- Recruitment: We carefully assess each participant's suitability for the program, evaluating their motivation to complete extensive training. This ensures that participants are fully engaged and committed to achieving positive outcomes.
- Case Management: Upon enrollment, Case Managers will collaborate with participants to outline performance measures relevant to their individual goals. By providing personalized guidance and support, we empower participants to stay focused and motivated throughout their journey.
- Supportive Environment: Our program fosters a supportive environment with mentors, caring adults, and a family-like atmosphere. This positive reinforcement helps participants stay engaged and motivated to reach their goals.
- Monitoring Benchmarks: We have integrated program benchmarks to measure participants' progress and ensure they stay on track. If a milestone is not reached, we provide timely intervention to realign participants with their goals.
- Tracking and Evaluation: We employ Excel spreadsheets and CalJOBS to track participants' progress, including benchmark achievements and performance measures. Additionally, we request monthly progress reports from schools and training programs to monitor participants' post-secondary education progress.

Through this comprehensive approach, we are confident in our ability to achieve positive placements and performance outcomes for our youth participants, ultimately fostering their success in education and employment.

3. **Describe the processes in place and exit strategy used to ensure performance standards are achieved.**

The City of La Habra employs a systematic approach to participant exits, ensuring alignment

with WIOA performance standards. When determining an exit strategy, the Case Manager thoroughly evaluates the applicable performance measures, considering factors such as timeframe and cohort date. Program staff collaborate to finalize the exit plan, providing additional support steps if necessary. This decision is deliberated during bi-weekly staff meetings, allowing for input and suggestions from the team to optimize the participant's path to success.

Following exit, our internal monitoring system maintains regular check-ins with participants for a 90-day period, ensuring continued adherence to performance standards. Additionally, participants undergo a post-exit review to assess goal attainment and facilitate successful transitions into employment or education. This structured process guarantees that performance standards are met and participants receive ongoing support even after exiting the program.

4. **Describe in detail the follow-up strategies that will be utilized with customers who have been exited from program services and what will be done during those periods to enhance retention and average earnings?**

We have a comprehensive performance setup for follow-up with youth exiting our program. Each case manager maintains ongoing contact with the youth they worked with while active, fostering a continued partnership and gathering performance data. To enhance retention and average earnings during these periods, we employ several strategies.

Firstly, we send monthly emails to every youth in follow-up, providing opportunities for them to update their progress, such as submitting paystubs or class advancements via Google Drive. These emails also include information on job openings and hiring events, ensuring continued engagement and access to resources. Additionally, case managers meet regularly with youth, providing services at least once a month to offer support and guidance.

Internally, we utilize an Excel spreadsheet to track all youth in follow-up, organizing them by quarter they are due for contact. We ensure timely completion by maintaining consistent communication attempts every three months. This structured approach allows us to stay

connected with our youth, supporting their ongoing success beyond the program's duration.

5. **Demonstrate how the respondent has met contractual performance standards for the last two years by completing Application - Form 1 – Performance Standards.**

   See attached Form 1 - Performance Standards

6. **Describe the organizations past experience and results delivering services in similar projects and/or to similar populations along with the outcomes. This should also include experience in coordinating services with other community entities and programs.**

The City has been the longest standing WIOA program provider in Orange County, delivering services to transitional aged youth experiencing barriers. We have developed various partnerships throughout the County with community organizations that provide social services, resources, educational, vocational and trade training, counseling services, and many other needed resources to our participants. We currently partner with the California Jobs Challenge Program on the Los Alamitos Joint Force Base to provide work readiness workshops, career exploration, and job placement to over 100 youth per year. We also partner with the Probation Department to provide a 12-week career exploration series to youth who are justice involved and getting ready to transition out of the juvenile justice system. We have had much success with connecting those youth with other community partners, resources for expungement services, and second chance employers. Another strong partnership is with the Orangewood Foundation where we work closely with their staff as well as with community partners to provide services and career opportunities for current and former foster youth.

JESSICA CANIZAL

JESSICA_CANIZAL@YAHOO.COM
BREA, UNITED STATES (562) 686 - 9041

PROFESSIONAL EXPERIENCE

Financial Counselor
Kaiser, Downey | January 2023 - Present

- Guided patients through the registration process, coordinating services to meet individual needs.
- Utilized technology to assess patient requirements related to benefits, finance, and member services.
- Demonstrated organizational prowess by efficiently scheduling member and non-member appointments and follow-ups.

Case Manager
City of La Habra, La Habra | July 2022 - current

- Worked with at-risk youth, providing comprehensive case management services.
- Developed and executed individualized service plans, addressing specific needs and goals.
- Advocated for and coordinated access to appropriate services and resources.
- Fostered relationships with clients to establish trust, encouraging open communication about their needs.

Health Education Assistant
LA County Public Health Department, Los Angeles | November 2021 – January 2024

- Collaborated with healthcare providers to provide accurate information on COVID-19 vaccinations.
- Demonstrated effective communication and collaboration with various stakeholders.

Primary Care Family Specialist
CHOC, Santa Ana | May 2019 - November 2021

- Screened families for health disparities at home to ensure secure health outcomes.
- Conducted mental health screenings and connected families to relevant resources.

Access Coordinator
CHOC, Orange | July 2018 - May 2019

- Submitted referrals for doctors and verified insurance, showcasing attention to detail.
- Served as a point of contact for families, demonstrating excellent communication skills.

Unit Emergency Clerk
PIH, Whittier | September 2017 - June 2020

- Supported medical staff in maintaining normal departmental operations.
- Managed phone communications, order transcriptions, and chart maintenance.
- Interacted with hospital representatives and the public effectively.

Front Office Supervisor
Friends of Family Health Center, La Habra | February 2017 - October 2017

- Managed and supervised front office activities, highlighting leadership skills.
- Oversaw front office medical staff, scheduled appointments, and verified insurance.

EDUCATION

- **Master's in Public Health**
  Grand Canyon University, Phoenix | May 2019 - October 2021
- **Bachelor's in Human Services**
  California State University, Fullerton | August 2012 - May 2016
- **Associate's Degree in Sociology**
  Fullerton College, Fullerton | August 2008 - August 2012

Ki Hyun Cheon

La Mirada, California, United States

Kcheon82@gmail.com

(562) 455-3622

Summary

Accomplished Program Coordinator offering experience implementing new and innovative programs aimed at meeting the needs of the consumer. Highly skilled at building lasting relationships with customers and business executives.

Experience

Program Coordinator

City of La Habra - Ready S.E.T O.C
Feb 2023 - Present

- Organized and managed program development from conception through successful execution, including financial forecasting and modernizing space planning and budget tracking systems, which resulted in increased enrollments by 27%
- Scheduled and supervised staff meetings to discuss new ideas and update participants on program details and milestones.
- Collaborated with other program coordinators to achieve consistency in program objectives and services.
- Developed and maintained relationships with external partners to facilitate program operations resulting in many successful events surrounding program milestones.
- Analyzed program data by tracking and reporting program outcomes to identify areas of improvement to structure improved progress with program goals.
- Developed program marketing and outreach strategies to increase awareness and attract new participants.
- Tracked and reported expenses accurately to manage program budgets, demonstrating a sound judgment in responding to issues and concerns and strong attention to detail

Case Manager

City of La Habra - Ready S.E.T O.C
Aug 2022 - Feb 2023

- Managed and collaborated in building long-term relationships with future prospective partner organizations to provide positive resources for enrolled youth participants.
- Oversaw 50 + cases of youth participants centered around establishing strong foundations in work readiness preparation, career pathways exploration, and intangible aspects of entering into the workforce.
- Identified and developed methods of effective control gaps for participants in detecting the best possible pathway of success in the educational and employment track.
- Successfully placed 20 + participants as registered CNA's.
- Effectively documented and case-noted services structured around the 14 program elements resulting in over 300 + services provided in Q1 of 2023
- Coordinated weekly and monthly workshops available for all participants to gain important skills in work readiness, financial literacy and career exploration.

Lead Teacher

ILove

Aug 2019 - Jan 2022

- Mentored and supervised a team of 5 teachers in understanding classroom management and implementing effective methods of controlling larger class settings.
- Curated lesson plans focused on strengthening weak subjects and building skills to maximize peak success in academic settings for all enrolled students.
- Collaborated with individual students to complete homework assignments, identify lagging skills, and correct weaknesses.
- Maintained a clean track of tutoring records to adjust instruction and update parents on student progress

Internship

Long Beach BLAST (Better Learning for All Students Today)

Sep 2021 - Dec 2021 (4 months)

- Identified control gaps in processes and procedures through in-depth research to help assist students understand problem-solving skills and methods of successful completion of assignments
- Conducted more than 15+ audits on recorded tutoring sessions to maintain and enforce strict professionalism between program tutors and program participants.

Education

California State University, Long Beach

Bachelor of Arts, Political Science and Government

Minor: Economics

Dean's List (Fall 2022)

Relevant Coursework

- *Economic Development*
- *Family and Consumer Resource Management*
- *Housing Policies Public and Private*

Licenses & Certifications

Sustainability Project Management Training - Coursera

Agile Project Management Certifications - Coursera

Certified Project Management - Coursera

Skills

Microsoft Office • Budget Management • Data Entry • Staff Development • Reporting & Analysis • Community Outreach • Planning Budgeting & Forecasting • Financial Reporting • Korean • Program Management

Amelia "Molly" Flores

Mortgage Professional | Community Volunteer and Leader
Mobile: (949) 633-9534 **Email:** mollyflores@yahoo.com
LinkedIn: linkedin.com/in/molly-flores-8747b460

PROFESSIONAL SUMMARY

Extremely passionate community outreach leader and mortgage loan officer dedicated to connecting and cultivating relationships that strengthen and serve the community through relationship building events, activities, and education. Experienced in public speaking, event planning and educating individuals from all backgrounds - From private wealth clients to disadvantaged individuals, Molly, is able to connect and empower through knowledge and financial literacy. Molly excels in hosting homebuyer's seminars for organizations such as HUD, Cal State Fullerton University, and various Real Estate partners agencies, consistently earning rave reviews and repeat invitations.

EXPERIENCE

ReadySetOC- *Part Time -Case Manager*

May 2023 -Present

U.S. Bank– Part time -*Mortgage Loan Officer* -
Mission Viejo CA
July 2019 -Present

Wells Fargo – *Senior Loan Officer* -Irvine, CA
June 2022 - May 2023

Coast Valley M&S– *Asst Controller/Manager*
Clemente, CA 92673 - February 2002 - October 2017

AFFILIATIONS

Lantern Village Association – *Board Member*
September 2023 - Present

Community Outreach Alliance (COA) – *Board Member, Youth Mentor, Event planner and Volunteer Coordinator*
July 2014 – Present

SC Chamber of Commerce – *Member*
January 2017 – Present

SC Downtown Business Association– *Member*
March 2017 - Present

EXPERTISE AND SKILLS

Relationship Building & Management
Project Management
Team Building
Community Event Planning
Communication & Networking Skills
Problem Solving Skills
Attention to detail.

CAREER HIGHLIGHTS

Community Organizer & Event Volunteer:
Actively volunteered in planning and organization for community for past 20 years. Participated and planned numerous events to help low-income senior citizens, disadvantaged families, Struggling Military Families as well as planned educational and volunteer events for at risk youth.

Mortgage Loan Officer: Over the course of my professional career, I have partnered with great companies like HUD, Cal State Fullerton University and as well as various Real-estate partners. I am proud to consistently maintain a stellar reputation earning both partner and client trust.
My notable certificates are:

- Business Finance and Accounting Certification
- CalHFA Certification
- SAFE Mortgage Licensing Certification
- Member BRE

EDUCATION

LTU/UCI Extension Campus
Accounting and Business Practices Certificate
2001 - 2001

Saddleback College
Mission Viejo, CA
Computer Science & Business Administration
1995 - 1997

Mt. San Jacinto College
Menifee, CA
Business Administration-1993 - 1995

Ashley Frutis

33085 Via Oeste, Lake Elsinore, CA 92530 - (949) 287-9181 - aaessyulli@gmail.com

SUMMARY OF QUALIFICATIONS

- Bilingual: English and Spanish
- Leadership: COA Club Secretary (2020-2021) and Vice President (2021-2022), AVID Club Committee President (2021-2022)

EDUCATION

Bachelors of Science/Arts in Marketing
Vanguard University of Southern California, Costa Mesa, CA — May 2026

- Excel, Microsoft Word, PowerPoint, Canva, Outlook

WORK EXPERIENCE

Case Manager — January 2024- Current
Ready SET OC, City of La Habra

- Assist in helping youth, ages 14-24, meet their educational and employment goals.
- Performing clerical duties such as: creating packets, forms, Excel, PowerPoints, Microsoft Word, and Outlook email.

Dog Sitting — July 2023- Current
The Petkanics

- Feed dog, give him medication, walk dog

COMMUNITY INVOLVEMENT

Volunteer, COA, San Clemente	2019-2023
Volunteer, Cottons Point Senior Living Home, San Clemente	2019-2023
Link Crew Leader, Link Crew, San Clemente	2020-2022
Member, Commuter Life, Costa Mesa	2022-2023
Member, El Puente, Costa Mesa	2022-2023
Member, First2VU, Costa Mesa	2022-2023
Member, Peacemakers, Costa Mesa	2022-2023
Member, Boys and Girls Club College Bound and Keystone, San Clemente	2019-2022

AWARDS AND HONORS

Hispanic Education Endowment Fund (HEEF) Scholarship	2022
Exchange Club ACE Scholarship	2022

References available upon request

Diane Nuno-Gomez
Dianegomez59@gmail.com
(562) 240-3909

Talented and passionate social service professional with leadership experience with private and public agencies. Driven to exceed organizational goals while maintaining high integrity and ethical standards.

PROFESSIONAL EXPERIENCE

City of La Habra, Employment and Training Division, December 2022-present

Program Manager

Oversite and management of WIOA contract providing employment, educational, trade and vocational training services to transitional-aged youth. Manage the activities, operations, and services of the Ready SET OC program by directing, coordinating, reviewing, and participating in the work of professional, technical and office support staff.

City of La Habra, Employment and Training Division, January 2021-December 2022

Program Coordinator

Responsible for supervising program staff which includes six case managers, two job developers and two clerical staff. Oversee participant case files and ensure compliance with federal, state, and local Workforce Innovation and Opportunity Act (WIOA) policies. Ensure that staff meets performance goals as outlined in the contract and that resources are being utilized appropriately. Collaborate with community interest groups, public agencies, local schools, Workforce Innovation and Opportunity Act (WIOA) vendors, worksites and the business community to promote program awareness. Review participant files for program eligibility. Ensure contract compliance through contract review, policy and procedure adherence and maintain regular communication with County personnel.

- Responsible for recruitment and increase in enrollment numbers
- Maintained virtual engagement throughout the Pandemic
- Familiar with municipality functions

Olive Crest Foster and Adoption Agency, March 2019-January 2021

Program Supervisor Kinship Support Services

Supervised, administered, monitored, and evaluated established services for the program, and developed new approaches as needed. Provided direction on case management and case termination decisions. Ensured contract compliance through contract review and regular communication with County personnel.

- Maintained all program elements through a virtual format during the Pandemic
- Developed care communities to ensure support of families in crisis
- Established partnerships with churches to ensure longevity of support services to families

Olive Crest Foster and Adoption Agency, 2010-2019

Foster Family Recruiter Specialist

Responsible for the recruitment and approval of new foster and adoptive families. Recruitment efforts included monthly community event presentations, delivering in-home orientation meetings, training support and managing cases through our approval process.

EDUCATION

Whittier College, Whittier, CA
Bachelor of Arts in Social Work

Rachel Angeles Gonzaga

(323) 637- 4117 | gonzaga.rchl@gmail.com

Education

California State University, Fullerton

Bachelor of Science, Human Services, Magna Cum Laude Aug. 2022

Track: Administration and Community Practice

Work Experience

City of La Habra: Ready S.E.T OC

Case Manager Sep. 2022 – Present

- Deliver supportive services by equipping participants with the proper tools and aid to strengthen employment and academic status.
- Collaborate with educational partners to advance scholars towards achieving desired academic credentials in secondary, alternative, or post-secondary school.
- Manage work experience program participation by administering timesheets, performance reviews, and work readiness trainings.

California State University, Fullerton: Center for Internships and Community Engagement

Customer Support Staff Jan. 2022 – Aug.2022

- Inspected and approved academic internships in compliance to the CICE risk management-approved policies.
- Resolved student and community partner inquiries through email, phone call, and help desk by answering internship registration, approval, or general academic-related questions.
- Greeted and oriented students and university administrators who had appointments with coordinators and/or pro-staff.

California State University, Fullerton: Office of First Year Experience

Student Leader Aug. 2021 – Dec.2021

- Developed co-curricular programming promoting self-discovery and career exploration for 56 UNIV 100 students, 4 UNIV 100 faculty members, and 4 Peer Educators.
- Analyzed program assessment results for over 50 first year undeclared freshmen about student perceptions of being undeclared.
- Trained a combination of Student Leaders, Student Success Fellows, and a Graduate Assistant on office policies/procedures and programming.

Internship Experience

City of La Habra: Ready S.E.T OC

Employment and Training Program Intern May 2022 – Aug. 2022

- Performed follow-up text messages and phone surveys to gather participant feedback and satisfaction.
- Maintained internal data by entering referrals and updated resource information in its respective logs.
- Participated in workshops, orientations, and staff meetings to gain and employ insight of program objectives.

Family Promise of Orange County

Case Management Intern Aug. 2021 – May 2022

- Co-led weekly case management meetings while transcribing detailed notes to ensure individualized services and support were incorporated in family care.
- Communicated with external organizations to coordinate housing and tutoring services for client utilization.
- Supported graduate families by emailing food distribution events and birthday gift assistance to sustain self-sufficiency.

Certifications/Technical Skills

- CRLA Peer Educator Mentor, Level III
- NAPSA Certified Peer Educator
- Microsoft Office Suite & Google Applications
- Adobe Acrobat Sign
- CalJOBS

ERIN HOLMQUIST-SQUIRES

MASTER OF ARTS IN COUNSELLING | PUPIL PERSONNEL SERVICES CREDENTIAL

Fullerton, CA | 562-896-2890 | eaholmquist86@gmail.com
linkedin.com/in/EAHolmquist-Squires

PROFILE

Committed and empathetic professional with over 20 years of diverse experience in educational and administrative roles, currently pursuing an MA in Counseling. Proven abilities in program management, student support, and cross-functional collaboration. Passionate about providing students comprehensive academic and emotional support and fostering a safe, inclusive learning environment. Seeking to leverage these skills in a school counseling role.

SKILLS

HARD SKILLS

- Office, Facilities, and Event Management
- Accounting and Payroll
- Customer Service
- Data Entry, Analysis, and Reporting
- Tech Support
- Mac/PC Proficiency
- Microsoft Suite and Google Suite

SOFT SKILLS

- Leadership and Collaboration
- Motivation and Adaptability
- Time Management and Organization
- Problem Solving, Critical Thinking, and Analytical Thinking
- Business Etiquette and Consulting

EMPLOYMENT HISTORY

Case Manager | Ready S.E.T. OC (WIOA)/City of La Habra
July 2022 – Present | La Habra, CA

- Oversee employment and training programs for youth aged 14-24, providing valuable guidance and information about educational opportunities.
- Initiated a pilot email program for participants, enhancing communication and follow-up support.
- Manage client follow-up, meet client needs, and address issues or concerns.
- Provide support to team members, fostering a collaborative and supportive work environment.

Administrative Coordinator | Children and Families Coalition of Orange County
July 2022 – Present | Santa Ana, CA (Remote)

- Collaborate with multiple community-based organizations throughout the county, fostering cooperative relationships and enhancing community outreach.
- Assist with developing and implementing trauma-informed care programs, contributing to the community's well-being.
- Participate in grant writing preparation and data gathering, supporting the organization's funding efforts.
- Implement creative methods for data collection and analysis, optimizing the use of information resources.

Administrative Assistant | Whittier College
August 2017 – September 2021 | Whittier, CA

- Collaborated with Accounts Payable to process finance requests and audits, correcting over $ 3,500 in accounting errors and maintaining department viability.
- Assisted the Registrar's office by registering more than 30 classes, minimizing potential student and faculty obstacles, and improving departmental efficiency.
- Led and mentored a team of Federal Work-Study student employees and volunteers, fostering excellent customer service and community relations.
- Managed live events, including stage management and audio/visual recording, enhancing community engagement and event success.

Administrative Assistant | American Career College
July 2011 – August 2013 | Los Angeles, CA

- Managed administrative tasks, supporting 20+ team members and fostering efficient department operations.
- Coordinated accreditation conferences, enhancing the college's compliance with educational standards.
- Fostered strong relationships with diverse groups of students, staff, and faculty, demonstrating commitment to equity and cultural awareness.

Private Tutor | Personal Business
September 2011 – Present | Whittier, CA

- Provide academic support across subjects, emphasizing student understanding and achievement.
- Adapt teaching strategies to accommodate varying learning styles, enhancing accessibility of educational material.
- Foster open communication with students and parents, addressing academic and non-academic issues impacting student well-being.

Contracted Education Positions | Various Schools and Districts
September 2013 – August 2017 | Whittier and Fullerton, CA

- Led and motivated students through classroom and outdoor activities, promoting engagement and learning.
- Collaborated closely with teachers, coordinating efforts to enhance instruction and curriculum delivery.
- Maintained a safe, inclusive, and engaging learning environment, supporting student success and well-being.

Substitute Teacher | Rosary Academy
January 2017 – August 2017 | Fullerton, CA

Substitute Teacher | Whittier Union High School District
January 2016 – August 2017 | Whittier, CA

Recreation Assistant, Substitute Teacher, Instructional Aid | Fullerton Elementary School District
September 2015 – August 2017 | Fullerton, CA

Substitute Teacher & Instructional Aid | East Whittier City School District
September 2013 – August 2017 | Whittier, CA

EDUCATION

Master of Arts in Counseling | Loyola Marymount University
January 2022 – Present (Expected Graduation: December 2024) | Los Angeles, CA

Bachelor of Arts in Music | Washington State University
August 2004 – May 2009 | Pullman, WA

- Dual Minors in Business Administration and History

CERTIFICATION

Certificate of Clearance | California Commission on Teacher Credentialing
Valid: September 2021 – October 2026

300-Hour Yoga Teacher Training | Brett Larkin Uplifted Yoga
February 2023

200-Hour Yoga Teacher Training | Brett Larkin Uplifted Yoga
December 2021

30-Day Substitute Teaching Permit | California Commission on Teacher Credentialing
Expired October 2022

LIEN HUYNH

6722 Val Verde Ave, Buena Park, CA 90621 · (714) 681-8176
liennkhuynh@gmail.com · www.linkedin.com/in/lien-huynh-nk

Excellent clerical skills and ability to connect and interact with people from a variety of different backgrounds. Proven problem solver and continuous ability to take on extra responsibility. Proven as both a team player and excels at individual projects. Highly proficient in Microsoft Office tools, Google tools, and Adobe Suite.

EXPERIENCE

MARCH 2021 – PRESENT

PART-TIME CLERK, CITY OF LA HABRA - READY S.E.T OC PROGRAM

Manage and oversee CALJOBS data information system which included: opening and closing activity codes, uploading participant documents, and providing supplemental case notes. Maintaining and tracking internal gift card records. Providing initial customer service and general program information to prospective participants. Compiling files and documents to be forwarded to case managers. General administrative support to case managers and job developers.

FEBRUARY 2020 – MARCH 2020

VOTE CENTER CUSTOMER SERVICE REPRESENTATIVE, OC REGISTRAR OF VOTERS

Checked voter registrations, collected vote-by-mail ballots, and printed in-person ballots. Assembled equipment for in-person voting period and performed routine functionality checks. Recorded information using equipment to protect voters' confidentiality and ensure accuracy of votes.

EDUCATION

JUNE 2019

B.S SUSTAINABILITY STUDIES, UNIVERSITY OF CALIFORNIA - RIVERSIDE

GPA of 3.13

SKILLS

- Microsoft Office, Google Drive, and Adobe Suite proficiency.
- Proficient in AutoCAD design software.
- Data entry
- Proficient in WIX and Canva website creation tools.
- Team Player
- Quick Learner

ACTIVITIES

OC Vietnamese Complete Count Committee – *2020*

ANGELIQUE JIMENEZ

PROGRAM COORDINATOR OF WIOA FUNDED GRANT

Los Angeles, CA | 323-806-1634 | angeliquemarie05@gmail.com

PROFILE

Experienced manager with nearly 2 years of dedicated leadership in overseeing a WIOA-funded grant program for the youth of Orange County. Successfully managed day-to-day operations, ensuring the effective implementation of workforce solutions. Proven track record in navigating the complexities of WIOA programs, coupled with a passion for promoting emotional well-being and fostering healthy relationships. Seeking opportunities to leverage my expertise in operations management, workforce development, and grant administration to contribute to the goals of the Foothill Workforce Development Board in delivering impactful services to the community.

SKILLS

HARD SKILLS

- Customer Service
- Data Entry, Analysis, and Reporting
- Tech Support
- Mac/PC Proficiency
- Microsoft Suite and Google Suite

SOFT SKILLS

- Leadership and Collaboration
- Motivation and Adaptability
- Time Management and Organization
- Problem Solving, Critical Thinking, and Analytical Thinking
- Conflict Resolution and Counseling Techniques

EMPLOYMENT HISTORY

Program Coordinator | Ready S.E.T. OC (WIOA)/City of La Habra
July 2022 – Present |Brea, CA

- Coordinate and implement social and emotional development workshops for youth, focusing on skills crucial for successful dependent and familial relationships.
- Utilize strong interpersonal skills to support youth, in employment and education, in navigating challenges and fostering healthy communication.
- Demonstrate expertise in case management and maintaining detailed participant records, aligning with the meticulous documentation required in case management settings. Successfully organized files for a state audit.
- Oversaw and implemented strategic initiatives to optimize workflow efficiency and enhance team productivity, resulting in the successful achievement of 300 enrollments for each program year.
- Collaborate with cross-functional teams and external partners to ensure seamless program operations, address challenges, and implement innovative solutions for continuous improvement in service delivery.

Activity Leader II | City of Arcadia Recreation Department
May 2021 – January 2023 | Arcadia, CA

- Cultivated a secure and supportive environment for children, recognizing the paramount importance of creating a safe space for emotional expression. Implemented strategies to enhance the emotional well-being of participants.
- Demonstrated effective communication with parents, gaining insights into individual child needs, and honing the ability to build strong alliances. Leveraged these skills to foster positive relationships and maintain open lines of communication with stakeholders.
- Led and managed a variety of recreation activities, overseeing the scheduling, set-up, and supervision of facilities. Ensured seamless program execution, resulting in a consistently enriching experience for all participants.
- Developed and implemented strategies for optimizing the efficiency of program operations. Successfully managed scheduling logistics, facility coordination, and activity supervision to enhance overall program effectiveness.
- Utilized strong organizational skills to streamline activity planning and execution, contributing to the overall success of the recreation program.

Middle School Teacher | Saint Louis of France Stem Academy
August 2021 – June 2022 | La Puente, CA

- Applied counseling principles within the classroom, fostering student engagement through discussions and interactive activities to promote emotional intelligence. Utilized a student-centric approach to address individual needs and enhance overall well-being.
- Developed and implemented a dynamic and comprehensive curriculum for middle school language arts and history courses. Integrated diverse resources, including textbooks and online materials, to create a well-rounded and engaging learning experience for students.
- Conducted assessments to gain insights into students' strengths and weaknesses. Demonstrated a keen understanding of individual differences and needs, tailoring teaching methods to support diverse learning styles.
- Evaluated the effectiveness of interventions through a holistic approach, incorporating student feedback, academic progress, and observations. Demonstrated a commitment to fostering emotional well-being alongside academic growth, contributing to a positive and supportive learning environment.
- Led initiatives to enhance educational programs, implementing innovative strategies to address the diverse needs of students and promote a culture of continuous improvement.

Tutor/Mentor | Build: Berkeley United in Literacy Development
January 2020 – May 2021 | Berkeley, CA

- Facilitated the enhancement of scholars' literacy skills, encompassing comprehension, fluency, and punctuation, through personalized mentoring sessions.
- Conducted one-on-one reading sessions, implementing targeted strategies to elevate scholars' reading performance.
- Demonstrated commitment to literacy, community, and equity values by providing dedicated support to scholars in their academic journey.
- Collaborated with colleagues and program coordinators to assess and address the unique emotional and psychological needs of scholars, contributing to a holistic approach in their development.

EDUCATION

Bachelor of Arts in Psychology | University of California Berkeley
August 2017 – May 2021 | Berkeley, CA

- Relevant Coursework:
  - Developmental Psychopathology (PSYCH 131) |Grade: A| Spring 2020
  - Development Psychology (PSYCH 140) | Grade: B+| Fall 2020
  - Data Science Psychology Research (PSYCH 101D) |Grade: A-|Fall 2019
- GPA: 3.50

ORGANIZATIONAL INVOLVEMENT

President | Anti-Trafficking Coalition at UC Berkeley
August 2019 – May 2021 | Berkeley, CA

- Spearheaded the establishment of comprehensive year-round goals, guiding the organization towards strategic milestones and impactful initiatives.
- Led major projects, conceptualizing and executing events like conferences and workshops aimed at raising awareness and challenging prevailing notions of human trafficking.
- Provided leadership to the officer board, adeptly delegating responsibilities and fostering a productive and collaborative atmosphere throughout the year.

Social Media Director | Conscious Coffee Project
August 2019 – August 2020 | Berkeley, CA

- Orchestrated the management and organization of impactful social media posts, effectively conveying the crucial link between ethical sourcing in the coffee industry and combating labor trafficking.
- Crafted compelling content and strategically scheduled posts to foster community engagement and raise awareness about ethical consumer practices.
- Proactively engaged with local businesses to expand networks, establishing meaningful collaborations to amplify the project's reach and impact.

Hugh Kaneshiro

Anaheim, CA 92805 • (408) 569-2130
hugh.kaneshiro@gmail.com

Analytical, results-driven career services professional with a history of success helping members of underserved and underrepresented populations achieve substantial educational and employment goals. Possess years of experience coordinating multifaceted projects and conducting detailed research and analyses to help clients make informed, data-driven decisions. Software proficiency includes Microsoft 365, G Suite, Salesforce.com (SFDC), MS Teams, Zoom, and CalJOBS; able to quickly master new concepts and technologies. Willing to relocate anywhere in Southern California.

Core Competencies

- Job Lead and Referral Generation
- Interview Preparation/Coaching
- Continuous Process Improvements
- Employer/Partner Relations
- Community Outreach
- Creative Problem Solving
- Resume/Cover Letter Writing
- Project Planning/Management
- Cross-Team Collaboration

Professional Experience

City of La Habra, Brea, CA — **09/2023 to Present**
Case Manager, Ready S.E.T. OC (WIOA Youth Program)

Perform outreach across Orange County to elevate program awareness while cultivating new and strengthening existing partner relationships. Lead financial literacy and career readiness workshops for youth between the ages of 14 and 24 that are burdened with significant barriers to success. Manage a caseload of 25+ individuals at the Joint Forces Training Base in Los Alamitos, CA that are pursuing high school diplomas and/or trade school credentials.

- Developed relationships OC Dept. of Education's Foster Youth Services, OC United (foster and homeless youth services), and La Vista/La Sierra High Schools that have produced 70+ referrals.
- Improved or revived collaborations with existing partners including Friendly Center, New Alternatives, North Orange Continuing Education, and Advance to provide wraparound services to program participants.
- Secured a direct consideration application pathway from Disneyland resulting in rapid job placements for program participants struggling to obtain employment.
- Assisted with the organization of a large-scale event for 49 graduating scholars from the Joint Forces Training Base that consisted of multiple career readiness workshops.

Career Team, Brea, CA — **08/2022 to 09/2023**
Career Advisor (WIOA Adult and Dislocated Worker Program)

Served as a WIOA Case Manager at OC Workforce Solutions with a caseload that often exceeded 100 low-income, underemployed, and displaced individuals seeking job search, post-secondary academic education, and career advancement assistance. Developed proposals to utilize federal grant funds to pay for certificate programs and education- and employment-related expenses.

- Ranked #2 out of 20 Case Managers based on three key performance indicators: new enrollments, Individual Training Accounts (ITAs), and job placements.
- Achieved 150%+ of the annual ITA goal in nine months resulting in the funding of 30 clients' training programs.
- Selected by management to create new hire training materials due to consistently high performance and extensive knowledge of policies and procedures.

- Researched alternative funding sources and facilitated co-enrollments with partner organizations to maximize available resources for clients that addressed food insecurity and homelessness.

Talent Worldwide, Remote **10/2016 to 08/2022**
Resume Writer

Conducted detailed assessments to develop resume content that met the unique needs of each customer and increase application response rates. Employed industry best practices and a collaborative methodology to support the achievement of each client's career objectives.

- Earned "Elite Writer" status in 2018 for extraordinary quality of work and customer ratings / reviews.

UEI College, West Covina, CA **04/2022 to 08/2022**
Associate Career Services Specialist

Held concurrent responsibilities for uncovering job leads across multiple educational programs through cold calling and networking while assisting students with the development of resumes, job applications, and interview preparation.

- Won the inaugural Rookie of the Month Award (voted by department heads) for performance, quality of work, and student feedback.
- Generated 40+ new employer job leads for graduates of the Electrician Technician (ET), Medical Assistant (MA), Medical Billing and Insurance Coding (MBIC), and Business Office Administration (BOA) programs.
- Identified 10+ new externship sites and job leads for the Oceanside, CA and Tacoma, WA campuses.
- Coordinated an on-campus employer presentation from a national staffing company, Outsource, for students in the ET Program and helped organize an on-campus recruiting event with Disney.

Coach Simple, San Diego, CA **10/2016 to 09/2017**
Implementation and Support Specialist

Managed multiple customer onboarding and solution implementation projects simultaneously at a provider of a sales enablement, engagement, and business coaching software-as-a-service (SaaS) solution to residential real estate companies. Applied custom software configuration requests and led large-scale virtual end user training sessions.

- Improved customer retention to 93% across a portfolio comprised of nearly 30 companies.
- Boosted customer acquisition by uncovering leads through high-volume data mining on Data.com Connect.
- Entrusted by the Founder and CEO to manage a $1B Coldwell Banker franchise and progressively increased the client's end user adoption rates to ensure account retention.

Additional Experience

Graduate Employment Specialist, Concorde Career Colleges, San Diego, CA

Relief Shelter Worker, LifeMoves (f.k.a. Innvision Shelter Network), San Jose, CA

Education and Credentials

Bachelor of Arts in Economics, San Jose State University, San Jose, CA

Professional Certificate in Grant Writing, 2023, San Diego State University, Global Campus

Project Management Certificate (CAPM Qualifier), 2023, Grow with Google, Coursera

Laura Martinez

La Mirada, CA | Cellphone: (562) 241-3895 | Email: LauraMtz562@outlook.com

HUMAN RESOURCES PROFESSIONAL

Human Capital Management | Diversity and Inclusion | Workforce Development

Experienced Human Resources professional with a track record of success in talent acquisition, employee relations, and performance management. Over eight years of progressive experience, leading company-wide initiatives to improve employee engagement and retention, increasing employee satisfaction. Reliable and energetic HR professional committed to driving strategic goals and achieving optimal outcomes for the organization.

Full Cycle Recruitment | Compensation & Benefits | Employee Relations | HR Compliance
Team Training & Development | HR Policies & Procedures | Performance Management
Budgeting & Forecasting | Program Development | Board Relations/Governance

EDUCATION / CERTIFICATION / MEMBERSHIPS

Bachelor of Science in Organizational Leadership, Minor in Business and Economics
National University | 2023

Human Resources Management Certificate
California State University, Fullerton | 2018

Memberships: Society for Human Resource Management (SHRM) | 2023
Professionals in Human Resources Association (PIRAH) | 2023

TECHNICAL SKILLS

- *MS Office (Access, Excel, Outlook, PowerPoint, Teams, Word)*
- *Implementation/optimization of HR applicant tracking systems, performance management systems (eGrants, iCIMS, NeoGov), learning and training systems (In2vate), and HRIS (CalJobs, ADP Workforce, MyHR, Connect, BenefitsBridge, CalPERS)*

NOTABLE ACCOMPLISHMENTS

- Improved overall satisfaction with the evaluation and merit increase process through enhanced transparency and streamlined procedure, resulting in a 25% increase in completion rates
- Instrumental in increasing the AmeriCorps retention and satisfaction rate from 30% to 100% within the first year by providing excellent service to members
- Enhanced recruitment process by tailoring screening and using more time for the interviewing and hiring processes, resulting in a 25% improvement

PROFESSIONAL EXPERIENCE

Ready S.E.T. OC | Brea, CA | December 2023 to Present
Administrative Clerk

- *Successfully manages a wide range of administrative tasks including CalJobs data entry, uploading documents and filing*
- *Coordinates office activities and maintains efficient workflows for a busy office environment*
- *Provides excellent customer service and resolving customer inquiries*
- *Developed and implemented effective office policies and procedures to improve operational efficiency.*

Fountain Valley Regional Hospital | Fountain Valley, CA | October 2022 to March 2023
Human Resources Business Partner Consultant *(AppleOne contract)*

- Coordinated and managed the employee annual evaluation process and merit increases, ensuring the timely completion of all evaluations
- Supported the Chief Human Resources Officer to ensure accuracy in compensation adjustments
- Led communication efforts with management and employees, effectively addressing concerns and questions
- Collaborated in the calibration process for merit increases, working with senior management to review employee performance data and calibrate merit increases based on the company budget

Greater Los Angeles County Vector Control District | Santa Fe Springs, CA | August 2022 to October 2022
Human Resources Consultant *(AppleOne contract)*

- Led the development of the Personnel Files tracking system for the improvement of the organizational filing system while creating a streamlined HR database
- Audited and enforced document control practices to ensure all confidential records were properly organized to protect data integrity, compliance with laws, and employee confidentiality
- Assisted in maintaining exam security by verifying the identity of the participants, monitoring the exam room, and enforcing exam rules and regulations
- Prepared Personnel Action Forms (PAF) related to new hires, transfers, reclassification, promotions, leave of absence, and termination for record-keeping and systems processing; assisted in ADP payroll processing
- Provided COBRA documentation for employee separations, leaves, and Workers' Compensation

AltaMed Health Services | Los Angeles, CA
Human Resources Specialist – Career Pipeline Programs | May 2016 to December 2021

- Executed full-cycle recruitment for administrative positions and paid internships
- Led administration of personnel and internship programs, including developing job descriptions, recruitment, selection, classification, compensation, benefits, and employee relations in compliance with company guidelines and California labor laws
- Served as primary liaison between leadership and various departments; assisted with inquiries, concerns, and requests related to workflow services, company resources, and work-related issues
- Created and monitored intern policies and procedures, including termination, enrollment, and performance evaluations
- Managed and analyzed database to ensure appropriate talent metrics and identify areas of improvement

Program Coordinator - AmeriCorps Program | February 2014 to May 2016

- Monitored federally funded grants of $1.1M for AltaMed AmeriCorps Community HealthCorps and a $600,000 grant for the National Council of La Raza AmeriCorps by regulatory compliance standards
- Compiled data and identified areas of improvement for reports to the Corporation for National and Community Service (CNCS)
- Maintained and managed monthly expenses and budget planning to provide detailed reports
- Conducted training focused on professional development, job preparedness, essential and technical skills, and effective time management
- Partnered with community partners to organize community outreach events for underserved communities through exceptional event planning and organization

Executive Assistant | April 2008 to February 2014

- Coordinated complex calendars for high-level executives, ensuring their schedules were optimized for maximum productivity and efficiency
- Served as custodian of departmental credit cards by preparing expense reports and processing invoices utilizing the eProcure system
- Managed all travel, meeting, and conference expenses while adhering to tight deadlines and strict budget parameters to minimize costs
- Prepared Board of Directors, Board of Trustees, and Committee meeting agendas; collected and compiled department reports and resolutions

Wania Mukhtar

714-271-2119 | wania.mukhtar@gmail.com | Anaheim, California

Education

California State University, Long Beach | Long Beach, CA
Master of Social Work | 05/2025

California State University, Fullerton | Fullerton, CA
Bachelor of Science, Human Services | 05/2021

Skills

Motivational Interviewing, Cultural Competency, Cultural Humility, Biopsychosocial Assessment, Crisis Intervention, Client Advocacy, Group Facilitation, Case Management

Experience

City of La Habra | La Habra, CA
Case Manager | 01/2024 - Present

- Experience working with foster youth, youth with disabilities, and those impacted by the justice system
- Provide intensive file and case management, assisting participants in overcoming barriers that inhibit success in education, employment, or training
- Administer assessments to assist in creating an objective assessments and an Individual Service Plan for each participant
- Responsible for the outreach and recruitment of Orange County youth for enrollment into the Workforce Innovation and Opportunity Act (WIOA) Youth Employment Program.
- Provide support to each youth in social, emotional, and intellectual development.
- Perform program orientation for local youth, community, faith-based organizations, schools, parents, and businesses, and attend community outreach events.
- Establish strong professional relationships with employers, clients, and culturally diverse adult and youth populations.
- Determine eligibility of customers according to Federal, State, and local WIOA policies and procedures
- Collect and enter data into the statewide CalJOBS system.
- Develop jobs in the private and public sectors to create employment opportunities for youth.
- Develop an understanding of program performance goals and apply the knowledge to achieve positive outcomes
- Schedule and conduct workshops, including Work Readiness and various re-employment services workshops (e.g., resume and cover letter writing, interviewing skills, coping with job loss/crisis management, job search techniques, keeping your job, etc.)

APAIT | Garden Grove, CA
MSW Internship | 08/2023 - Present

- Basic knowledge of HIV/AIDS, behavioral health, sexual health issues, homelessness, and LGBTQ+ community
- Experience working with incarcerated individuals and knowledge of the criminal justice system
- Conduct implementation activities based on the program scope of work/community needs, including behavioral and public health programming, social marketing, and outreach engagement
- Initiates appropriate follow-up care and develops individual care management service/care plans incorporating assessment, education, resource planning, and coordination of services of those clients accepted for case management
- Monitors all services provided to clients and ensures necessary and available resources are being utilized
- Assists in the coordination of the client's identified psychosocial needs, utilizing community resources and support when appropriate
- Collaborated with other agencies to better serve the LGBTQ+ community and individuals with HIV/AIDS
- Developed and maintained a network of current community resources and services where members can be referred for assistance
- Developed and led group counseling and participated in support group activities
- Assesses clients for high-risk situations such as suicidal/homicidal ideation and abuse
- Attend and actively participate in internal staff meetings
- Experience with HIV and substance abuse evidence-based interventions/models
- Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds

- Conduct group on various sensitive topics
- Build rapport with group members
- Help participants make decisions and achieve groups
- Create ground rules governing behavior during group process
- Resolve group conflict and create an environment for members to be vulnerable
- Set guidelines for ethics and confidentiality
- Complete SOAP notes for group members

City of Anaheim | Anaheim, CA
Recreational Leader II - Youth Programs | 12/2016 - 02/2018

- Actively participated in program activities for after-school and mobile recreation programs, including STARS, Fun on Wheels, and Ramp N' Roll
- Planned, developed, organized, and implemented daily recreational programming for youth including homework assistance, arts & crafts, recreational games, and leadership activities, among others
- Collaborate on programming needs including curriculum development, behavior management, and overall program improvement
- Providing information and resources to the public

Susan Nguyen

Orange County, CA

susantnguyen@hotmail.com

Values strong work ethic, commitment, diversity, relationships, integrity, and professionalism. Dedication and strong workmanship. Customer and product focused. Learning and growth is ongoing. Allow me to offer my enthusiasm, strength, and skills to your organization.

QUALIFICATIONS AND SKILLS:

- Helpful, supportive, friendly, positive natured. Patient and willing
- Customer service and user experience focused.
- Works independently and collaboratively. Minimal to no supervision.
- Dependable and accountable
- Keen self-awareness and self-improvement
- Detailed. Deadline oriented. Adaptive to pressure. Determined problem solving mindset.
- Self-managed, initiative-taking, thorough, diligent, quick pace learner, self-starter, clear verbal, and written communicator
- Highly organized. Balanced time management and prioritization
- Enthusiastic about learning new software, tools, equipment, products, applications, processes.
- Above average PC user proficient in Microsoft Office Suite (Access, Excel, Outlook, Word, PowerPoint)

VOLUNTEER EXPERIENCE:

[Aug 2022 – Dec 2023]

Meals on Wheels, Orange County, CA

Community Service Volunteer

- Meals Delivery to elderly senior clients
- Congregate Lunch – Sign in senior guests, prepare food, set up dining, coffee service, serve guests, clean up and break down dining room, sanitize dining room

PROFESSIONAL EXPERIENCE:

[Jan 2024 – Present]

City of La Habra, La Habra, CA

Part-time Clerk

- Supporting team member of The Employment and Training division in the Ready Set O.C. department which operates under the umbrella of the Orange County Youth Center, serves to train, and prepare disconnected youth, ages 14-24, for entering the workforce by coordinating academic and occupational learning opportunities.
- Provides clerical support to the Workforce Innovation and Opportunity Act (WIOA) program; performs clerical duties including record keeping, typing, filing, making copies, computer data input; assists and directs the public in person and over the telephone; assists with recruitment of participants; and performs other duties as assigned.

[Nov 2023 – Dec 2023]

See's Candies, La Habra, CA

Seasonal Sales Associate

- Followed product and shop operations in accordance with See's guidelines and corporate philosophy in the areas of sales goal achievement, customer service, cost control, visual merchandising, policy compliance and safety.
- Provided positive customer service experiences by creating a welcoming introduction upon patron arrival to the store, assisting with product questions, suggested products of interest, informing customers of active promotions and seasonal candies available for limited time, answering questions regarding variety of products as gifts for various occasions, giftwrapping
- Processed transactions at cash register including purchases with multiple forms of payments, return transactions, price checks, and inventory look ups

[Jul 2015 – Nov 2020]

City National Bank, a subsidiary of Royal Bank of Canada, Los Angeles, CA

Quality Assurance Analyst

- Quality Assurance testing on consumer facing Personal Online Portal pre-conversion (Identity management software upgrade) and on Business Online Portal enhancements
- Successful conversion launch of in-house credit card functionality on personal banking platform
- Test case and test plan creation and maintenance
- Creation and management of client test accounts using MS SQL
- Created and managed credit card test data
- Swagger and Postman API testing to validate UI changes.
- Ran esp jobs to test email generation
- Automation scripting and maintenance by creating new or using existing methods in Java language
- End to end defect management via TFS and JIRA
- Production deployment release support
- Agile daily SCRUM meetings, backlog grooming, sprint planning, user story sizing, sprint retrospective
- Worked closely with Solution Architect, Developers, BSA, UX, stakeholders, and product owners on defects management and discrepancies with requirements and functionality.
- Participated in internal Technology Fairs providing updates on client products.

[Jan 2012 – Jul 2015]

Equator, an Altisource Business Unit, Los Angeles, CA

Quality Assurance Analyst

- Successful launch of Equator's real estate listing consumer facing website like Zillow, Trulia, Redfin. Other successful projects; mobile real estate agent portal, real estate agent portal revamp, and a mortgage originations membership savings model web marketing tool
- Tested real estate agent web software products – Agent portal, a place where agents managed purchased products, agent profile, listing properties, zip code coverages, system/property tasks, messages, and various documents/files
- Created detailed end to end test cases from business requirements and specification documents
- Composed, organized, imported, managed, and executed functional/regression test cases via Hewlett Packard – ALM (Application Lifecycle Management) web software
- Increased test quality for backend testing by running basic SQL queries from the database (i.e. Verified correct data mapping, registered users are saved to correct DB tables, etc.)
- Reported and managed software defects through MKS Integrity 10, product of PTC
- Provided project LOEs, attended business specification documentation meetings
- Disaster Recovery Testing, production release testing support
- Agile environment adaptability. Attended daily SCRUM meetings
- Collaborated closely with developers and product owners to troubleshoot software defects.
- Cross browser and mobile device testing

[Nov 2010 – Jan 2012]

Lender Processing Services/Real Estate Digital, Irvine, CA

Quality Assurance Analyst

- Real estate website and web-based software testing for Franchisor business models, broker models, office, agent websites, and MLS board testing
- Managed testing of multiple client listing websites and ensure their business needs are met
- Assessed and analyzed workflows between consumer facing website and the CRM (Client Relationship Management) products such as lead routing, lead management, agent marketing, and report tools
- Step by step defect reporting, issue tracking, and regression testing,
- Developed, executed, and maintained software test plans for real estate websites and agent products.
- Reviewed software specification documents & provided testing level-of-effort estimates
- Assisted development team with night deployments on monthly basis.
- Cross browser and mobile device testing; FF, IE, Chrome, Safari, Android, iOS

EDUCATION:

B.S. University of California, Riverside, Business Administration, 2006 - Concentration Management Information Systems

Ruby Ochoa

Fullerton, CA | 562-467-3475 | rubyochoa24@yahoo.com

EDUCATION

California State University, Los Angeles — **Los Angeles, CA**
Bachelors of Science: Criminal Justice — *Graduated May 2022*

Fullerton Community College — **Fullerton, CA**
Associates of Arts: Criminal Justice — *Graduated May 2020*

WORK EXPERIENCE

Boys Republic

Chino Hills, CA and Pomona, CA
Summer 2022-Present

Caseworker

- Managed a caseload of at-risk youth; provided individualized support, behavior modification, and positive reinforcement strategies
- Created treatment plans, behavioral reports, and quarterly reports for Probation and Courts while ensuring 100% compliance with laws and regulations
- Collaborated with multidisciplinary teams including clinicians, clinical supervisors, treatment staff, and treatment supervisors
- Facilitated group counseling sessions for the youth

In-n-Out

Fullerton, CA
2018-2022

Associate - Level 5

- Executed tasks in a fast paced environment while maintaining top quality products
- Assisted management with training new associates
- Consistently adhered to quality expectations and standards
- Efficiently operated POS terminals to accurately input customer orders, swipe credit cards, and enter cash payments
- Provided exceptional customer service and established professional relationships with frequent customers

Nordstrom

Brea, CA
Fall 2021

Stock and Fulfillment Associate (Seasonal)

- Accurately fulfilled online orders in a swift manner
- Assisted customers while fulfilling orders on sales floor
- Collaborated as a team with the Stock and Fulfillment department to set and achieve seasonal goals

SKILLS

Skills: Microsoft Office, Apple Mac Programs, 3+ years of leadership roles, High-end retail experience, and Collaborative skills.

SERENITY PONCE DE LEON

Downey, United States

(562) 561 -0269 serenitykay.sk@gmail.com

LINKS

LinkedIn

PROFILE

Dedicated and seasoned Case Manager with expertise in evaluating the barriers of disadvantaged youth, and working closely with them to empower a journey towards a revitalized and transformed life. Current college graduate seeking to pursue my M.S. in Psychology with an emphasis in Marriage and Family Therapy.

EMPLOYMENT HISTORY

Case Manager, Ready S.E.T OC — Sep 2023 — Present

Brea

- Conducting comprehensive assessments of each youth participant to identify their specific barriers and needs.
- Developing personalized plans that outline achievable goals and strategies to address those barriers.
- Connecting youth participants with essential resources such as educational opportunities, vocational training, healthcare services, housing assistance, and counseling.
- Providing ongoing mentorship and emotional support to help youth build self-esteem, resilience, and life skills.

Case Manager, OC Workforce Solutions — Mar 2023 — Sep 2023

Brea

- Conducting thorough assessments to identify clients' career aspirations, educational goals, skills, and needs.
- Assisting clients in job searching, resume building, interview preparation, and developing job search strategies.
- Connecting clients with job placement agencies, employment opportunities, and vocational training programs.
- Maintaining accurate records of client interactions, services provided, job placements, educational achievements, and progress.
- Preparing reports for funding agencies and program evaluation.

Administrative Assistant, Spero Psychological Service Inc. — Mar 2021 — Jul 2023

Santa Ana

- Provided secretarial and office management support while building cooperative working relationships.
- Conducted internal audits of clients digital case files adhering to county and federal probation guidelines.
- Created federal and county reports
- Recorded Abel and Personal Assessment Inventory assessment

EDUCATION

California State University Long Beach — Aug 2019 — May 2023

Bachelors Of Psychology

Dean's Honor Student, EOP Participant & Alpha Delta Chi Member

SKILLS

Communication Skills

Management

Microsoft Excel

Microsoft Office

Attention to Detail

REFERENCES

Lisa Weber (714) 352 - 0452

Spero Psychological Services Inc. lweber@speroservices.com

Christopher Caillouette (714) 261 -0028

OC Workforce Solutions christopher.j.caillouette@gmail.com

INTERNSHIPS

Ambassador Center Lead , PIH Health Aug 2018 — Oct 2019

Downey

- Assumed a leadership role within the Ambassador Center.
- Supervised and delegated tasks to fellow interns, ensuring efficient task execution.
- Proficiently handled incoming phone calls and facilitated seamless communication with multiple hospital departments.
- Maintained meticulous records of patient discharges and completed errand assignments.

Teacher's Assistant, Creative Beginning Elementary May 2018 — Aug 2019

Downey

- Facilitated and supported student learning by providing guidance and assistance with class assignments.
- Ensured the safety and orderly conduct of students during outdoor recess activities.
- Performed administrative duties, including the efficient handling of paperwork and document printing.
- Assisted the teacher in implementing lesson plans.
- Helped students with assignments, clarified instructions, and reinforced classroom rules.

AWARDS

Certificate Of Recognition Jul 2018

Downey

This certificate serves as a symbol of honor and appreciation from the city, highlighting the recipient's commitment to making Downey a better place to live, work, and thrive.

Bronze Bear Award Mar 2019

Downey

Presented by Warren High School in Downey, California, is a prestigious accolade. It celebrates individuals who have displayed outstanding commitment, leadership, and academic performance within the school community.

Allen Soong

CELL (909) 319-9759 • **E-MAIL** allensoong0702@gmail.com

PROFILE

Highly enthusiastic and experienced education specialist with background in developing and implementing individualized education plans for children with special needs. Seeking a new career path for personal and professional growth while also using my decade of experience to serve people in need and making a difference in a new way.

EDUCATION

Bachelor of Arts in Liberal Studies
Cal Poly Pomona – 2014
Education Specialist Credential Program
Cal Poly Pomona – 2017-2018

SKILLS

Bilingual - Fluent in both English and Mandarin.
Effective communication and conflict resolution skills
Problem-solving and planning
Working with a diverse group of people

EXPERIENCE

Specialist Teacher |Liu's Institute of Child Development June 2014- 2020

- Assess the child's cognitive, functional, and emotional skills that may affect their ability to learn. Develop an individualized education plan to best assist each child to develop skills to achieve his or her academic and social success.
- Provide and implement the accommodations, modifications, and supports to the child from the individualized education plan.
- Plan and run various biweekly training workshops for novice teachers to enhance their teaching and communication skills.

Behavior Technician |Maxim Healthcare Services August 2022- June 2023

- Observing clients' activities and behavior patterns to develop personal treatment plans that address the clients' needs.
- Implementing behavior reduction and treatment plans for skill acquisition.
- Providing training for appropriate social behavior through modeling and reinforcing positive behavior with rewards and reinforcements.

Case Manager |City of La Habra June 2023- Present

- Responsible for Orange County youth outreach and enrollment in the WIOA Youth Employment Program.
- Provide social, emotional, and intellectual support.
- Provide intensive file and case management - assisting participants in overcoming barriers that inhibit success in education, employment, or training.
- Organize Work Readiness and re-employment workshops (e.g., resume writing, interview skills).

11850 Old River School RD Apt 1
Downey, CA 90241
(562) 612-8557
turesa2s@gmail.com

Teresa Soto

SKILLS

Some of my skills are strong work ethic, reliability, excellent communication, people skills, critical thinking, organization, Microsoft Word, Excel, and problem-solving.

EXPERIENCE

Spero Psychological Services, Santa Ana — *Administrative Assistant*

May 2023- Present

- As an administrative assistant I answer phone calls and emails to provide information.
- I provide secretarial and office management support.
- Inventoried and ordered supplies for the office.
- Kept track of all payments received by clients.
- Managed physical and digital files.
- Monitored spreadsheets and updated reports to coordinate project materials.
- Created federal and county reports for clients enrolled in the program.
- Maintained contact with federal and county probation officers to update on client status.

Vides Income Tax, Gardena — *Tax Preparer Assistant*

January 2023- June 2023

- As a tax preparer assistant I communicate with my managers clients regularly telephonically or via email to respond to clients questions and concerns about their status.
- Collect and review clients documents and ensure they are properly filed in the client's case file.
- Inform clients of important paperwork and documentation needed to complete tax return properly.
- Supporting managers with their day to day tasks including setting up clients files, entering data, and generating invoices.

Teri Steel

Highly motivated Team Member and Project Liaison for the Management/Implementation of Business Programs; Customer Service/Strong Communication Skills; Versatile, Detail, Goal and Results Oriented; Organized; Multi Tasked; Deadline Driven; Reliable/Responsible.

1102 Las Posas
San Clemente, CA 92673
(949) 291-2761
tsteel099@gmail.com

EXPERIENCE

OC Workforce Solutions/RSETOC - *Case Manager*

September 2023 - Present

Provide high quality case management services for young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training and help participants develop attainable career goals. Responsible for networking and building relationships with collaborating agencies serving transitional age youth in south Orange County.

The Noble Path Foundation - *Director*

February 2022 - August 2023

Responsible for the outreach and recruitment of youth for enrollment into TNPF programs. Provide support to each youth encouraging participation by accessing networks developed throughout CUSD and Orange County. Continue to develop strong relationships throughout OC to assist in developing youth programs including jobs, hobbies and education.

Community Outreach Alliance - *Programs Manager*

October 2014 - December 2021

Initiated, spearheaded and oversees the network of a non profit organization with (2) Office Staff/(15+) Volunteers/Interns for youth oriented community programs throughout South Orange County. Manage all facets of office management/administrative supervision.

Entrepreneur - *Small Business Project Manager*

1991- Present

- Project Management
- Desktop Publishing
- Blog Copy and Management
- Print Copy Creation
- Graphic Arts
- Non-Profit Fundraising/Event Planner
- Team Building

SKILLS

Typing 80+ WPM
Grant Writer
Publicity
Social Media Content Creator
Google Docs/Spreadsheets
Customer Service Liaison
Project Management
Special Events Management

AWARDS/CERTIFICATES

City of San Clemente, February 2022 Citizen of the Community

The National Council for Behavioral Health, May 2018 Mental Health First Aid

Raise Foundation, June 2019 Child Abuse Prevention

Congressional Recognition youth substance prevention

BSA Extra Mile Award leadership in the community

CUSD Superintendent special education peer programs

Bernice Ayers Middle School Lunch Bunch PALS

Relay for Life San Clemente Relay Fight Back Star Award, Orange County

COMMUNITY MEMBERSHIPS/VOLUNTEER

COA Advisory Board
TNPF AIM High
SCJW Club Ways & Means
Cub Scout Leader 16 yrs

City of Azusa - *Executive Assistant to the City Administrator*

1984 - 1989

Conducted executive assistant functions including the coordination of meetings, special events, public ceremonies and office management. Designed, prepared and maintained detailed management reports for community development, earthquake preparedness and business revitalization programs.

EDUCATION

Career Business College, Whittier, 1981-1983

Administrative Assistant/Business Management

PERSONAL CHARACTERISTICS

Dedicated, self-motivated individual, capable of working across multiple organizational levels for planning, implementing and results measuring. Possess excellent interpersonal skills and can demonstrate sound decision making qualities. Enjoy a challenging working environment, react well to stress and can be counted on to complete all assignments accurately, within budget and deadline parameters.

REFERENCES available upon request.

Gloria Tejeda

Fullerton Ca, 92831
(562) 475-6352
gtejeda6352@gmail.com

Profile

Knowledgeable Case Manager, specializing in case management, and general social work. Through advocacy, conflict resolution, communication, and relationship building, I help youth and families to better themselves. Ability to display empathy and care for clients' privacy. Providing the best resources, programs, activities, and training to support the client's education and career goals.

Experience

January 2023- Present

City of La Habra, La Habra CA – *FT Case Manager (Ready S.E.T. OC Program)*

- Intake enrollment and determining eligibility
- Handling 50 Case assignments
- Outreach Events
- Establishes client's employment and education plan
- Monitors Youth's progress and job tracking
- Prepares youth to develop leadership skills by providing workshops and training
- Coordinate program element services
- Referring clients to other partnered programs
- Analyze information and document by case-noting
- Review individual outcomes and program completion
- Determine Case Closure

September 2022- January 2023

City of La Habra, La Habra CA – *PT Case Manager (Ready S.E.T. OC Program)*

- Intake screening, determining eligibility, and enrolling client
- Handling 25 Case assignments
- Inherited Case Assignments and build rapport
- Establishes client's employment and education plan
- Monitors Youth's progress and job tracking
- Prepares youth to develop leadership skills by providing workshops and training
- Coordinate program element services by setting schedules including transportation
- Analyze information and document by case-noting

Social Services Internship

January 2022 - April 2022

Just Us 4 Youth, Pomona, CA – *Youth Specialist Intern*

- Implemented Ideas for workshops and webinars
- Supported and engaged in community function events
- Y.E.S. (Youth Employment Services) Program helped enrich youth to seek local employment business opportunities, workshops, and afterschool programs to serve as an introduction to the professional world

July 2021- October 2021

Project Sister of Family Services, Pomona, CA – *Sexual Assault Advocate Counselor Intern*

- Provided services to the women, children, and men survivors of sexual assault and abuse and their families in the East San Gabriel and Inland Valleys in Southern California
- Provided immediate confidential crisis assistance to survivors through the 24/hr. hotline
- Facilitate sexual assault survivors through referrals and mental health assessments

Education

Aug. 2018 - May 2022
California State Polytechnic Pomona University **Pomona, CA**
Bachelor of Arts Sociology - Social Work Option
Dean's List *GPA 3.01*

Aug. 2015- May 2018
Fullerton College **Fullerton, CA**
Associate of Arts Sociology
President's Honor's List Spring 2018 *GPA 3.0*

Certificates

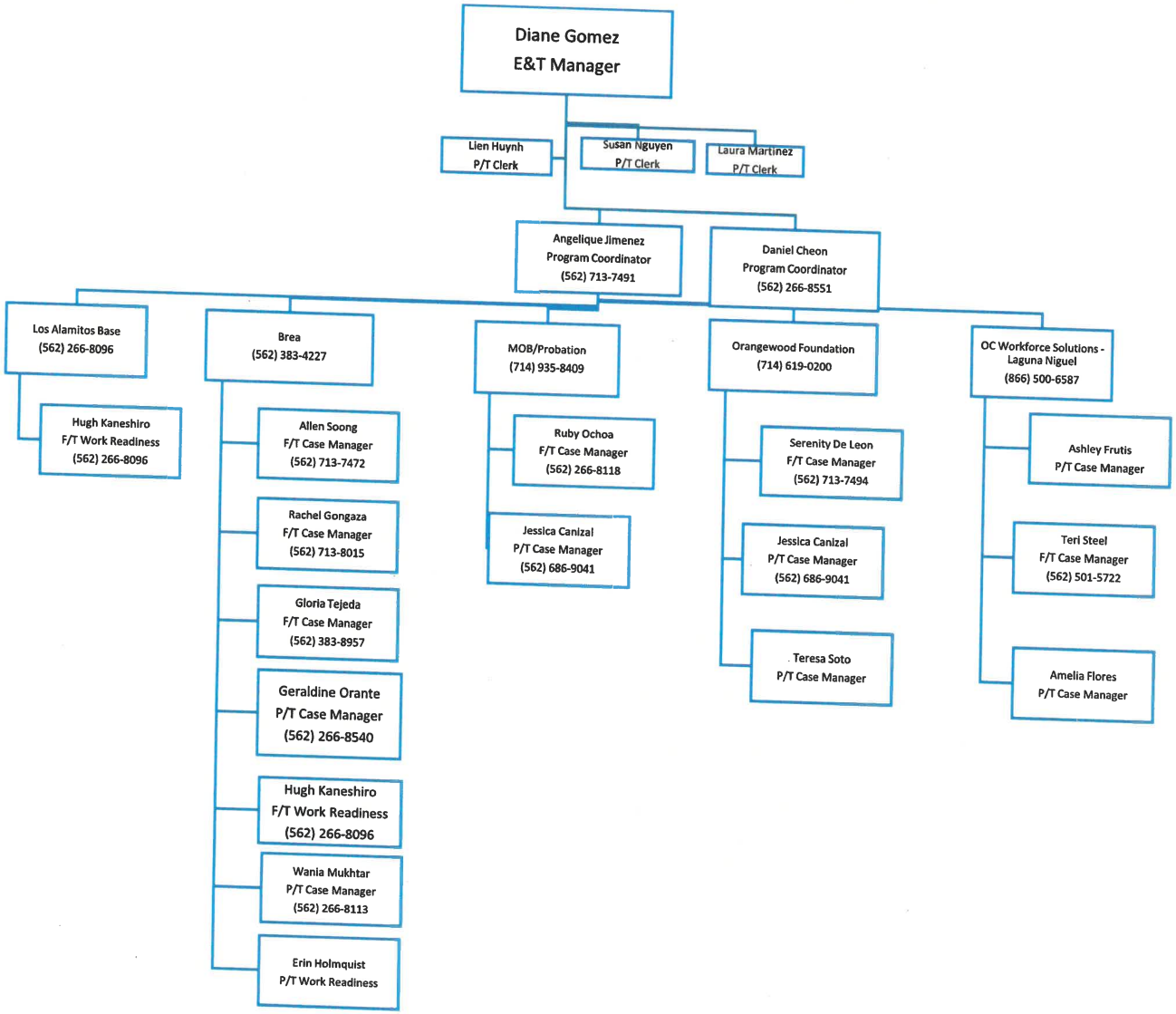
Issued January 2023
Transfr VR Instructor Certification

Completion of the Transfr Instructor Certification included guided training through content design, navigation, data insights, and implementation of best practices, along with the exploration and completion of two or more Transfr work-based simulations, and mastery of the certification assessment.

Languages

English (Fluent)- Native
Spanish (Second Language)- Proficient/Good

READY SET OC
Organizational Chart 2023-2024



City of La Habra Partners: Out-of-School Youth

Government

- Employment Development Department (EDD)
- Orange County Department of Education (OCE)
- Orange County Probation
- California Job Challenge (Joint Forces Training Base)
- California Conservation Corps
- Orange County Social Services
- Orange County Public Libraries
- CalOptima
- Department of Rehabilitation
- City of Santa Ana
- City of Anaheim
- City of Fullerton
- City of Costa Mesa
- City of Buena Park
- City of Placentia
- City of Stanton

Education

- University of California, Irvine
- California State University, Fullerton
- Fullerton College
- Saddleback College
- North Orange Continuing Education (NOCE)
- Fullerton Joint Unified School District
- Placentia-Yorba Linda Unified School District
- North Orange County ROP
- College and Career Preparatory Academy (CCPA)
- Learn4Life (Innovation High School)
- Pathways Academy
- John Muir Charter School
- Loara High School
- Garden Grove Adult School
- Huntington Beach Adult School
- HealthStaff Training Institute
- Concorde Career Colleges
- Nurses' Development Center
- Windsor School of Nursing
- Sentri Institute

Nonprofit

- United Way
- Orangewood Foundation
- Goodwill of Orange County
- Boys & Girls Club
- Families and Communities Together (FaCT)
- California Action Partnership Orange County (CAPOC)
- The Noble Path Foundation
- Meals on Wheels
- Working Wardrobe
- National Alliance on Mental Illness (NAMI)
- Mercy House
- Friendly Center
- OC United
- New Alternatives
- Be Well
- Allcove
- Human Works
- Vital Link
- Bracken's Kitchen
- Laura's House
- OC PACE
- Pacific Clinics
- La Habra Collaborative

Private Sector

- US Bank
- Chase Bank
- Walgreens
- State Farm
- Grocery Outlet
- Fairfield Inn and Suites
- Allied Universal
- G&M Oil Company
- Local 4 Joint Apprenticeship Committee
- Outreach Program Services of America
- ETN Medical Infusion
- Healthy at Home
- Hawkins and Hawkins
- Jeremywell
- Lead2Goals
- Elite Med Listings
- Accurate Bookkeeping & Tax Service
- Monkey Business Café
- Creative Little Rascals
- Whimsical Charm
- VasSecCo
- Employee Force Provider

PERFORMANCE STANDARDS INSTRUCTIONS

Instructions: Applicant(s) are to utilize this form to demonstrate how contractual performance measures have been met for the PY 2021-22 and PY 2022-23.

If Applicant does not have WIOA specific performance outcomes, complete the NON-WIOA table.

Description of WIOA Performance Measures:

New Enrollments: Number of new participants who are enrolled into WIOA Youth formula funding program during contract term.

Placement in Employment (2nd Quarter After Exit): The number of participants who are in unsubsidized employment during the second quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit)

Placement in Employment (4th Quarter After Exit): The number of participants who are in unsubsidized employment during the fourth quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit)

Median Earnings (2nd Quarter After Exit): Median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

Credential Rate (within 4 Quarters After Exit): Number of participants enrolled in an education or training program who obtained a recognized post-secondary credential or a secondary school diploma, or its recognized equivalent during participation or up to one year after exit.

Measurable Skill Gains: Number of participants who during a program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are defined as documented academic, technical, occupational, or other forms of progress towards such a credential of employment.

PERFORMANCE STANDARDS

YOUTH PERFORMANCE RECORD:	RESPONDENT'S PAST PERFORMANCE HISTORY PY 2021-22		
WIOA PERFORMANCE MEASURE	GOAL	ACTUAL	SUCCESS RATE
New Enrollments	600	219	36%
Placement in Employment (2nd Quarter After Exit)	75%	59.5%	79.3%
Placement in Employment (4th Quarter After Exit)	78%	53.2%	68.2%
Median Earnings (2nd Quarter After Exit)	$4,100	$4,738.14	115.5%
Credential Rate (within 4 Quarters After Exit)	75%	10.8%	14.4%
Measurable Skills Gains	52%	21.0%	40.3%

YOUTH PERFORMANCE RECORD:	RESPONDENT'S PAST PERFORMANCE HISTORY PY 2022-23		
WIOA PERFORMANCE MEASURE	GOAL	ACTUAL	SUCCESS RATE
New Enrollments	600	298	49.6%
Placement in Employment (2nd Quarter After Exit)	75%	67.1%	89.4%
Placement in Employment (4th Quarter After Exit)	78%	64.4%	82.5%
Median Earnings (2nd Quarter After Exit)	$4,100	$4,135.56	100.8%
Credential Rate (within 4 Quarters After Exit)	75%	23.2%	30.9%
Measurable Skills Gains	52%	36.3%	69.8%

Budget Narrative Guidance Information

Proposed Budget Schedule Instructions: The Proposed Budget Schedule must provide total costs associated with each line item. For Salaries and Benefits, Applicant must include the full-time equivalent (FTE) for each employee, the annual salary and identify the Benefits rate.

Budget Narrative Instructions: The Budget Narrative must provide a description of costs associated with each line item. Include justification for the requested funding amount for each line item identified in the Budget.

The Budget Narrative should also include a section describing any leveraged resources provided (as applicable) to support grant activities, however, any indicated leveraged resources will have no bearing on the proposal review, or funding decision.

Each category should include the total cost for the period of performance. Use the following guidance for preparing the Budget Narrative:

1. **Personnel Salaries** – List all staff positions by title. State the annual salary of each person, the percentage of each person's time devoted to the project, the amount of each person's salary funded by the grant and the total personnel cost for the period of performance.
2. **Fringe Benefits** – Provide a breakdown of the amounts and percentages that comprise fringe benefit costs such as health insurance, FICA, retirement, etc.
3. **Travel** – Specify the purpose, mileage, per diem, estimated number of in-state and out-of-state trips and other costs for each type of travel, and the projected number of travelers.
4. **Equipment** – Identify each item of equipment to be purchased which has an estimated acquisition cost of $5,000 or more per unit and a useful lifetime of more than one year. List the quantity and unit cost per item. Items with a unit cost of less than $5,000 are supplies.
5. **Supplies** – Supplies include all tangible personal property other than "equipment." The detailed budget should identify categories of supplies (e.g. office supplies). List the quantity and unit cost and total cost per item.
6. **Contractual** – For each proposed contract and subaward, specify the purpose, activities, and estimated cost.

   Under the Contractual line item, delineate contracts and subawards separately. Contracts are defined according to 2 CFR §200.1 as a legal instrument by which a non-Federal entity purchases property or services needed to carry out the project or program under a Federal award. A subaward, defined by 2 CFR §200.1, means an award provided by a pass-through entity to a subrecipient for the subrecipient to carry out part of a Federal award received by the pass-through entity. It does not include payments to a contractor or payments to an individual that is a beneficiary of a Federal program.
7. **Other** – List each item with sufficient detail to determine whether the costs are reasonable or allowable. List any item, not covered elsewhere here.
   a) **Program Rent / Infrastructure**
   b) **ITA –** Identify the total amount allocated for ITA, the cost per ITA, and the number of ITA's to be provided.
   c) **Training -** Identify the total amount allocated for training, provide a breakdown of the cost and type of training.

d) **Participant Incentives & Stipends-** Identify the total funds allocated for incentives & stipends, the cost per participant for each, and total number of participants to be provided incentives & stipends.

e) **Supportive Services -** Identify the supportive services cost per participant and the total number of participants to be provided supportive services.

f) **Work Experience -** Identify the funds that will be allocated for participant wages and benefits. Provide a breakdown of the total WEX cost per participant, total number of participants to be provided WEX. Provide a breakdown of the amounts and percentages that comprise fringe benefit cost such as FICA.

8. **Salaries & Benefits -** List staff positions by title that will be counted towards the work experience focus requirement. State the annual salary of each person, the percentage of each person's time devoted to the development and management of work experience, the amount of each person's salary funded by the grant and the total personnel cost for the period of performance.

9. **Administrative/Indirect Charges** – Under the WIOA, administrative costs are defined and discussed in 20 CFR 683.215. There is a 10% limitation of the eligible contract amount on administrative costs that are awarded under this grant. The administrative costs include costs for staff who support the program but do not directly deliver services to customers (i.e. the costs for off-site supervisors and/or off-site managers would constitute administrative costs). Under no circumstances may the administrative costs exceed the 10% limit

FORM 2

PROPOSED BUDGET SCHEDULE

PROGRAM NAME:	TOTAL
Ready S.E.T O.C	
Program Related Services:	
Personnel Salaries	$700,200.00
Fringe Benefits	$455,800.00
Travel	$9,300.00
Equipment	-
Supplies	$5,200.00
Contractual	-
Other	$888,250.00
Total Direct Program Cost	$2,058,750.00
Administrative/ Indirect Charges:	
Administrative/ Indirect Charges	$228,750.00
Total Administrative/ Indirect Cost	$228,750.00
GRAND TOTAL	$2,287,500.00

SALARY AND BENEFIT DETAIL

Please complete the table below with corresponding detail for salaries and benefits.

	Position		Personnel *Full Fist and Last Name*	Annual Salary	Annual Benefits	Salaries Charged to Direct Program	Benefits Charged to Direct Program	TOTAL
#	(FTE)	Direct Program Staff Salaries (Non-WEF)						
1	0.35	Project Manager	Diane Gomez	$90,000.00	$42,000.00	$31,500.00	$14,700.00	$46,200.00
2	0.35	Project Coordinator	Angelique Jimenez	$76,000.00	$40,000.00	$26,600.00	$14,000.00	$40,600.00
3	0.35	Project Coordinator	Ki Hyun Cheon	$76,000.00	$40,000.00	$26,600.00	$14,000.00	$40,600.00
4	0.25	Case Manager	Ruby Ochoa	$63,500.00	$40,000.00	$15,875.00	$10,000.00	$25,875.00
5	0.25	Case Manager	Allen Soong	$53,000.00	$38,000.00	$13,250.00	$9,500.00	$22,750.00
6	0.25	Case Manager	Teri Steel	$53,000.00	$38,800.00	$13,250.00	$9,500.00	$22,750.00
7	0.35	Account Clerk	Lien Huynh	$38,500.00	$35,000.00	$13,475.00	$12,250.00	$25,725.00
8	0.35	Clerk	Susan Nguyen	$37,000.00	$35,000.00	$12,950.00	$12,250.00	$25,200.00
9	0.35	Work Readiness Trainer	Hugh Kaneshiro	$66,000.00	$42,000.00	$23,100.00	$14,700.00	$37,800.00
10	0.75	Case Manager	Rachel Gonzaga	$63,500.00	$40,000.00	$47,625.00	$30,000.00	$77,625.00
11	0.75	Case Manager	Serenity Ponce De Leon	$63,500.00	$40,000.00	$47,625.00	$30,000.00	$77,625.00
12	0.75	Case Manager	Gloria Tejeda	$61,000.00	$40,000.00	$45,750.00	$30,000.00	$75,750.00
13	0.75	Work Readiness Trainer	Laura Martinez	$45,000.00	$36,000.00	$33,750.00	$27,000.00	$60,750.00
14	0.75	Case Manager	Amelia Flores	$45,000.00	$36,000.00	$33,750.00	$27,000.00	$60,750.00
15	0.75	Case Manager	Geraldine Orante	$45,000.00	$36,000.00	$33,750.00	$27,000.00	$60,750.00
16	0.30	Case Manager	Teresa Soto	$20,000.00	$5,000.00	$6,000.00	$1,500.00	$7,500.00
17	0.30	Case Manager	Wania Murkthar	$20,000.00	$5,000.00	$6,000.00	$1,500.00	$7,500.00
18								
	7.95	TOTAL Non-WEF Direct Program Staff Cost		$916,000.00	$588,000.00	$430,850.00	$284,900.00	$715,750.00
#	(FTE)	WEF Direct Program Staff Salaries						
1	0.35	Project Manager	Diane Gomez	$90,000.00	$42,000.00	$31,500.00	$14,700.00	$46,200.00
2	0.35	Project Coordinator	Angelique Jimenez	$76,000.00	$40,000.00	$26,600.00	$14,000.00	$40,600.00
3	0.35	Project Coordinator	Ki Hyun Cheon	$76,000.00	$40,000.00	$26,600.00	$14,000.00	$40,600.00
4	0.25	Case Manager	Ruby Ochoa	$63,500.00	$40,000.00	$15,875.00	$10,000.00	$25,875.00
5	0.25	Case Manager	Allen Soong	$53,000.00	$38,000.00	$13,250.00	$9,500.00	$22,750.00
6	0.25	Case Manager	Teri Steel	$53,000.00	$38,000.00	$13,250.00	$9,500.00	$22,750.00
7	0.35	Account Clerk	Lien Huynh	$38,500.00	$35,000.00	$13,475.00	$12,250.00	$25,725.00
8	0.35	Clerk	Susan Nguyen	$37,000.00	$35,000.00	$12,950.00	$12,250.00	$25,200.00
9	0.35	Work Readiness Trainer	Hugh Kaneshiro	$66,000.00	$42,000.00	$23,100.00	$14,700.00	$37,800.00
10	0.25	Case Manager	Rachel Gonzaga	$63,500.00	$40,000.00	$15,875.00	$10,000.00	$25,875.00

11	0.25	Case Manager	Serenity Ponce De Leon	$63,500.00	$40,000.00	$15,875.00	$10,000.00	$25,875.00
12	0.25	Case Manager	Gloria Tejeda	$61,000.00	$40,000.00	$15,250.00	$10,000.00	$25,250.00
13	0.25	Work Readiness Trainer	Laura Martinez	$45,000.00	$36,000.00	$11,250.00	$9,000.00	$20,250.00
14	0.25	Case Manager	Amelia Flores	$45,000.00	$36,000.00	$11,250.00	$9,000.00	$20,250.00
15	0.25	Case Manager	Geraldine Orante	$45,000.00	$36,000.00	$11,250.00	$9,000.00	$20,250.00
16	0.30	Case Manager	Teresa Soto	$20,000.00	$5,000.00	$6,000.00	$1,500.00	$7,500.00
17	0.30	Case Manager	Wania Murkthar	$20,000.00	$5,000.00	$6,000.00	$1,500.00	$7,500.00
18								
	4.95	**TOTAL WEF Direct Program Staff Cost**		$916,000.00	$588,000.00	$269,350.00	$170,900.00	$440,250.00

FORM 2

PROPOSED BUDGET SCHEDULE

Direct Program Cost Categories	WEX Related Cost	Non-WEX Cost	Amount Allocated to Direct Program	TOTAL
Travel				
Mileage		$9,300.00	$9,300.00	$9,300.00
Total		$9,300.00	$9,300.00	$9,300.00
Supplies				
Supplies		$5,200.00	$5,200.00	$5,200.00
Total		$5,200.00	$5,200.00	$5,200.00
Contractual				
Total				
Other				
Program Rent / Infrastructure				
Brea Rent		$171,000.00	$171,000.00	$171,000.00
Laguna Rent		$25,000.00	$25,000.00	$25,000.00
Verizon		$6,000.00	$6,000.00	$6,000.00
Total		$202,000.00	$202,000.00	$202,000.00
Occupational Training (ITA)				
ITA	$478,250.00	-	$478,250.00	$478,250.00
Total	$478,250.00		$478,250.00	$478,250.00
Work Experience (WEX)				
WEX	$118,000.00		$118,000.00	$118,000.00
Total	$118,000.00	$118,000.00	$118,000.00	$118,000.00
Training				
Youth Training Funds		$10,000.00	$10,000.00	$10,000.00
Total		$10,000.00	$10,000.00	$10,000.00
Participant Incentives & Stipends				
Stipends		$10,000.00	$10,000.00	$10,000.00
Total		$10,000.00	$10,000.00	$10,000.00
Supportive Services				
Supportive Services		$70,000.00	$70,000.00	$70,000.00
Total		$70,000.00	$70,000.00	$70,000.00
TOTAL OTHER	$596,250.00	$292,000.00	$888,250.00	$888,250.00

BUDGET NARRATIVE

BUDGET NARRATIVE (not to exceed 4 pages)

The Budget Narrative must include the justification for the requested funding amount for each line item identified in the Budget.

Category	Narrative
Personnel Salaries	A total of **$700,200.00** will be allocated to cover the costs for Personnel Salaries. The personnel are structured on: Program Manager 1 Staff (70%) (0.70 FTE) – ($90,000.00) will provide direct support and supervision of the Ready S.E.T. OC program and will be responsible for ensuring that staff are trained properly and are working toward meeting project goals. The Manager will be the first point of contact with the OCCR Department and will be responsible for meeting the program's needs and requirements. Program Coordinator 2 Staff (1.40 FTE) - will serve as the front-line supervisor who will oversee the day-to-day program operations, including (but not limited to) quality control (monitoring of case files), program eligibility, outreach to schools and programs, building relationships with program partners, and the supervision of Case Managers. The Program Coordinators will be tasked with supervising staff and programs at worksites throughout the County. Program Coordinator (70%) (0.70 FTE) – ($76,000.00) Program Coordinator (70%) (0.70 FTE) – ($76,000.00) Work Readiness 2 Staff (1.70 FTE) - will be responsible for curating and presenting work readiness training materials to provide for the youth and case managers. The Work readiness trainer will work hand in hand with the case managers to create appropriate lesson plans based on up-to-date work readiness modules to present to youth participants. These lesson plans will include resume building tips/templates, mock interview practices, business communications, interview tips and any other materials needed for the youth to be successful when entering the workforce. Work Readiness Trainer (70%) (0.70 FTE) – ($66,000.00) Work Readiness Trainer (100%) (1.0 FTE) – ($45,000.00) Account Clerk 1 Staff (0.70 FTE) – ($38,500.00) will support the Case Managers, Program Coordinators, Managers, and Participants. They will provide administrative support by processing enrollments packets,

	any uploads related to the program and any assistance needed for Case Managers with processing Supportive Services, CalJOBS uploading, and WEX timecards. The Account clerk will specifically support the Program Manager in creating the invoices for the program. Clerk 1 Staff (0.70 FTE) – ($37,000.00) will support the Case Managers, Program Coordinators, Managers, and Participants. They will provide administrative support by processing enrollments packets, any uploads related to the program and any assistance needed for Case Managers with processing Supportive Services, CalJOBS uploading, and WEX timecards. Case Managers 10 Staff (7.70 FTE) - will be responsible for guiding youth through the Ready S.E.T. OC program, including (but not limited to) offering access to all 14 WIOA program elements, case management and notes, ISP assessment, CalJOBS entry, and linking youth to career, post-secondary education, and/or military opportunities. We will be utilizing more part-time workers to try and minimize the budget for benefits. Case Manager (50%) - ($63,500.00) Case Manager (50%) - ($53,000.00) Case Manager (50%) - ($53,000.00) Case Manager (100%) - ($63,500.00) Case Manager (100%) - ($63,500.00) Case Manager (100%) - ($61,000.00) Case Manager (100%) - ($45,000.00) Case Manager (100%) - ($45,000.00) Case Manager (60%) - ($20,000.00) Case Manager (60%) - ($20,000.00) The total FTE's allocated to OSY are 12.90 FTE.
Fringe Benefits	A total of **$455,800.00** will be allocated to cover the costs for Fringe Benefits. The benefits are based on the salaries of the staff and will cover the standard benefits package offered by the City of La Habra Benefits Package: Cal Pers – 10.62% (of Salary) SUI – 0.20% (of Salary) CINS (City Insurance) - $18,600.00 OPEB – 1,690.00 WC – 4.65% (of Salary) Fringe – 5% (of Salary)
Travel	Travel expenditures will be used for outreach and recruitment, WEF activities, school visits, meetings, and other workforce development activities as required. All staff will be reimbursed at the current approved mileage IRS mileage rate. The Travel/Mileage total is **$9,300.00.**

Equipment	N/A
Supplies	General supplies have been budgeted in the amount of **$5,200.00** for program sites throughout the County including Brea, Laguna Niguel, Manchester Office Building, Los Alamitos Base, and Orangewood for the program year. Supplies will be purchased for administrative work needed throughout the different location, per requested by the entire staff. The invoice processing of any personnel issues will cover through the administrative budget allocation and will not be paid through direct support funds for the program. The monthly average for supplies will be set at around $433.33.
Contractual	N/A
Other	The "Other" costs categories total up to **$888,250.00**. The basis of the other categories will cover both infrastructure costs and operational activities. Below this section describes the costs breakdown of both infrastructure and operational costs respectively: Program Rent/infrastructure, Occupational Training, Work Experience, Training, Participant Incentives and Stipends, Supportive Services and Administrative charges.
Program Rent / Infrastructure	A total of **$202,000.00** will be allocated in the budget to cover the costs associated with Rent and infrastructure costs. The breakdown of the infrastructure costs is based on the Brea One-Stop Center, the Laguna One-Stop Center, and the communications costs (Verizon): is the main form of communication the program utilizes to keep in contact with participants throughout the program progression.
Occupational Training (ITA)	This budget allocates **$478,250.00** to be used for an Individual Training Account (ITA). ITA's provide certification-based training for participants to gain the necessary education and training for the in-demand industries. Each OSY participant is eligible for up to $10,000.00 in ITA funding and will be issued to youth according to their employment goals. All 420 OSY Participants will be eligible for the ITA and its cost breakdown will be $10,000.00 maximum per qualified participant.
Work Experience (WEX)	Work Experience is an important feature of WIOA programs and allows youth and young adults to create a positive, fulfilling environment leading to a greater sense of self-sufficiency. A total of **$118,000.00** will be reserved for WEX. Work Experience Students are paid an hourly wage of $17.00. Eligible WEX participants will be given a maximum of $6,500.00.
Training	The Youth training budget allocates **$10,000.00** to be used for various training opportunities and materials to better engage participants. The youth training fund can range from a broad spectrum of materials

	needed to support youth when attending trainings hosted by the Ready S.E.T OC program or any of its participating partners. The training cost will be set at $1,000.00 and reserved for courses not on the ETPL.
Participant Incentives & Stipends	The Stipends and Incentives budget allocates **$10,000.00** to be set aside on to the budget for the purpose of providing participants entrepreneurship courses. All 420 participants are eligible for the entrepreneurship course, and it will be paid at a rate of $17.00/hr
Supportive Services	Administered throughout the program model, Supportive Services are only used when all other resources are exhausted. **$70,000.00** will be set aside for Supportive Services if a participant needs services surrounding a wide variety of educational (I.e., textbook material, school supplies, exam preparation materials, etc.) and employment assistance. Supportive services may also include transportation assistance, clothes for interviews, and school textbooks (TEGL 21-16). Supportive Services are necessary to keep the participant engaged with case managers as well as provide the necessary assistance for the participant to succeed. Supportive Services will be eligible for all 420 OSY participants at a $6,000.00 maximum.
Administrative Charges	The city will be reserving **$228,750.00** for administrative costs associated with operating the program. Administrative costs include staff salaries for Human Resources, Finance, City Administration, Community Service Department Administration, and Information Technology. Administrative costs will include costs not charged into the program operations and any resolution findings arising from audits, reviews, and investigations, travel costs incurred from official business in carrying out administrative activities, infrastructure costs, and continuous improvement activities.

PART II - YOUTH PROGRAM SERVICES

Not to exceed 25 pages (does not include attachments)

A separate Part II Application required for each population proposing to serve.

PROGRAM SERVICES APPLYING FOR:	
Out-of-School Youth (OSY)	[X] In-School Youth (ISY)
Total funding requested:	$ 762,500
Planned number of youth to be served:	140
Cost per participant:	$ 5,446.43
Leveraged resources:	$ 115,000.00
Leverage Percentage:	5%

- **ORGANIZATIONAL HISTORY, EXPERIENCE, AND STRUCTURE**

1. **Describe your organization's years of experience in effective planning, delivering and/or coordinating WIOA Youth services and/or other youth program services.**

For over 50 years, La Habra has been a pioneer in addressing youth needs, offering programs from CETA to WIOA. As the OC Workforce and Economic Development Division's longest-standing provider, we've adapted to serve diverse youth populations. Our innovative approach integrates technologies like virtual reality to train youth in high-demand industries, with flexible delivery options ensuring accessibility.

We provide personalized support tailored to the unique challenges of youth, from foster care to justice-involved individuals. Our dedicated case managers meet offsite to accommodate individual needs. Collaborative partnerships with local agencies and organizations like John Muir Charter School and Stand Up for Kids enable us to enroll and assist hundreds of youth countywide.

Committed to continuous improvement, we are refining our practices to meet evolving job demands. Strategic partnerships, built upon mutual respect, bolster our efforts to bridge gaps in service delivery and ensure youth access to necessary resources.

Recognizing the importance of collaboration, we've cultivated strategic partnerships with local agencies, community organizations, and service groups. These partnerships, built upon mutual respect and shared goals, enable us to enroll and assist hundreds of youth throughout the county, ensuring they have access to essential resources and support systems.

Through these collaborations, we continue to make significant strides in empowering youth and building a brighter future for our community.

2. **Describe your organizational experience in the development of Youth Employment-related training curriculum and the delivery of youth training services.**

The City of La Habra provides comprehensive youth employment-related training curriculum and services to facilitate non-traditional career paths. With 45 years of experience, we have continually adapted and refined our curriculum to effectively serve a diverse population in an ever-evolving world. Recognizing the need for tailored solutions, we have developed a curriculum that offers multiple options and resources to meet the unique needs of each participant.

Central to our approach is the Individual Service Plan (ISP), which encompasses work readiness training, career and educational guidance, exposure to high-demand occupations, access to Pre-apprenticeships and Apprenticeships, and post-secondary opportunities, all leading to sustainable employment. The ISP model re-engages disenfranchised youth, keeps them motivated, and equips them with the skills needed for success in today's workforce.

Our career pathway model goes beyond mere exploration, focusing instead on identifying academic or vocational programs aligned with each student's long-term goals. Through online assessments, career research, and hands-on experiences such as internships and job shadowing, students gain valuable insights into in-demand industries and develop relevant

workforce skills.

To ensure that participants receive the necessary training, we offer Individual Training Accounts (ITAs) that lead to certifications and licenses in high-demand fields. Additionally, we have established partnerships with key training providers, such as Nurses Development and Health Staff Training Institute, to offer co-enrollments and financial assistance to participants seeking vocational training.

In the past year, our organization has implemented mass enrollments targeting populations in need of alternative pathways to self-sufficiency, further demonstrating our commitment to providing accessible and effective training services for youth.

3. **Describe your organizational experience in planning and/or development of career pathways service delivery systems that combine training and education services to provide participants the skills needed for placement in local in-demand occupations/industries that will lead to economic self-sufficiency.**

In the past program year, the City of La Habra has implemented a comprehensive approach to address the needs of youth facing barriers by integrating Individual Training Accounts (ITAs) with concurrent training and education programs. Recognizing the importance of providing participants with both training and education simultaneously, we have established initiatives to cultivate a diverse set of skills essential for placement in local in-demand occupations.

Throughout the program year 2023-2024, over 50 participants have benefited from dual enrollment in alternative secondary education and occupational skills training through the California Job Challenge (CAJC) at the Joint Forces Training Base in Los Alamitos, CA. This innovative program offers participants the opportunity to earn high school diplomas, recognized post-secondary credentials, and engage in weekly career readiness workshops over a six-month period.

Graduates of the CAJC program often secure employment in high-demand industries, enroll in skilled trades apprenticeships, or pursue military service careers. This initiative not only provides training for in-demand jobs but also ensures that participants receive education

preparation, equipping them with the most up-to-date knowledge and skills required for success in the workforce.

By combining training and education services, our organization is committed to delivering holistic support that aligns with the 14 elements outlined in the grant. This integrated approach not only enhances participants' employability but also empowers them with the tools and resources needed to achieve economic self-sufficiency in their chosen fields.

4. **Describe your organizational knowledge of strategies to develop or expand the availability of work experience opportunities (internships, apprenticeships, etc.).**

The City of La Habra has developed a comprehensive four-point plan aimed at enhancing the availability of work experience opportunities, including internships and apprenticeships, for our youth:

1. Recruitment Strategy: Our recruitment efforts are tailored to identify suitable youth candidates for the program. By having participants complete a Self-Assessment form, our Case Managers ensure a thorough understanding of each youth's commitment level. This approach underscores our dedication to guiding youth toward success by facilitating positive changes necessary for goal attainment.

2. Assessment Process: We employ a series of assessments, such as the CA Career Zone, to help participants gain insight into their passions and career interests. This introspective process empowers youth to make informed decisions about their career pathways and select suitable work experiences that contribute to their professional growth.

3. Utilization of Labor Market Information (LMI): Leveraging LMI data allows us to identify and highlight in-demand occupations, providing participants with a clear understanding of industry needs and earning potentials. This insight serves as a motivational tool, inspiring youth to engage in training programs aligned with high-demand sectors.

4. Empowerment Through ISP: We empower youth to take ownership of their career paths by involving them in the design of their Individual Service Plans (ISPs). Collaboratively

setting goals and benchmarks with Case Managers fosters a sense of ownership and motivation to succeed.

Additionally, the Business Solutions team of the Orange County Workforce plays a crucial role in developing and expanding worksites. Using LMI, they identify trends and growth areas within the region, aligning job opportunities with the interests of youth participants. Through partnerships and advocacy efforts, we ensure accessibility for all participants, including those with disabilities or criminal records.

With 50+ years of experience in providing workforce development services, the City of La Habra has earned a stellar reputation for preparing youth for employment. Our comprehensive approach includes work readiness workshops and personalized support to ensure participants are well-equipped for job placements. We continually strive to expand our network of worksites to provide a comprehensive range of opportunities for all youth, particularly those facing barriers. Through ongoing efforts and strategic partnerships, we remain committed to creating pathways to economic self-sufficiency for our youth population.

5. **Describe how you will ensure complete geographic and demographic coverage. How will you attract and serve new youth? Using facts and figures from merited and published sources, create a Recruitment Plan to meet the needs of the targeted population(s).**

For high school dropouts, we leverage our program alumni, current out-of-school youth, and partnerships with probation officers, community agencies, faith-based organizations, and alternative schools for referrals. Partnering with John Muir Charter School and other diploma completion initiatives broadens our reach. For runaway and homeless youth, we collaborate with City Net and various shelters/providers like Homeless Intervention Service, Casa Youth Shelter, and local technical schools to enroll participants. Municipal agencies are also implementing community outreach programs to address homelessness. For youth in foster care, partnerships with organizations like Orangewood Children's Foundation and Covenant House provide dedicated office space, enhancing our ability to serve this population effectively. For youth offenders, positive relationships with probation officers facilitate referrals. Programs

like Hire OC offer networking opportunities for justice-involved youth. Dedicated office space at the Manchester Office Building enables direct access. For pregnant and parenting youth, partnerships with nonprofits, WIC offices, Planned Parenthood, and Casa Teresa facilitate recruitment. Alternative high schools also refer parenting youth seeking diplomas. For disabled youth, partnerships with agencies like the Department of Rehabilitation, the Regional Center of Orange County, and local schools' disabled student programs ensure referrals. Staff outreach to all Orange County school districts to broaden reach.

6. **Describe how your organization will manage the eligibility and enrollment process to ensure that all customers enrolled are eligible and appropriate for WIOA services?**

To effectively manage the eligibility and enrollment process for WIOA services, our organization follows a structured approach that aligns with the grant's eligibility requirements. Firstly, we categorize youth into distinct groups based on their school status, distinguishing between out-of-school youth (OSY) and in-school youth (ISY). This segmentation helps streamline our programming efforts, ensuring tailored services for each group while serving the entire Orange County community. Eligibility criteria for youth aged 14-24 in Orange County are centered around low-income status and experiencing barriers to employment or education. For ISY youth aged 14-21 and OSY youth aged 16-24, these barriers may include homelessness, high school dropout status, involvement in the justice system, disabilities, foster care involvement, or the need for additional assistance to gain employment or education.

To verify low-income status, participants can provide documentation such as Calfresh, SNAP, income statements, or other federal assistance program records. Additionally, all participants must demonstrate their eligibility to work in the United States by providing appropriate documentation. Our case managers play a pivotal role in the eligibility determination process. They conduct referrals and thoroughly assess each youth's eligibility based on the outlined criteria, ensuring that only eligible individuals are enrolled in the program. By adhering to these

procedures and maintaining rigorous documentation standards, we guarantee that all customers enrolled in our WIOA services meet the necessary eligibility requirements, thus maximizing the impact of our programs on the target population.

- **STAFF EXPERIENCE AND CAPABILITIES**

1. **Provide a detailed staffing plan that identifies staffing structure, roles and responsibilities, staff qualifications and salary range. Include resume(s), education, credential(s) and pertinent experience of all identified staff including subcontractors.**

The City of La Habra staffing plan is as follows:

Employment and Training Manager - Provides oversight of the WIOA program and supervision of staff. The Manager also provides direction to staff concerning program performance, monitoring of case files for compliance with Federal, State, and local WIOA policies, confirming WIOA eligibility, seeks additional grant opportunities, budget preparation, invoicing, and budget expenditures. The current Manager, Diane Nuno-Gomez, has three years of experience working with the workforce development program and over 20 years of working in the social service field in the capacity of case manager, supervisor, and program manager.

Program Coordinators (2) – Provide direct staff supervision, includes assisting in the oversight, review, and analysis of program services, and ensuring quality and accurate client outcomes for program participants. The Program Coordinator also oversees participant case files and ensures compliance with federal, state, and local WIOA policies and procedures. Ensure that staff meets performance goals as outlined in the contract and that resources are being utilized appropriately. Case Managers (6) – responsible for direct services of the WIOA program. Duties include responding to new referrals, assessment of eligibility of participants, providing career exploration and career planning services, ISP coordination, and work readiness workshops. Maintain monthly contact with a ratio of 1:50 participants while providing case management services that consist of goal setting, career counseling and exploration, provide access to all 14 WIOA Elements, including Supportive Services according to the appropriate matrix. Three full-time case managers will be hired. Part-Time Case Managers (5) – responsible

for direct services of the WIOA program. Duties include responding to new referrals, assessment of eligibility of participants, providing career exploration and career planning services, ISP coordination, and work-readiness workshops. Maintain monthly contact with a ratio of 1:25 participants while providing case management services that consist of goal setting, career counseling and exploration, provide access to all 14 WIOA Elements, including Supportive Services according to the appropriate matrix. Work Readiness Trainer (2) – Coordinates, plans, and implements work readiness workshops, attends community outreach events, coordinates, and attends recruitment events, maintains regular contact with community partners to foster continued outreach opportunities. Maintains caseload of 20 and provides case management services including responding to new referrals, assessment of eligibility of participants, providing career exploration and career planning services, ISP coordination, and work-readiness workshops. Maintain monthly contact with a ratio of 1:20 participants while providing case management services that consist of goal setting, career counseling and exploration, provide access to all 14 WIOA Elements, including Supportive Services according to the appropriate matrix. Account Clerk – Conducts scheduling, invoicing, billing, reimbursements, purchasing, monitors supportive service documents for accuracy, CalJOBS reporting, and data entry, answering phones, and WIOA eligibility document collection. Clerk – provides administrative support to case managers, uploads enrollment documentation and opens activity codes into CalJOBS, prepares and maintains current enrollment documents, makes copies, answers phones, maintains participant files, follow-up files, record retention records and other administrative tasks as needed. (see attached resumes)

2. **Provide a management plan that demonstrates the overall structure of the service delivery model inclusive of all established and proposed subcontractors.**

Our management plan comprises five categories to describe our overall structure of service delivery. First, our whole staffing approach utilizes existing staff who are currently working in the program. No work will be subcontracted. The Program Manager provides oversight of the WIOA

program and supervision of staff. The Program Cooridnators supervise the Case Managers and Clerical staff. The Case Managers will provide direct services following the WIOA 14 elements to participants. The Work Readiness Trainers coordinate and implement the weekly workshops, provide case management, and facilitate outreach and recruitment. The Program Clerk and Account Clerk will assist with program and administrative tasks. Second, we have various locations throughout Orange County with offices located at the OC Workforce Solutions Centers in Brea and Laguna Niguel, satellite offices at the Orangewood Foundation in Santa Ana, the Manchester Office Building/Probation in Orange, and at the Los Alamitos Joint Force Base in Los Alamitos. Next, staff acquisition will need to occur, to hire the three new Case Managers and an Account Clerk. The hiring process will occur as soon as July 1, 2024. Fourth, training will be provided to all staff through the City of La Habra's Human Resources Department (in-kind), in-house training by the Program Coordinators, various workforce development virtual trainings as well as CalJOBS training, and through community partner resources. Training topics include, but are not limited to equal opportunity, harassment, safety, workforce development best practices, policies and procedures, VR, CalJOBS functions, trauma-informed care, and evidence-based case management. Finally, should there be a need to reassign staff at the end of the contract, the City will attempt to find similar roles for staff in different departments.

3. **Provide a project timeline that includes hiring, and training, service schedules, reporting timelines, and other major activities related to the operations.**

As a current provider, we can seamlessly continue services throughout the County of Orange without any disruption. All systems are in place; no startup costs and planning are necessary. Staff will be trained monthly on relevant WIOA topics such as labor market information, eligibility, Policies and Procedures, Performance, MSG, Credentials, case note writing, time management and data entry in CalJOBS. Training is done by various organizations like the OC Workforce and Economic Development Division, WorkforceGPS (Department of Labor), and City of La Habra Management staff. We report monthly performance and updates to the

OCWDB. We are also responsible for reporting to the City of La Habra City Council. We conduct internal monitoring for both hard files and electronic files in CalJOBS once a month to ensure quality control and continuous improvement. Participant enrollment and activities occur continuously throughout the Program Year. The City of La Habra, Human Resources Department, with input from Program management, conducts the staff recruitment process, interviewing, and hiring as needed. Recruitment for the vacant positions for Case Manager and Account Clerk will begin July 1, 2024, with a target start date of the last week in July. We are proud of the diversity of our team that includes multilingual staff who can translate and operate all programs in English, Spanish, Tagalog, Korean, Mandarin, and Vietnamese, as well as the ability to serve Limited English Proficient populations. Our staff are culturally aware and inclusive of all. Our facilities are accessible, according to the American with Disabilities Act (ADA). We have TYY services available.

4. **Describe the processes that would be used to subcontract with other qualified providers of training and technical assistance services as needed in a timely and cost-effective manner and purchase customized goods/specialized services.**

Although there is no subcontract agreement in this proposal, the City would use only the most appropriate and qualified provider, vetted by references and a close examination of their program services. The subcontract will be agreed upon by both organizations, reviewed by the City Attorney, and be placed on the La Habra City Council agenda for review and approval.

5. **Provide a current organizational chart (including subcontractors, organizational partnerships, and collaborations)**

See Attached.

- **SPECIFICATIONS OF DELIVERABLES – WIOA 14 YOUTH PROGRAM ELEMENTS**

1. **Describe a technical approach and successful practices in delivering tutoring, study skills training and evidence-based dropout prevention and recovery strategies leading to the completion of high school diploma/GED.**

Case Managers work closely with program participants to identify areas of academic concern and connect youth to providers of tutoring and study skills training, such as School on Wheels.

Staff members encourage enrollment in secondary and post-secondary academic programs that incorporate tutoring services into their teaching strategies, such as North Orange Continuing Education (NOCE), La Vista/La Sierra High Schools, and Richland High School. These resources enable the development of learning strategies that serve as de facto dropout prevention activities.

2. **Describe a technical approach and successful practices in delivering alternative secondary school services, or dropout recovery services.**

Partnerships with Learn4Life (Innovation High School), Pathways Academy, College and Career Preparatory Academy (CCPA), and John Muir Charter School have bolstered dropout recovery rates by providing youth with access to multiple instructional delivery methods: on campus, hybrid, and remote. CCPA alone enrolled 134 students and achieved a graduation rate of 74% during program year 2023 – 2024. These services have been vital to the acquisition of high school diplomas by youth who have struggled in traditional secondary school programs and require additional basic education skills training, individualized instruction, and/or English as a Second Language courses.

3. **Describe a technical approach and successful practices in delivering paid and unpaid work experiences that have academic and occupational education as a component, which may include summer employment, pre- apprenticeship programs, internships, job shadowing, and on-the-job training opportunities.**

The Program Manager, Program Coordinators, and Case Managers collaborated to identify the ideal worksites for 41 participants in program year 2023- 2024 with the goal of helping youth obtain the experience, knowledge, and skills commonly required by local employers. Job selection factors included the specific requirements of each position, the educational and occupational skills levels of participants, and youths' barriers (e.g., transportation, special accommodation necessities, or scheduling conflicts). Paid work experience opportunities have helped youth become more competitive in the job market, contribute to household incomes, and start down a path toward self-sufficiency.

4. **Describe a technical approach and successful practices in delivering occupational skill training that leads to recognized postsecondary credentials in in-demand occupations/clusters.**

During the current program year, 70+ participants received funding to pay for occupational skills training programs provide youth with recognized post-secondary credentials necessary to secure employment in high-demand industries (e.g., healthcare, IT, and manufacturing) or occupations that have higher-than-average median wages and growth rates (e.g., skilled trades). Program selection is reached after thorough career assessments and labor market research have been conducted to match youth with occupations that align with their interests and existing skillsets.

5. **Describe a technical approach and successful practices in delivering education offered concurrently with and in the same context as workforce preparation activities/ training for a specific occupation/cluster.**

50+ participants have been dual-enrolled in alternative secondary and occupational skills training during program year 2023 – 2024 via the California Job Challenge (CAJC) at the Joint Forces Training Base in Los Alamitos, CA. Youth who complete that program earn high school diplomas, recognized post-secondary credentials, and weekly career readiness workshops within a six-month period. Graduates of CAJC often secure employment in high-demand industries, are accepted into skilled trades apprenticeships, or choose a military service career.

6. **Describe a technical approach and successful practices in delivering leadership development opportunities which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.**

Youth are connected to in-house and third-party career readiness workshops, such as the 12-Week Career Guidance and Exploration series at OC Probation's Youth Leadership Academy and Youth Guidance Center. Participants are also provided with access to leadership summits and conferences including the Conference on Asian Pacific American Leadership, the California Workforce Association Youth Summit, and the City of La Habra's Student Government Day.

7. **Describe a technical approach and successful practices in delivering supportive services which may include assistance with educational testing and accommodations.**

Case Managers developed proposals with funding justifications to provide supportive services that have alleviated transportation barriers (bus passes and gas), housing instability (rent and

utilities), and the inability to pay for educational testing (certification/credentialing exams). Supportive services have also allowed youth to meet work and school requirements (tools/clothing and post-secondary academic materials), and gain access to phone and internet services via the federal Affordable Connectivity Plan and California LifeLine Program. Without these expenditures, participants would not have been able to obtain or retain employment and/or enrollment in educational programs.

8. **Describe a technical approach and successful practices in delivering adult mentoring for the period of participation and a subsequent period, not less than 12 months.**

Program participants receive direct and indirect adult mentoring from Case Managers, secondary and post-secondary faculty, and professionals in the public and private sectors. For example, Case Managers and partners, such as Working Wardrobe, offer personal shopping experiences when providing youth with no-cost clothing for interviews and occupations with dress codes. Participants will also receive insights and advice on their educational and employment pursuits from Sergeants at the Joint Forces Training Base (CAJC), instructors at approved training providers, and professionals at nonprofit organizations including the Orange County Asian and Pacific Islander Alliance (OCAPICA) and Court-Appointed Special Advocates of Orange County (CASA OC).

9. **Describe a technical approach and successful practices in delivering comprehensive guidance & counseling which may include drug and alcohol abuse counseling and referral, as appropriate.**

Case Managers connect youth with community-based organizations that offer behavioral health counseling, treatment, and education, as well as warmlines. Notable referral partners include the National Alliance on Mental Health (NAMI), Pacific Clinics, Allcove, Be Well, CalOptima, and Genesis New Beginning. The goal of each referral is to provide participants with access to trained professionals and guidance from lived experience peers.

10. **Describe a technical approach and successful practices in delivering follow-up services for no less than 12 months after the completion of participation.**

During the 12-month follow-up period, Case Managers conduct monthly outreach to help participants retain employment and/or maintain enrollment in academic programs. Supportive services are often utilized to eliminate monetary barriers to success, such as tools and clothing required for work and academic materials and educational testing required to obtain credentials. Youth also receive semimonthly emails with information on obtaining additional resources (e.g., free tutoring services, workshops, and basic needs). At the end of each follow-up period, youth are reassessed to determine if reenrollment in the WIOA Youth Program is needed to further their educations or careers.

11. **Describe a technical approach and successful practices in delivering financial literacy.**

Financial literacy workshops are offered twice a week (onsite and virtual) at both OC Workforce Solution offices, and monthly at all satellite offices, using the FDIC's Money Smart for Young People curriculum. Partnerships with U.S. Bank and Chase Bank have also provided youth the opportunity to attend workshops delivered by financial services professionals. Alternatively, participants are offered the option to complete a series of the FDIC's online, self-paced Money Smart program.

12. **Describe a technical approach and successful practices in delivering entrepreneurial skills training.**

Case Managers encourage youth interested in starting their own businesses to attend courses, such as the free Start Up Bootcamp offered by The Center for Entrepreneurship at North Orange County Community College District (NOCCCD) and the series of workshops presented by Lead2Goals. Participants are also encouraged to utilize the occupational skills training, paid work experience, and supportive services resources available through the WIOA Youth Program to obtain the credentials necessary to pursue independent ventures in skilled trades, personal services, and other in-demand occupations.

13. **Describe a technical approach and successful practices in delivering services that provide labor market and employment information about in-demand industry sectors or occupations, including career awareness, career counseling, and exploration.**

During the enrollment process, Case Managers initiate career exploration services by helping youth complete interest profilers on California Career Zone and O*Net to generate lists of suggested occupations. Subsequently, data on the preferred job categories identified by each participant is reviewed including required skills, education, and training, median wages, and expected growth rates. These activities create a roadmap for Case Managers and participants to establish and achieve short- and long-term goals related to education and employment.

14. **Describe a technical approach and successful practices in delivering activities that help youth prepare for and transition to post-secondary education and training.**

Participants are encouraged to attend workshops about financial aid, best practices for selecting secondary and post-secondary educational institutions and entering the workforce. Close partnerships with organizations, such as Advance! in La Habra, provide youth with access to one-on-one and group informational sessions covering FAFSA, college applications and essay writing, and the overall college experience. Case Managers will also share their experiences with their participants to offer more personalized advice and guidance.

- **BUDGET, COST PROPOSAL, AND FINANCIAL INFORMATION**

1. **Describe in detail your organization's experience managing and accounting for multiple federal, state and local funding sources in accordance with Generally accepted Accounting Principles (GAAP).**

The City has been managing multiple federal, state, and local funding sources for several years. Some of the notable grants/funding sources are CDBG, WIOA, Childcare Development, OCTA Measure M2 Grant, Gas Tax, etc. All funds are accounted for per GAAP, OMB Uniform Guidelines, and each program guideline (if applicable). The City year-end financial statements (i.e., Comprehensive Annual Financial Report and Single Audit Report) have been audited annually by an external independent CPA firm.

2. **Describe how your organization will conduct self-monitoring for contract performance and compliance.**

We conduct internal monitoring once a month to ensure quality control and continuous

improvement. We utilize the Department of Labor's WIOA Youth Core Monitoring Guide and the County of Orange's contract. Internal monitoring includes comprehensive file reviews (eligibility, program design, supportive services, incentives, CalJOBS, etc.), participant interviews, worksite interviews, participant timesheet reviews, WIOA performance review, workshops, and more. The Program Manager conducts internal monitoring and works with staff to rectify issues, develop corrective action, and determine technical assistance needs. Internal monitoring documents are available for the OCWDB review upon request.

3. **Describe your organization's overall financial condition. Specifically, describing your organization's ability to cover any delayed reimbursement, disallowed costs or program over expenditures. If applicable, include relevant details from your organization's Audited financial statements or other information.**

The City is in a sound financial position. The City's sizeable tax base with steady growth supported by its favorable location on the border of Los Angeles and Orange Counties and wealth levels in line with national medians. Conservative management has maintained the General Fund's reserves at targeted levels of 15% of the budget expenditure (approximately $7.7 million). In case of any delayed reimbursement, disallowed costs, or program over spending, the City's General Fund will be able to cover for these deficits.

4. **Describe your organization's administrative and fiscal capacity to fulfill federally required documentation and record-keeping such as collecting data and preparing required documents, accounting controls, internal monitoring, and handling of corrective actions/findings.**

The City has the administrative and fiscal capacity to fulfill federally required documentation and record-keeping, internal monitoring, and handling of corrective action requirements that come with a federal grant.

5. **Complete proposed budget schedules and budget narratives with total amounts and detailed explanation of how amounts will be computed by completing Application - Form 2 – Budget Narratives.**
   See attached Form 2 - Budget Narratives

- **CONFLICT MITIGATION PLAN**

1. **Provide a written plan that clarifies how the organization will carry out responsibilities while demonstrating compliance with WIOA, corresponding regulations, the relevant office of Management and Budget circulars, and conflicts of interest. The plan limits conflict of interest or the appearance of a conflict of interest to minimize financial risk and develop appropriate firewalls within that single entity performing multiple functions.**

The City of La Habra has an internal control structure and written policies in place that provide safeguards to protect personally identifiable information, records, contracts, grant funds, equipment, sensitive information, tangible items, and other information that is readily or easily exchanged in the open market, or those considered to be sensitive, consistent with applicable Federal, State, and local privacy and confidentiality laws. The City's internal control structure comprises five components: (1) Control Environment; (2) Risk Assessment; (3) Control Activities; (4) Information & Communication; and (5) Monitoring. As part of the City government, the City sets the control environment and influences all our decisions and activities. We and other City Departments such as Human Resources and Fiscal conduct risk assessments. For instance, our purchases and hiring must go through separate City Departments and are evaluated by these departments for risk. Control activities are the policies and procedures that help ensure management directives are carried out. This includes functions such as approvals, authorizations, recording, processing payments, and review of performance. All these functions have an adequate separation of duties since separate City Departments perform them. Communication and information are shared with staff and the City Council to ensure consistency and proper application. We conduct internal monitoring annually and are monitored by the City on a quarterly basis.

The City of La Habra maintains written standards of conduct covering conflicts of interest and governing the actions of its employees engaged in the selection, award, and administration of contracts. This policy states that no employee, officer, or agent may participate in the selection, award, or administration if he or she has a real or apparent conflict of interest. Proper firewalls are in place to ensure the transparency and integrity of processes. The City clearly articulates roles and functions, and there is a separation of duties enforced as functions, such as finance and procurement, are conducted by separate City departments.

PERFORMANCE

2. **Provide a detailed plan that includes proposed strategies to ensure positive placements and performance outcomes are achieved.**

To ensure positive placements and performance outcomes are achieved, our detailed plan encompasses strategic steps aligned with the WIOA performance measures:

- Setting Clear Goals: Upon enrollment, youth participants will establish personalized goals within their Individual Service Plans (ISPs) that align with performance measures. These goals will encompass placement in education or employment, ensuring a tailored approach to each participant's journey.
- Providing Work Experiences and ITAs: We will offer work experiences and Individual Training Accounts (ITAs) to support participants in achieving their goals. Through these opportunities, participants will gain valuable skills and hands-on experience that enhance their employability and contribute to positive performance outcomes.
- Offering Work Readiness Opportunities: Our program will provide a range of work readiness opportunities, including the Work Experience (WEX) program, onsite hiring events, and direct referrals to businesses countywide. These initiatives aim to secure work placements that lead to tangible performance outcomes such as paystubs.
- Regular Post-Secondary Transition Services: We will offer regular post-secondary transition services to facilitate successful education placements. By providing ongoing support and resources, we aim to ensure that participants transition smoothly into post-secondary education programs aligned with their career goals.

Our plan is structured around five key steps:

- Recruitment: We carefully assess each participant's suitability for the program, evaluating their motivation to complete extensive training. This ensures that participants are fully engaged and committed to achieving positive outcomes.

- Case Management: Upon enrollment, Case Managers will collaborate with participants to outline performance measures relevant to their individual goals. By providing personalized guidance and support, we empower participants to stay focused and motivated throughout their journey.
- Supportive Environment: Our program fosters a supportive environment with mentors, caring adults, and a family-like atmosphere. This positive reinforcement helps participants stay engaged and motivated to reach their goals.
- Monitoring Benchmarks: We have integrated program benchmarks to measure participants' progress and ensure they stay on track. If a milestone is not reached, we provide timely intervention to realign participants with their goals.
- Tracking and Evaluation: We employ Excel spreadsheets and CalJOBS to track participants' progress, including benchmark achievements and performance measures. Additionally, we request monthly progress reports from schools and training programs to monitor participants' post-secondary education progress.

Through this comprehensive approach, we are confident in our ability to achieve positive placements and performance outcomes for our youth participants, ultimately fostering their success in education and employment.

3. **Describe the processes in place and exit strategy used to ensure performance standards are achieved.**

The City of La Habra employs a systematic approach to participant exits, ensuring alignment with WIOA performance standards. When determining an exit strategy, the Case Manager thoroughly evaluates the applicable performance measures, considering factors such as timeframe and cohort date. Program staff collaborate to finalize the exit plan, providing additional support steps if necessary. This decision is deliberated during bi-weekly staff meetings, allowing for input and suggestions from the team to optimize the participant's path to success.

Following exit, our internal monitoring system maintains regular check-ins with participants for a

90-day period, ensuring continued adherence to performance standards. Additionally, participants undergo a post-exit review to assess goal attainment and facilitate successful transitions into employment or education. This structured process guarantees that performance standards are met and participants receive ongoing support even after exiting the program.

4. **Describe in detail the follow-up strategies that will be utilized with customers who have been exited from program services and what will be done during those periods to enhance retention and average earnings?**

We have a comprehensive performance setup for follow-up with youth exiting our program. Each case manager maintains ongoing contact with the youth they worked with while active, fostering a continued partnership and gathering performance data. To enhance retention and average earnings during these periods, we employ several strategies.

Firstly, we send monthly emails to every youth in follow-up, providing opportunities for them to update their progress, such as submitting paystubs or class advancements via Google Drive. These emails also include information on job openings and hiring events, ensuring continued engagement and access to resources. Additionally, case managers meet regularly with youth, providing services at least once a month to offer support and guidance.

Internally, we utilize an Excel spreadsheet to track all youth in follow-up, organizing them by quarter they are due for contact. We ensure timely completion by maintaining consistent communication attempts every three months. This structured approach allows us to stay connected with our youth, supporting their ongoing success beyond the program's duration.

5. **Demonstrate how the respondent has met contractual performance standards for the last two years by completing Application - Form 1 – Performance Standards.**

   See attached Form 1 - Performance Standards

6. **Describe the organizations past experience and results delivering services in similar projects and/or to similar populations along with the outcomes. This should also include experience in coordinating services with other community entities and programs.**

The City has been the longest standing WIOA program provider in Orange County, delivering services to transitional aged youth experiencing barriers. We have developed various

partnerships throughout the County with community organizations that provide social services, resources, educational, vocational and trade training, counseling services, and many other needed resources to our participants. We currently partner with the California Jobs Challenge Program on the Los Alamitos Joint Force Base to provide work readiness workshops, career exploration, and job placement to over 100 youth per year. We also partner with the Probation Department to provide a 12-week career exploration series to youth who are justice involved and getting ready to transition out of the juvenile justice system. We have had much success with connecting those youth with other community partners, resources for expungement services, and second chance employers. Another strong partnership is with the Orangewood Foundation where we work closely with their staff as well as with community partners to provide services and career opportunities for current and former foster youth.

JESSICA CANIZAL

JESSICA_CANIZAL@YAHOO.COM
BREA, UNITED STATES (562) 686 - 9041

PROFESSIONAL EXPERIENCE

Financial Counselor
Kaiser, Downey | January 2023 - Present

- Guided patients through the registration process, coordinating services to meet individual needs.
- Utilized technology to assess patient requirements related to benefits, finance, and member services.
- Demonstrated organizational prowess by efficiently scheduling member and non-member appointments and follow-ups.

Case Manager
City of La Habra, La Habra | July 2022 - current

- Worked with at-risk youth, providing comprehensive case management services.
- Developed and executed individualized service plans, addressing specific needs and goals.
- Advocated for and coordinated access to appropriate services and resources.
- Fostered relationships with clients to establish trust, encouraging open communication about their needs.

Health Education Assistant
LA County Public Health Department, Los Angeles | November 2021 – January 2024

- Collaborated with healthcare providers to provide accurate information on COVID-19 vaccinations.
- Demonstrated effective communication and collaboration with various stakeholders.

Primary Care Family Specialist
CHOC, Santa Ana | May 2019 - November 2021

- Screened families for health disparities at home to ensure secure health outcomes.
- Conducted mental health screenings and connected families to relevant resources.

Access Coordinator
CHOC, Orange | July 2018 - May 2019

- Submitted referrals for doctors and verified insurance, showcasing attention to detail.
- Served as a point of contact for families, demonstrating excellent communication skills.

Unit Emergency Clerk
PIH, Whittier | September 2017 - June 2020

- Supported medical staff in maintaining normal departmental operations.
- Managed phone communications, order transcriptions, and chart maintenance.
- Interacted with hospital representatives and the public effectively.

Front Office Supervisor
Friends of Family Health Center, La Habra | February 2017 - October 2017

- Managed and supervised front office activities, highlighting leadership skills.
- Oversaw front office medical staff, scheduled appointments, and verified insurance.

EDUCATION

- **Master's in Public Health**
  Grand Canyon University, Phoenix | May 2019 - October 2021
- **Bachelor's in Human Services**
  California State University, Fullerton | August 2012 - May 2016
- **Associate's Degree in Sociology**
  Fullerton College, Fullerton | August 2008 - August 2012

Ki Hyun Cheon

La Mirada, California, United States

Kcheon82@gmail.com

(562) 455-3622

Summary

Accomplished Program Coordinator offering experience implementing new and innovative programs aimed at meeting the needs of the consumer. Highly skilled at building lasting relationships with customers and business executives.

Experience

Program Coordinator

City of La Habra - Ready S.E.T O.C
Feb 2023 - Present

- Organized and managed program development from conception through successful execution, including financial forecasting and modernizing space planning and budget tracking systems, which resulted in increased enrollments by 27%
- Scheduled and supervised staff meetings to discuss new ideas and update participants on program details and milestones.
- Collaborated with other program coordinators to achieve consistency in program objectives and services.
- Developed and maintained relationships with external partners to facilitate program operations resulting in many successful events surrounding program milestones.
- Analyzed program data by tracking and reporting program outcomes to identify areas of improvement to structure improved progress with program goals.
- Developed program marketing and outreach strategies to increase awareness and attract new participants.
- Tracked and reported expenses accurately to manage program budgets, demonstrating a sound judgment in responding to issues and concerns and strong attention to detail

Case Manager

City of La Habra - Ready S.E.T O.C
Aug 2022 - Feb 2023

- Managed and collaborated in building long-term relationships with future prospective partner organizations to provide positive resources for enrolled youth participants.
- Oversaw 50 + cases of youth participants centered around establishing strong foundations in work readiness preparation, career pathways exploration, and intangible aspects of entering into the workforce.
- Identified and developed methods of effective control gaps for participants in detecting the best possible pathway of success in the educational and employment track.
- Successfully placed 20 + participants as registered CNA's.
- Effectively documented and case-noted services structured around the 14 program elements resulting in over 300 + services provided in Q1 of 2023
- Coordinated weekly and monthly workshops available for all participants to gain important skills in work readiness, financial literacy and career exploration.

Lead Teacher

ILove

Aug 2019 - Jan 2022

- Mentored and supervised a team of 5 teachers in understanding classroom management and implementing effective methods of controlling larger class settings.
- Curated lesson plans focused on strengthening weak subjects and building skills to maximize peak success in academic settings for all enrolled students.
- Collaborated with individual students to complete homework assignments, identify lagging skills, and correct weaknesses.
- Maintained a clean track of tutoring records to adjust instruction and update parents on student progress

Internship

Long Beach BLAST (Better Learning for All Students Today)

Sep 2021 - Dec 2021 (4 months)

- Identified control gaps in processes and procedures through in-depth research to help assist students understand problem-solving skills and methods of successful completion of assignments
- Conducted more than 15+ audits on recorded tutoring sessions to maintain and enforce strict professionalism between program tutors and program participants.

Education

California State University, Long Beach

Bachelor of Arts, Political Science and Government

Minor: Economics

Dean's List (Fall 2022)

Relevant Coursework

- *Economic Development*
- *Family and Consumer Resource Management*
- *Housing Policies Public and Private*

Licenses & Certifications

Sustainability Project Management Training - Coursera

Agile Project Management Certifications - Coursera

Certified Project Management - Coursera

Skills

Microsoft Office • Budget Management • Data Entry • Staff Development • Reporting & Analysis • Community Outreach • Planning Budgeting & Forecasting • Financial Reporting • Korean • Program Management

Amelia "Molly" Flores

Mortgage Professional | Community Volunteer and Leader
Mobile: (949) 633-9534 **Email:** mollyflores@yahoo.com
LinkedIn: linkedin.com/in/molly-flores-8747b460

PROFESSIONAL SUMMARY

Extremely passionate community outreach leader and mortgage loan officer dedicated to connecting and cultivating relationships that strengthen and serve the community through relationship building events, activities, and education. Experienced in public speaking, event planning and educating individuals from all backgrounds - From private wealth clients to disadvantaged individuals, Molly, is able to connect and empower through knowledge and financial literacy. Molly excels in hosting homebuyer's seminars for organizations such as HUD, Cal State Fullerton University, and various Real Estate partners agencies, consistently earning rave reviews and repeat invitations.

EXPERIENCE

ReadySetOC- *Part Time -Case Manager*

May 2023 -Present

U.S. Bank– Part time -*Mortgage Loan Officer* -
Mission Viejo CA
July 2019 -Present

Wells Fargo – *Senior Loan Officer* -Irvine, CA
June 2022 - May 2023

Coast Valley M&S– *Asst Controller/Manager*
Clemente, CA 92673 - February 2002 - October 2017

AFFILIATIONS

Lantern Village Association – *Board Member*
September 2023 - Present

Community Outreach Alliance (COA) – *Board Member, Youth Mentor, Event planner and Volunteer Coordinator*
July 2014 – Present

SC Chamber of Commerce – *Member*
January 2017 – Present

SC Downtown Business Association– *Member*
March 2017 - Present

EXPERTISE AND SKILLS

Relationship Building & Management
Project Management
Team Building
Community Event Planning
Communication & Networking Skills
Problem Solving Skills
Attention to detail.

CAREER HIGHLIGHTS

Community Organizer & Event Volunteer:
Actively volunteered in planning and organization for community for past 20 years. Participated and planned numerous events to help low-income senior citizens, disadvantaged families, Struggling Military Families as well as planned educational and volunteer events for at risk youth.

Mortgage Loan Officer: Over the course of my professional career, I have partnered with great companies like HUD, Cal State Fullerton University and as well as various Real-estate partners. I am proud to consistently maintain a stellar reputation earning both partner and client trust.

My notable certificates are:

- Business Finance and Accounting Certification
- CalHFA Certification
- SAFE Mortgage Licensing Certification
- Member BRE

EDUCATION

LTU/UCI Extension Campus
Accounting and Business Practices Certificate
2001 - 2001

Saddleback College
Mission Viejo, CA
Computer Science & Business Administration
1995 - 1997

Mt. San Jacinto College
Menifee, CA
Business Administration-1993 - 1995

Ashley Frutis

33085 Via Oeste, Lake Elsinore, CA 92530 - (949) 287-9181 - aaessyulli@gmail.com

SUMMARY OF QUALIFICATIONS

- Bilingual: English and Spanish
- Leadership: COA Club Secretary (2020-2021) and Vice President (2021-2022), AVID Club Committee President (2021-2022)

EDUCATION

Bachelors of Science/Arts in Marketing
Vanguard University of Southern California, Costa Mesa, CA — May 2026

- Excel, Microsoft Word, PowerPoint, Canva, Outlook

WORK EXPERIENCE

Case Manager — January 2024- Current
Ready SET OC, City of La Habra

- Assist in helping youth, ages 14-24, meet their educational and employment goals.
- Performing clerical duties such as: creating packets, forms, Excel, PowerPoints, Microsoft Word, and Outlook email.

Dog Sitting — July 2023- Current
The Petkanics

- Feed dog, give him medication, walk dog

COMMUNITY INVOLVEMENT

Volunteer, COA, San Clemente	2019-2023
Volunteer, Cottons Point Senior Living Home, San Clemente	2019-2023
Link Crew Leader, Link Crew, San Clemente	2020-2022
Member, Commuter Life, Costa Mesa	2022-2023
Member, El Puente, Costa Mesa	2022-2023
Member, First2VU, Costa Mesa	2022-2023
Member, Peacemakers, Costa Mesa	2022-2023
Member, Boys and Girls Club College Bound and Keystone, San Clemente	2019-2022

AWARDS AND HONORS

Hispanic Education Endowment Fund (HEEF) Scholarship	2022
Exchange Club ACE Scholarship	2022

References available upon request

Diane Nuno-Gomez
Dianegomez59@gmail.com
(562) 240-3909

Talented and passionate social service professional with leadership experience with private and public agencies. Driven to exceed organizational goals while maintaining high integrity and ethical standards.

PROFESSIONAL EXPERIENCE

City of La Habra, Employment and Training Division, December 2022-present

Program Manager

Oversite and management of WIOA contract providing employment, educational, trade and vocational training services to transitional-aged youth. Manage the activities, operations, and services of the Ready SET OC program by directing, coordinating, reviewing, and participating in the work of professional, technical and office support staff.

City of La Habra, Employment and Training Division, January 2021-December 2022

Program Coordinator

Responsible for supervising program staff which includes six case managers, two job developers and two clerical staff. Oversee participant case files and ensure compliance with federal, state, and local Workforce Innovation and Opportunity Act (WIOA) policies. Ensure that staff meets performance goals as outlined in the contract and that resources are being utilized appropriately. Collaborate with community interest groups, public agencies, local schools, Workforce Innovation and Opportunity Act (WIOA) vendors, worksites and the business community to promote program awareness. Review participant files for program eligibility. Ensure contract compliance through contract review, policy and procedure adherence and maintain regular communication with County personnel.

- Responsible for recruitment and increase in enrollment numbers
- Maintained virtual engagement throughout the Pandemic
- Familiar with municipality functions

Olive Crest Foster and Adoption Agency, March 2019-January 2021

Program Supervisor Kinship Support Services

Supervised, administered, monitored, and evaluated established services for the program, and developed new approaches as needed. Provided direction on case management and case termination decisions. Ensured contract compliance through contract review and regular communication with County personnel.

- Maintained all program elements through a virtual format during the Pandemic
- Developed care communities to ensure support of families in crisis
- Established partnerships with churches to ensure longevity of support services to families

Olive Crest Foster and Adoption Agency, 2010-2019

Foster Family Recruiter Specialist

Responsible for the recruitment and approval of new foster and adoptive families. Recruitment efforts included monthly community event presentations, delivering in-home orientation meetings, training support and managing cases through our approval process.

EDUCATION

Whittier College, Whittier, CA
Bachelor of Arts in Social Work

Rachel Angeles Gonzaga

(323) 637- 4117 | gonzaga.rchl@gmail.com

Education

California State University, Fullerton

Bachelor of Science, Human Services, Magna Cum Laude Aug. 2022

Track: Administration and Community Practice

Work Experience

City of La Habra: Ready S.E.T OC

Case Manager Sep. 2022 – Present

- Deliver supportive services by equipping participants with the proper tools and aid to strengthen employment and academic status.
- Collaborate with educational partners to advance scholars towards achieving desired academic credentials in secondary, alternative, or post-secondary school.
- Manage work experience program participation by administering timesheets, performance reviews, and work readiness trainings.

California State University, Fullerton: Center for Internships and Community Engagement

Customer Support Staff Jan. 2022 – Aug.2022

- Inspected and approved academic internships in compliance to the CICE risk management-approved policies.
- Resolved student and community partner inquiries through email, phone call, and help desk by answering internship registration, approval, or general academic-related questions.
- Greeted and oriented students and university administrators who had appointments with coordinators and/or pro-staff.

California State University, Fullerton: Office of First Year Experience

Student Leader Aug. 2021 – Dec.2021

- Developed co-curricular programming promoting self-discovery and career exploration for 56 UNIV 100 students, 4 UNIV 100 faculty members, and 4 Peer Educators.
- Analyzed program assessment results for over 50 first year undeclared freshmen about student perceptions of being undeclared.
- Trained a combination of Student Leaders, Student Success Fellows, and a Graduate Assistant on office policies/procedures and programming.

Internship Experience

City of La Habra: Ready S.E.T OC

Employment and Training Program Intern May 2022 – Aug. 2022

- Performed follow-up text messages and phone surveys to gather participant feedback and satisfaction.
- Maintained internal data by entering referrals and updated resource information in its respective logs.
- Participated in workshops, orientations, and staff meetings to gain and employ insight of program objectives.

Family Promise of Orange County

Case Management Intern Aug. 2021 – May 2022

- Co-led weekly case management meetings while transcribing detailed notes to ensure individualized services and support were incorporated in family care.
- Communicated with external organizations to coordinate housing and tutoring services for client utilization.
- Supported graduate families by emailing food distribution events and birthday gift assistance to sustain self-sufficiency.

Certifications/Technical Skills

- CRLA Peer Educator Mentor, Level III
- NAPSA Certified Peer Educator
- Microsoft Office Suite & Google Applications
- Adobe Acrobat Sign
- CalJOBS

ERIN HOLMQUIST-SQUIRES

MASTER OF ARTS IN COUNSELLING | PUPIL PERSONNEL SERVICES CREDENTIAL

Fullerton, CA | 562-896-2890 | eaholmquist86@gmail.com
linkedin.com/in/EAHolmquist-Squires

PROFILE

Committed and empathetic professional with over 20 years of diverse experience in educational and administrative roles, currently pursuing an MA in Counseling. Proven abilities in program management, student support, and cross-functional collaboration. Passionate about providing students comprehensive academic and emotional support and fostering a safe, inclusive learning environment. Seeking to leverage these skills in a school counseling role.

SKILLS

HARD SKILLS

- Office, Facilities, and Event Management
- Accounting and Payroll
- Customer Service
- Data Entry, Analysis, and Reporting
- Tech Support
- Mac/PC Proficiency
- Microsoft Suite and Google Suite

SOFT SKILLS

- Leadership and Collaboration
- Motivation and Adaptability
- Time Management and Organization
- Problem Solving, Critical Thinking, and Analytical Thinking
- Business Etiquette and Consulting

EMPLOYMENT HISTORY

Case Manager | Ready S.E.T. OC (WIOA)/City of La Habra
July 2022 – Present | La Habra, CA

- Oversee employment and training programs for youth aged 14-24, providing valuable guidance and information about educational opportunities.
- Initiated a pilot email program for participants, enhancing communication and follow-up support.
- Manage client follow-up, meet client needs, and address issues or concerns.
- Provide support to team members, fostering a collaborative and supportive work environment.

Administrative Coordinator | Children and Families Coalition of Orange County
July 2022 – Present | Santa Ana, CA (Remote)

- Collaborate with multiple community-based organizations throughout the county, fostering cooperative relationships and enhancing community outreach.
- Assist with developing and implementing trauma-informed care programs, contributing to the community's well-being.
- Participate in grant writing preparation and data gathering, supporting the organization's funding efforts.
- Implement creative methods for data collection and analysis, optimizing the use of information resources.

Administrative Assistant | Whittier College
August 2017 – September 2021 | Whittier, CA

- Collaborated with Accounts Payable to process finance requests and audits, correcting over $ 3,500 in accounting errors and maintaining department viability.
- Assisted the Registrar's office by registering more than 30 classes, minimizing potential student and faculty obstacles, and improving departmental efficiency.
- Led and mentored a team of Federal Work-Study student employees and volunteers, fostering excellent customer service and community relations.
- Managed live events, including stage management and audio/visual recording, enhancing community engagement and event success.

Administrative Assistant | American Career College
July 2011 – August 2013 | Los Angeles, CA

- Managed administrative tasks, supporting 20+ team members and fostering efficient department operations.
- Coordinated accreditation conferences, enhancing the college's compliance with educational standards.
- Fostered strong relationships with diverse groups of students, staff, and faculty, demonstrating commitment to equity and cultural awareness.

Private Tutor | Personal Business
September 2011 – Present | Whittier, CA

- Provide academic support across subjects, emphasizing student understanding and achievement.
- Adapt teaching strategies to accommodate varying learning styles, enhancing accessibility of educational material.
- Foster open communication with students and parents, addressing academic and non-academic issues impacting student well-being.

Contracted Education Positions | Various Schools and Districts
September 2013 – August 2017 | Whittier and Fullerton, CA

- Led and motivated students through classroom and outdoor activities, promoting engagement and learning.
- Collaborated closely with teachers, coordinating efforts to enhance instruction and curriculum delivery.
- Maintained a safe, inclusive, and engaging learning environment, supporting student success and well-being.

Substitute Teacher | Rosary Academy
January 2017 – August 2017 | Fullerton, CA

Substitute Teacher | Whittier Union High School District
January 2016 – August 2017 | Whittier, CA

Recreation Assistant, Substitute Teacher, Instructional Aid | Fullerton Elementary School District
September 2015 – August 2017 | Fullerton, CA

Substitute Teacher & Instructional Aid | East Whittier City School District
September 2013 – August 2017 | Whittier, CA

EDUCATION

Master of Arts in Counseling | Loyola Marymount University
January 2022 – Present (Expected Graduation: December 2024) | Los Angeles, CA

Bachelor of Arts in Music | Washington State University
August 2004 – May 2009 | Pullman, WA

- Dual Minors in Business Administration and History

CERTIFICATION

Certificate of Clearance | California Commission on Teacher Credentialing
Valid: September 2021 – October 2026

300-Hour Yoga Teacher Training | Brett Larkin Uplifted Yoga
February 2023

200-Hour Yoga Teacher Training | Brett Larkin Uplifted Yoga
December 2021

30-Day Substitute Teaching Permit | California Commission on Teacher Credentialing
Expired October 2022

LIEN HUYNH

6722 Val Verde Ave, Buena Park, CA 90621 · (714) 681-8176
liennkhuynh@gmail.com · www.linkedin.com/in/lien-huynh-nk

Excellent clerical skills and ability to connect and interact with people from a variety of different backgrounds. Proven problem solver and continuous ability to take on extra responsibility. Proven as both a team player and excels at individual projects. Highly proficient in Microsoft Office tools, Google tools, and Adobe Suite.

EXPERIENCE

MARCH 2021 – PRESENT

PART-TIME CLERK, CITY OF LA HABRA - READY S.E.T OC PROGRAM

Manage and oversee CALJOBS data information system which included: opening and closing activity codes, uploading participant documents, and providing supplemental case notes. Maintaining and tracking internal gift card records. Providing initial customer service and general program information to prospective participants. Compiling files and documents to be forwarded to case managers. General administrative support to case managers and job developers.

FEBRUARY 2020 – MARCH 2020

VOTE CENTER CUSTOMER SERVICE REPRESENTATIVE, OC REGISTRAR OF VOTERS

Checked voter registrations, collected vote-by-mail ballots, and printed in-person ballots. Assembled equipment for in-person voting period and performed routine functionality checks. Recorded information using equipment to protect voters' confidentiality and ensure accuracy of votes.

EDUCATION

JUNE 2019

B.S SUSTAINABILITY STUDIES, UNIVERSITY OF CALIFORNIA - RIVERSIDE

GPA of 3.13

SKILLS

- Microsoft Office, Google Drive, and Adobe Suite proficiency.
- Proficient in AutoCAD design software.
- Data entry
- Proficient in WIX and Canva website creation tools.
- Team Player
- Quick Learner

ACTIVITIES

OC Vietnamese Complete Count Committee – *2020*

ANGELIQUE JIMENEZ

PROGRAM COORDINATOR OF WIOA FUNDED GRANT

Los Angeles, CA | 323-806-1634 | angeliquemarie05@gmail.com

PROFILE

Experienced manager with nearly 2 years of dedicated leadership in overseeing a WIOA-funded grant program for the youth of Orange County. Successfully managed day-to-day operations, ensuring the effective implementation of workforce solutions. Proven track record in navigating the complexities of WIOA programs, coupled with a passion for promoting emotional well-being and fostering healthy relationships. Seeking opportunities to leverage my expertise in operations management, workforce development, and grant administration to contribute to the goals of the Foothill Workforce Development Board in delivering impactful services to the community.

SKILLS

HARD SKILLS

- Customer Service
- Data Entry, Analysis, and Reporting
- Tech Support
- Mac/PC Proficiency
- Microsoft Suite and Google Suite

SOFT SKILLS

- Leadership and Collaboration
- Motivation and Adaptability
- Time Management and Organization
- Problem Solving, Critical Thinking, and Analytical Thinking
- Conflict Resolution and Counseling Techniques

EMPLOYMENT HISTORY

Program Coordinator | Ready S.E.T. OC (WIOA)/City of La Habra
July 2022 – Present |Brea, CA

- Coordinate and implement social and emotional development workshops for youth, focusing on skills crucial for successful dependent and familial relationships.
- Utilize strong interpersonal skills to support youth, in employment and education, in navigating challenges and fostering healthy communication.
- Demonstrate expertise in case management and maintaining detailed participant records, aligning with the meticulous documentation required in case management settings. Successfully organized files for a state audit.
- Oversaw and implemented strategic initiatives to optimize workflow efficiency and enhance team productivity, resulting in the successful achievement of 300 enrollments for each program year.
- Collaborate with cross-functional teams and external partners to ensure seamless program operations, address challenges, and implement innovative solutions for continuous improvement in service delivery.

Activity Leader II | City of Arcadia Recreation Department
May 2021 – January 2023 | Arcadia, CA

- Cultivated a secure and supportive environment for children, recognizing the paramount importance of creating a safe space for emotional expression. Implemented strategies to enhance the emotional well-being of participants.
- Demonstrated effective communication with parents, gaining insights into individual child needs, and honing the ability to build strong alliances. Leveraged these skills to foster positive relationships and maintain open lines of communication with stakeholders.
- Led and managed a variety of recreation activities, overseeing the scheduling, set-up, and supervision of facilities. Ensured seamless program execution, resulting in a consistently enriching experience for all participants.
- Developed and implemented strategies for optimizing the efficiency of program operations. Successfully managed scheduling logistics, facility coordination, and activity supervision to enhance overall program effectiveness.
- Utilized strong organizational skills to streamline activity planning and execution, contributing to the overall success of the recreation program.

Middle School Teacher | Saint Louis of France Stem Academy
August 2021 – June 2022 | La Puente, CA

- Applied counseling principles within the classroom, fostering student engagement through discussions and interactive activities to promote emotional intelligence. Utilized a student-centric approach to address individual needs and enhance overall well-being.
- Developed and implemented a dynamic and comprehensive curriculum for middle school language arts and history courses. Integrated diverse resources, including textbooks and online materials, to create a well-rounded and engaging learning experience for students.
- Conducted assessments to gain insights into students' strengths and weaknesses. Demonstrated a keen understanding of individual differences and needs, tailoring teaching methods to support diverse learning styles.
- Evaluated the effectiveness of interventions through a holistic approach, incorporating student feedback, academic progress, and observations. Demonstrated a commitment to fostering emotional well-being alongside academic growth, contributing to a positive and supportive learning environment.
- Led initiatives to enhance educational programs, implementing innovative strategies to address the diverse needs of students and promote a culture of continuous improvement.

Tutor/Mentor | Build: Berkeley United in Literacy Development
January 2020 – May 2021 | Berkeley, CA

- Facilitated the enhancement of scholars' literacy skills, encompassing comprehension, fluency, and punctuation, through personalized mentoring sessions.
- Conducted one-on-one reading sessions, implementing targeted strategies to elevate scholars' reading performance.
- Demonstrated commitment to literacy, community, and equity values by providing dedicated support to scholars in their academic journey.
- Collaborated with colleagues and program coordinators to assess and address the unique emotional and psychological needs of scholars, contributing to a holistic approach in their development.

EDUCATION

Bachelor of Arts in Psychology | University of California Berkeley
August 2017 – May 2021 | Berkeley, CA

- Relevant Coursework:
  - Developmental Psychopathology (PSYCH 131) |Grade: A| Spring 2020
  - Development Psychology (PSYCH 140) | Grade: B+| Fall 2020
  - Data Science Psychology Research (PSYCH 101D) |Grade: A-|Fall 2019
- GPA: 3.50

ORGANIZATIONAL INVOLVEMENT

President | Anti-Trafficking Coalition at UC Berkeley
August 2019 – May 2021 | Berkeley, CA

- Spearheaded the establishment of comprehensive year-round goals, guiding the organization towards strategic milestones and impactful initiatives.
- Led major projects, conceptualizing and executing events like conferences and workshops aimed at raising awareness and challenging prevailing notions of human trafficking.
- Provided leadership to the officer board, adeptly delegating responsibilities and fostering a productive and collaborative atmosphere throughout the year.

Social Media Director | Conscious Coffee Project
August 2019 – August 2020 | Berkeley, CA

- Orchestrated the management and organization of impactful social media posts, effectively conveying the crucial link between ethical sourcing in the coffee industry and combating labor trafficking.
- Crafted compelling content and strategically scheduled posts to foster community engagement and raise awareness about ethical consumer practices.
- Proactively engaged with local businesses to expand networks, establishing meaningful collaborations to amplify the project's reach and impact.

Hugh Kaneshiro

Anaheim, CA 92805 • (408) 569-2130
hugh.kaneshiro@gmail.com

Analytical, results-driven career services professional with a history of success helping members of underserved and underrepresented populations achieve substantial educational and employment goals. Possess years of experience coordinating multifaceted projects and conducting detailed research and analyses to help clients make informed, data-driven decisions. Software proficiency includes Microsoft 365, G Suite, Salesforce.com (SFDC), MS Teams, Zoom, and CalJOBS; able to quickly master new concepts and technologies. Willing to relocate anywhere in Southern California.

Core Competencies

- Job Lead and Referral Generation
- Interview Preparation/Coaching
- Continuous Process Improvements
- Employer/Partner Relations
- Community Outreach
- Creative Problem Solving
- Resume/Cover Letter Writing
- Project Planning/Management
- Cross-Team Collaboration

Professional Experience

City of La Habra, Brea, CA — **09/2023 to Present**
Case Manager, Ready S.E.T. OC (WIOA Youth Program)

Perform outreach across Orange County to elevate program awareness while cultivating new and strengthening existing partner relationships. Lead financial literacy and career readiness workshops for youth between the ages of 14 and 24 that are burdened with significant barriers to success. Manage a caseload of 25+ individuals at the Joint Forces Training Base in Los Alamitos, CA that are pursuing high school diplomas and/or trade school credentials.

- Developed relationships OC Dept. of Education's Foster Youth Services, OC United (foster and homeless youth services), and La Vista/La Sierra High Schools that have produced 70+ referrals.
- Improved or revived collaborations with existing partners including Friendly Center, New Alternatives, North Orange Continuing Education, and Advance to provide wraparound services to program participants.
- Secured a direct consideration application pathway from Disneyland resulting in rapid job placements for program participants struggling to obtain employment.
- Assisted with the organization of a large-scale event for 49 graduating scholars from the Joint Forces Training Base that consisted of multiple career readiness workshops.

Career Team, Brea, CA — **08/2022 to 09/2023**
Career Advisor (WIOA Adult and Dislocated Worker Program)

Served as a WIOA Case Manager at OC Workforce Solutions with a caseload that often exceeded 100 low-income, underemployed, and displaced individuals seeking job search, post-secondary academic education, and career advancement assistance. Developed proposals to utilize federal grant funds to pay for certificate programs and education- and employment-related expenses.

- Ranked #2 out of 20 Case Managers based on three key performance indicators: new enrollments, Individual Training Accounts (ITAs), and job placements.
- Achieved 150%+ of the annual ITA goal in nine months resulting in the funding of 30 clients' training programs.
- Selected by management to create new hire training materials due to consistently high performance and extensive knowledge of policies and procedures.

- Researched alternative funding sources and facilitated co-enrollments with partner organizations to maximize available resources for clients that addressed food insecurity and homelessness.

Talent Worldwide, Remote **10/2016 to 08/2022**
Resume Writer

Conducted detailed assessments to develop resume content that met the unique needs of each customer and increase application response rates. Employed industry best practices and a collaborative methodology to support the achievement of each client's career objectives.

- Earned "Elite Writer" status in 2018 for extraordinary quality of work and customer ratings / reviews.

UEI College, West Covina, CA **04/2022 to 08/2022**
Associate Career Services Specialist

Held concurrent responsibilities for uncovering job leads across multiple educational programs through cold calling and networking while assisting students with the development of resumes, job applications, and interview preparation.

- Won the inaugural Rookie of the Month Award (voted by department heads) for performance, quality of work, and student feedback.
- Generated 40+ new employer job leads for graduates of the Electrician Technician (ET), Medical Assistant (MA), Medical Billing and Insurance Coding (MBIC), and Business Office Administration (BOA) programs.
- Identified 10+ new externship sites and job leads for the Oceanside, CA and Tacoma, WA campuses.
- Coordinated an on-campus employer presentation from a national staffing company, Outsource, for students in the ET Program and helped organize an on-campus recruiting event with Disney.

Coach Simple, San Diego, CA **10/2016 to 09/2017**
Implementation and Support Specialist

Managed multiple customer onboarding and solution implementation projects simultaneously at a provider of a sales enablement, engagement, and business coaching software-as-a-service (SaaS) solution to residential real estate companies. Applied custom software configuration requests and led large-scale virtual end user training sessions.

- Improved customer retention to 93% across a portfolio comprised of nearly 30 companies.
- Boosted customer acquisition by uncovering leads through high-volume data mining on Data.com Connect.
- Entrusted by the Founder and CEO to manage a $1B Coldwell Banker franchise and progressively increased the client's end user adoption rates to ensure account retention.

Additional Experience

Graduate Employment Specialist, Concorde Career Colleges, San Diego, CA

Relief Shelter Worker, LifeMoves (f.k.a. Innvision Shelter Network), San Jose, CA

Education and Credentials

Bachelor of Arts in Economics, San Jose State University, San Jose, CA

Professional Certificate in Grant Writing, 2023, San Diego State University, Global Campus

Project Management Certificate (CAPM Qualifier), 2023, Grow with Google, Coursera

Laura Martinez

La Mirada, CA | Cellphone: (562) 241-3895 | Email: LauraMtz562@outlook.com

HUMAN RESOURCES PROFESSIONAL

Human Capital Management | Diversity and Inclusion | Workforce Development

Experienced Human Resources professional with a track record of success in talent acquisition, employee relations, and performance management. Over eight years of progressive experience, leading company-wide initiatives to improve employee engagement and retention, increasing employee satisfaction. Reliable and energetic HR professional committed to driving strategic goals and achieving optimal outcomes for the organization.

Full Cycle Recruitment | Compensation & Benefits | Employee Relations | HR Compliance
Team Training & Development | HR Policies & Procedures | Performance Management
Budgeting & Forecasting | Program Development | Board Relations/Governance

EDUCATION / CERTIFICATION / MEMBERSHIPS

Bachelor of Science in Organizational Leadership, Minor in Business and Economics
National University | 2023

Human Resources Management Certificate
California State University, Fullerton | 2018

Memberships: Society for Human Resource Management (SHRM) | 2023
Professionals in Human Resources Association (PIRAH) | 2023

TECHNICAL SKILLS

- *MS Office (Access, Excel, Outlook, PowerPoint, Teams, Word)*
- *Implementation/optimization of HR applicant tracking systems, performance management systems (eGrants, iCIMS, NeoGov), learning and training systems (In2vate), and HRIS (CalJobs, ADP Workforce, MyHR, Connect, BenefitsBridge, CalPERS)*

NOTABLE ACCOMPLISHMENTS

- Improved overall satisfaction with the evaluation and merit increase process through enhanced transparency and streamlined procedure, resulting in a 25% increase in completion rates
- Instrumental in increasing the AmeriCorps retention and satisfaction rate from 30% to 100% within the first year by providing excellent service to members
- Enhanced recruitment process by tailoring screening and using more time for the interviewing and hiring processes, resulting in a 25% improvement

PROFESSIONAL EXPERIENCE

Ready S.E.T. OC | Brea, CA | December 2023 to Present
Administrative Clerk

- *Successfully manages a wide range of administrative tasks including CalJobs data entry, uploading documents and filing*
- *Coordinates office activities and maintains efficient workflows for a busy office environment*
- *Provides excellent customer service and resolving customer inquiries*
- *Developed and implemented effective office policies and procedures to improve operational efficiency.*

Fountain Valley Regional Hospital | Fountain Valley, CA | October 2022 to March 2023
Human Resources Business Partner Consultant *(AppleOne contract)*

- Coordinated and managed the employee annual evaluation process and merit increases, ensuring the timely completion of all evaluations
- Supported the Chief Human Resources Officer to ensure accuracy in compensation adjustments
- Led communication efforts with management and employees, effectively addressing concerns and questions
- Collaborated in the calibration process for merit increases, working with senior management to review employee performance data and calibrate merit increases based on the company budget

Greater Los Angeles County Vector Control District | Santa Fe Springs, CA | August 2022 to October 2022
Human Resources Consultant *(AppleOne contract)*

- Led the development of the Personnel Files tracking system for the improvement of the organizational filing system while creating a streamlined HR database
- Audited and enforced document control practices to ensure all confidential records were properly organized to protect data integrity, compliance with laws, and employee confidentiality
- Assisted in maintaining exam security by verifying the identity of the participants, monitoring the exam room, and enforcing exam rules and regulations
- Prepared Personnel Action Forms (PAF) related to new hires, transfers, reclassification, promotions, leave of absence, and termination for record-keeping and systems processing; assisted in ADP payroll processing
- Provided COBRA documentation for employee separations, leaves, and Workers' Compensation

AltaMed Health Services | Los Angeles, CA
Human Resources Specialist – Career Pipeline Programs | May 2016 to December 2021

- Executed full-cycle recruitment for administrative positions and paid internships
- Led administration of personnel and internship programs, including developing job descriptions, recruitment, selection, classification, compensation, benefits, and employee relations in compliance with company guidelines and California labor laws
- Served as primary liaison between leadership and various departments; assisted with inquiries, concerns, and requests related to workflow services, company resources, and work-related issues
- Created and monitored intern policies and procedures, including termination, enrollment, and performance evaluations
- Managed and analyzed database to ensure appropriate talent metrics and identify areas of improvement

Program Coordinator - AmeriCorps Program | February 2014 to May 2016

- Monitored federally funded grants of $1.1M for AltaMed AmeriCorps Community HealthCorps and a $600,000 grant for the National Council of La Raza AmeriCorps by regulatory compliance standards
- Compiled data and identified areas of improvement for reports to the Corporation for National and Community Service (CNCS)
- Maintained and managed monthly expenses and budget planning to provide detailed reports
- Conducted training focused on professional development, job preparedness, essential and technical skills, and effective time management
- Partnered with community partners to organize community outreach events for underserved communities through exceptional event planning and organization

Executive Assistant | April 2008 to February 2014

- Coordinated complex calendars for high-level executives, ensuring their schedules were optimized for maximum productivity and efficiency
- Served as custodian of departmental credit cards by preparing expense reports and processing invoices utilizing the eProcure system
- Managed all travel, meeting, and conference expenses while adhering to tight deadlines and strict budget parameters to minimize costs
- Prepared Board of Directors, Board of Trustees, and Committee meeting agendas; collected and compiled department reports and resolutions

Wania Mukhtar

714-271-2119 | wania.mukhtar@gmail.com | Anaheim, California

Education

California State University, Long Beach | Long Beach, CA
Master of Social Work | 05/2025

California State University, Fullerton | Fullerton, CA
Bachelor of Science, Human Services | 05/2021

Skills

Motivational Interviewing, Cultural Competency, Cultural Humility, Biopsychosocial Assessment, Crisis Intervention, Client Advocacy, Group Facilitation, Case Management

Experience

City of La Habra | La Habra, CA
Case Manager | 01/2024 - Present

- Experience working with foster youth, youth with disabilities, and those impacted by the justice system
- Provide intensive file and case management, assisting participants in overcoming barriers that inhibit success in education, employment, or training
- Administer assessments to assist in creating an objective assessments and an Individual Service Plan for each participant
- Responsible for the outreach and recruitment of Orange County youth for enrollment into the Workforce Innovation and Opportunity Act (WIOA) Youth Employment Program.
- Provide support to each youth in social, emotional, and intellectual development.
- Perform program orientation for local youth, community, faith-based organizations, schools, parents, and businesses, and attend community outreach events.
- Establish strong professional relationships with employers, clients, and culturally diverse adult and youth populations.
- Determine eligibility of customers according to Federal, State, and local WIOA policies and procedures
- Collect and enter data into the statewide CalJOBS system.
- Develop jobs in the private and public sectors to create employment opportunities for youth.
- Develop an understanding of program performance goals and apply the knowledge to achieve positive outcomes
- Schedule and conduct workshops, including Work Readiness and various re-employment services workshops (e.g., resume and cover letter writing, interviewing skills, coping with job loss/crisis management, job search techniques, keeping your job, etc.)

APAIT | Garden Grove, CA
MSW Internship | 08/2023 - Present

- Basic knowledge of HIV/AIDS, behavioral health, sexual health issues, homelessness, and LGBTQ+ community
- Experience working with incarcerated individuals and knowledge of the criminal justice system
- Conduct implementation activities based on the program scope of work/community needs, including behavioral and public health programming, social marketing, and outreach engagement
- Initiates appropriate follow-up care and develops individual care management service/care plans incorporating assessment, education, resource planning, and coordination of services of those clients accepted for case management
- Monitors all services provided to clients and ensures necessary and available resources are being utilized
- Assists in the coordination of the client's identified psychosocial needs, utilizing community resources and support when appropriate
- Collaborated with other agencies to better serve the LGBTQ+ community and individuals with HIV/AIDS
- Developed and maintained a network of current community resources and services where members can be referred for assistance
- Developed and led group counseling and participated in support group activities
- Assesses clients for high-risk situations such as suicidal/homicidal ideation and abuse
- Attend and actively participate in internal staff meetings
- Experience with HIV and substance abuse evidence-based interventions/models
- Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds

- Conduct group on various sensitive topics
- Build rapport with group members
- Help participants make decisions and achieve groups
- Create ground rules governing behavior during group process
- Resolve group conflict and create an environment for members to be vulnerable
- Set guidelines for ethics and confidentiality
- Complete SOAP notes for group members

City of Anaheim | Anaheim, CA
Recreational Leader II - Youth Programs | 12/2016 - 02/2018

- Actively participated in program activities for after-school and mobile recreation programs, including STARS, Fun on Wheels, and Ramp N' Roll
- Planned, developed, organized, and implemented daily recreational programming for youth including homework assistance, arts & crafts, recreational games, and leadership activities, among others
- Collaborate on programming needs including curriculum development, behavior management, and overall program improvement
- Providing information and resources to the public

Susan Nguyen

Orange County, CA

susantnguyen@hotmail.com

Values strong work ethic, commitment, diversity, relationships, integrity, and professionalism. Dedication and strong workmanship. Customer and product focused. Learning and growth is ongoing. Allow me to offer my enthusiasm, strength, and skills to your organization.

QUALIFICATIONS AND SKILLS:

- Helpful, supportive, friendly, positive natured. Patient and willing
- Customer service and user experience focused.
- Works independently and collaboratively. Minimal to no supervision.
- Dependable and accountable
- Keen self-awareness and self-improvement
- Detailed. Deadline oriented. Adaptive to pressure. Determined problem solving mindset.
- Self-managed, initiative-taking, thorough, diligent, quick pace learner, self-starter, clear verbal, and written communicator
- Highly organized. Balanced time management and prioritization
- Enthusiastic about learning new software, tools, equipment, products, applications, processes.
- Above average PC user proficient in Microsoft Office Suite (Access, Excel, Outlook, Word, PowerPoint)

VOLUNTEER EXPERIENCE:

[Aug 2022 – Dec 2023]

Meals on Wheels, Orange County, CA

Community Service Volunteer

- Meals Delivery to elderly senior clients
- Congregate Lunch – Sign in senior guests, prepare food, set up dining, coffee service, serve guests, clean up and break down dining room, sanitize dining room

PROFESSIONAL EXPERIENCE:

[Jan 2024 – Present]

City of La Habra, La Habra, CA

Part-time Clerk

- Supporting team member of The Employment and Training division in the Ready Set O.C. department which operates under the umbrella of the Orange County Youth Center, serves to train, and prepare disconnected youth, ages 14-24, for entering the workforce by coordinating academic and occupational learning opportunities.
- Provides clerical support to the Workforce Innovation and Opportunity Act (WIOA) program; performs clerical duties including record keeping, typing, filing, making copies, computer data input; assists and directs the public in person and over the telephone; assists with recruitment of participants; and performs other duties as assigned.

[Nov 2023 – Dec 2023]

See's Candies, La Habra, CA

Seasonal Sales Associate

- Followed product and shop operations in accordance with See's guidelines and corporate philosophy in the areas of sales goal achievement, customer service, cost control, visual merchandising, policy compliance and safety.
- Provided positive customer service experiences by creating a welcoming introduction upon patron arrival to the store, assisting with product questions, suggested products of interest, informing customers of active promotions and seasonal candies available for limited time, answering questions regarding variety of products as gifts for various occasions, giftwrapping
- Processed transactions at cash register including purchases with multiple forms of payments, return transactions, price checks, and inventory look ups

[Jul 2015 – Nov 2020]

City National Bank, a subsidiary of Royal Bank of Canada, Los Angeles, CA

Quality Assurance Analyst

- Quality Assurance testing on consumer facing Personal Online Portal pre-conversion (Identity management software upgrade) and on Business Online Portal enhancements
- Successful conversion launch of in-house credit card functionality on personal banking platform
- Test case and test plan creation and maintenance
- Creation and management of client test accounts using MS SQL
- Created and managed credit card test data
- Swagger and Postman API testing to validate UI changes.
- Ran esp jobs to test email generation
- Automation scripting and maintenance by creating new or using existing methods in Java language
- End to end defect management via TFS and JIRA
- Production deployment release support
- Agile daily SCRUM meetings, backlog grooming, sprint planning, user story sizing, sprint retrospective
- Worked closely with Solution Architect, Developers, BSA, UX, stakeholders, and product owners on defects management and discrepancies with requirements and functionality.
- Participated in internal Technology Fairs providing updates on client products.

[Jan 2012 – Jul 2015]

Equator, an Altisource Business Unit, Los Angeles, CA

Quality Assurance Analyst

- Successful launch of Equator's real estate listing consumer facing website like Zillow, Trulia, Redfin. Other successful projects; mobile real estate agent portal, real estate agent portal revamp, and a mortgage originations membership savings model web marketing tool
- Tested real estate agent web software products – Agent portal, a place where agents managed purchased products, agent profile, listing properties, zip code coverages, system/property tasks, messages, and various documents/files
- Created detailed end to end test cases from business requirements and specification documents
- Composed, organized, imported, managed, and executed functional/regression test cases via Hewlett Packard – ALM (Application Lifecycle Management) web software
- Increased test quality for backend testing by running basic SQL queries from the database (i.e. Verified correct data mapping, registered users are saved to correct DB tables, etc.)
- Reported and managed software defects through MKS Integrity 10, product of PTC
- Provided project LOEs, attended business specification documentation meetings
- Disaster Recovery Testing, production release testing support
- Agile environment adaptability. Attended daily SCRUM meetings
- Collaborated closely with developers and product owners to troubleshoot software defects.
- Cross browser and mobile device testing

[Nov 2010 – Jan 2012]

Lender Processing Services/Real Estate Digital, Irvine, CA

Quality Assurance Analyst

- Real estate website and web-based software testing for Franchisor business models, broker models, office, agent websites, and MLS board testing
- Managed testing of multiple client listing websites and ensure their business needs are met
- Assessed and analyzed workflows between consumer facing website and the CRM (Client Relationship Management) products such as lead routing, lead management, agent marketing, and report tools
- Step by step defect reporting, issue tracking, and regression testing,
- Developed, executed, and maintained software test plans for real estate websites and agent products.
- Reviewed software specification documents & provided testing level-of-effort estimates
- Assisted development team with night deployments on monthly basis.
- Cross browser and mobile device testing; FF, IE, Chrome, Safari, Android, iOS

EDUCATION:

B.S. University of California, Riverside, Business Administration, 2006 - Concentration Management Information Systems

Ruby Ochoa

Fullerton, CA | 562-467-3475 | rubyochoa24@yahoo.com

EDUCATION

California State University, Los Angeles — **Los Angeles, CA**
Bachelors of Science: Criminal Justice — *Graduated May 2022*

Fullerton Community College — **Fullerton, CA**
Associates of Arts: Criminal Justice — *Graduated May 2020*

WORK EXPERIENCE

Boys Republic

Chino Hills, CA and Pomona, CA
Summer 2022-Present

Caseworker

- Managed a caseload of at-risk youth; provided individualized support, behavior modification, and positive reinforcement strategies
- Created treatment plans, behavioral reports, and quarterly reports for Probation and Courts while ensuring 100% compliance with laws and regulations
- Collaborated with multidisciplinary teams including clinicians, clinical supervisors, treatment staff, and treatment supervisors
- Facilitated group counseling sessions for the youth

In-n-Out

Fullerton, CA
2018-2022

Associate - Level 5

- Executed tasks in a fast paced environment while maintaining top quality products
- Assisted management with training new associates
- Consistently adhered to quality expectations and standards
- Efficiently operated POS terminals to accurately input customer orders, swipe credit cards, and enter cash payments
- Provided exceptional customer service and established professional relationships with frequent customers

Nordstrom

Brea, CA
Fall 2021

Stock and Fulfillment Associate (Seasonal)

- Accurately fulfilled online orders in a swift manner
- Assisted customers while fulfilling orders on sales floor
- Collaborated as a team with the Stock and Fulfillment department to set and achieve seasonal goals

SKILLS

Skills: Microsoft Office, Apple Mac Programs, 3+ years of leadership roles, High-end retail experience, and Collaborative skills.

SERENITY PONCE DE LEON

Downey, United States

(562) 561 -0269

serenitykay.sk@gmail.com

LINKS

LinkedIn

PROFILE

Dedicated and seasoned Case Manager with expertise in evaluating the barriers of disadvantaged youth, and working closely with them to empower a journey towards a revitalized and transformed life. Current college graduate seeking to pursue my M.S. in Psychology with an emphasis in Marriage and Family Therapy.

EMPLOYMENT HISTORY

Case Manager, Ready S.E.T OC

Sep 2023 — Present

Brea

- Conducting comprehensive assessments of each youth participant to identify their specific barriers and needs.
- Developing personalized plans that outline achievable goals and strategies to address those barriers.
- Connecting youth participants with essential resources such as educational opportunities, vocational training, healthcare services, housing assistance, and counseling.
- Providing ongoing mentorship and emotional support to help youth build self-esteem, resilience, and life skills.

Case Manager, OC Workforce Solutions

Mar 2023 — Sep 2023

Brea

- Conducting thorough assessments to identify clients' career aspirations, educational goals, skills, and needs.
- Assisting clients in job searching, resume building, interview preparation, and developing job search strategies.
- Connecting clients with job placement agencies, employment opportunities, and vocational training programs.
- Maintaining accurate records of client interactions, services provided, job placements, educational achievements, and progress.
- Preparing reports for funding agencies and program evaluation.

Administrative Assistant, Spero Psychological Service Inc.

Mar 2021 — Jul 2023

Santa Ana

- Provided secretarial and office management support while building cooperative working relationships.
- Conducted internal audits of clients digital case files adhering to county and federal probation guidelines.
- Created federal and county reports
- Recorded Abel and Personal Assessment Inventory assessment

EDUCATION

California State University Long Beach

Aug 2019 — May 2023

Bachelors Of Psychology

Dean's Honor Student, EOP Participant & Alpha Delta Chi Member

SKILLS

Communication Skills

Management

Microsoft Excel

Microsoft Office

Attention to Detail

REFERENCES

Lisa Weber (714) 352 - 0452

Spero Psychological Services Inc. lweber@speroservices.com

Christopher Caillouette (714) 261 -0028

OC Workforce Solutions christopher.j.caillouette@gmail.com

INTERNSHIPS

Ambassador Center Lead , PIH Health Aug 2018 — Oct 2019

Downey

- Assumed a leadership role within the Ambassador Center.
- Supervised and delegated tasks to fellow interns, ensuring efficient task execution.
- Proficiently handled incoming phone calls and facilitated seamless communication with multiple hospital departments.
- Maintained meticulous records of patient discharges and completed errand assignments.

Teacher's Assistant, Creative Beginning Elementary May 2018 — Aug 2019

Downey

- Facilitated and supported student learning by providing guidance and assistance with class assignments.
- Ensured the safety and orderly conduct of students during outdoor recess activities.
- Performed administrative duties, including the efficient handling of paperwork and document printing.
- Assisted the teacher in implementing lesson plans.
- Helped students with assignments, clarified instructions, and reinforced classroom rules.

AWARDS

Certificate Of Recognition Jul 2018

Downey

This certificate serves as a symbol of honor and appreciation from the city, highlighting the recipient's commitment to making Downey a better place to live, work, and thrive.

Bronze Bear Award Mar 2019

Downey

Presented by Warren High School in Downey, California, is a prestigious accolade. It celebrates individuals who have displayed outstanding commitment, leadership, and academic performance within the school community.

Allen Soong

CELL (909) 319-9759 • **E-MAIL** allensoong0702@gmail.com

PROFILE

Highly enthusiastic and experienced education specialist with background in developing and implementing individualized education plans for children with special needs. Seeking a new career path for personal and professional growth while also using my decade of experience to serve people in need and making a difference in a new way.

EDUCATION

Bachelor of Arts in Liberal Studies
Cal Poly Pomona – 2014
Education Specialist Credential Program
Cal Poly Pomona – 2017-2018

SKILLS

Bilingual - Fluent in both English and Mandarin.
Effective communication and conflict resolution skills
Problem-solving and planning
Working with a diverse group of people

EXPERIENCE

Specialist Teacher |Liu's Institute of Child Development June 2014- 2020

- Assess the child's cognitive, functional, and emotional skills that may affect their ability to learn. Develop an individualized education plan to best assist each child to develop skills to achieve his or her academic and social success.
- Provide and implement the accommodations, modifications, and supports to the child from the individualized education plan.
- Plan and run various biweekly training workshops for novice teachers to enhance their teaching and communication skills.

Behavior Technician |Maxim Healthcare Services August 2022- June 2023

- Observing clients' activities and behavior patterns to develop personal treatment plans that address the clients' needs.
- Implementing behavior reduction and treatment plans for skill acquisition.
- Providing training for appropriate social behavior through modeling and reinforcing positive behavior with rewards and reinforcements.

Case Manager |City of La Habra June 2023- Present

- Responsible for Orange County youth outreach and enrollment in the WIOA Youth Employment Program.
- Provide social, emotional, and intellectual support.
- Provide intensive file and case management - assisting participants in overcoming barriers that inhibit success in education, employment, or training.
- Organize Work Readiness and re-employment workshops (e.g., resume writing, interview skills).

11850 Old River School RD Apt 1
Downey, CA 90241
(562) 612-8557
turesa2s@gmail.com

Teresa Soto

SKILLS

Some of my skills are strong work ethic, reliability, excellent communication, people skills, critical thinking, organization, Microsoft Word, Excel, and problem-solving.

EXPERIENCE

Spero Psychological Services, Santa Ana — *Administrative Assistant*

May 2023- Present

- As an administrative assistant I answer phone calls and emails to provide information.
- I provide secretarial and office management support.
- Inventoried and ordered supplies for the office.
- Kept track of all payments received by clients.
- Managed physical and digital files.
- Monitored spreadsheets and updated reports to coordinate project materials.
- Created federal and county reports for clients enrolled in the program.
- Maintained contact with federal and county probation officers to update on client status.

Vides Income Tax, Gardena — *Tax Preparer Assistant*

January 2023- June 2023

- As a tax preparer assistant I communicate with my managers clients regularly telephonically or via email to respond to clients questions and concerns about their status.
- Collect and review clients documents and ensure they are properly filed in the client's case file.
- Inform clients of important paperwork and documentation needed to complete tax return properly.
- Supporting managers with their day to day tasks including setting up clients files, entering data, and generating invoices.

Teri Steel

Highly motivated Team Member and Project Liaison for the Management/Implementation of Business Programs; Customer Service/Strong Communication Skills; Versatile, Detail, Goal and Results Oriented; Organized; Multi Tasked; Deadline Driven; Reliable/Responsible.

1102 Las Posas
San Clemente, CA 92673
(949) 291-2761
tsteel099@gmail.com

EXPERIENCE

OC Workforce Solutions/RSETOC - *Case Manager*

September 2023 - Present

Provide high quality case management services for young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training and help participants develop attainable career goals. Responsible for networking and building relationships with collaborating agencies serving transitional age youth in south Orange County.

The Noble Path Foundation - *Director*

February 2022 - August 2023

Responsible for the outreach and recruitment of youth for enrollment into TNPF programs. Provide support to each youth encouraging participation by accessing networks developed throughout CUSD and Orange County. Continue to develop strong relationships throughout OC to assist in developing youth programs including jobs, hobbies and education.

Community Outreach Alliance - *Programs Manager*

October 2014 - December 2021

Initiated, spearheaded and oversees the network of a non profit organization with (2) Office Staff/(15+) Volunteers/Interns for youth oriented community programs throughout South Orange County. Manage all facets of office management/administrative supervision.

Entrepreneur - *Small Business Project Manager*

1991- Present

- Project Management
- Desktop Publishing
- Blog Copy and Management
- Print Copy Creation
- Graphic Arts
- Non-Profit Fundraising/Event Planner
- Team Building

SKILLS

Typing 80+ WPM
Grant Writer
Publicity
Social Media Content Creator
Google Docs/Spreadsheets
Customer Service Liaison
Project Management
Special Events Management

AWARDS/CERTIFICATES

City of San Clemente, February 2022 Citizen of the Community

The National Council for Behavioral Health, May 2018 Mental Health First Aid

Raise Foundation, June 2019 Child Abuse Prevention

Congressional Recognition youth substance prevention

BSA Extra Mile Award leadership in the community

CUSD Superintendent special education peer programs

Bernice Ayers Middle School Lunch Bunch PALS

Relay for Life San Clemente Relay Fight Back Star Award, Orange County

COMMUNITY MEMBERSHIPS/VOLUNTEER

COA Advisory Board
TNPF AIM High
SCJW Club Ways & Means
Cub Scout Leader 16 yrs

City of Azusa - *Executive Assistant to the City Administrator*

1984 - 1989

Conducted executive assistant functions including the coordination of meetings, special events, public ceremonies and office management. Designed, prepared and maintained detailed management reports for community development, earthquake preparedness and business revitalization programs.

EDUCATION

Career Business College, Whittier, 1981-1983

Administrative Assistant/Business Management

PERSONAL CHARACTERISTICS

Dedicated, self-motivated individual, capable of working across multiple organizational levels for planning, implementing and results measuring. Possess excellent interpersonal skills and can demonstrate sound decision making qualities. Enjoy a challenging working environment, react well to stress and can be counted on to complete all assignments accurately, within budget and deadline parameters.

REFERENCES available upon request.

Gloria Tejeda

Fullerton Ca, 92831
(562) 475-6352
gtejeda6352@gmail.com

Profile

Knowledgeable Case Manager, specializing in case management, and general social work. Through advocacy, conflict resolution, communication, and relationship building, I help youth and families to better themselves. Ability to display empathy and care for clients' privacy. Providing the best resources, programs, activities, and training to support the client's education and career goals.

Experience

January 2023- Present

City of La Habra, La Habra CA – *FT Case Manager (Ready S.E.T. OC Program)*

- Intake enrollment and determining eligibility
- Handling 50 Case assignments
- Outreach Events
- Establishes client's employment and education plan
- Monitors Youth's progress and job tracking
- Prepares youth to develop leadership skills by providing workshops and training
- Coordinate program element services
- Referring clients to other partnered programs
- Analyze information and document by case-noting
- Review individual outcomes and program completion
- Determine Case Closure

September 2022- January 2023

City of La Habra, La Habra CA – *PT Case Manager (Ready S.E.T. OC Program)*

- Intake screening, determining eligibility, and enrolling client
- Handling 25 Case assignments
- Inherited Case Assignments and build rapport
- Establishes client's employment and education plan
- Monitors Youth's progress and job tracking
- Prepares youth to develop leadership skills by providing workshops and training
- Coordinate program element services by setting schedules including transportation
- Analyze information and document by case-noting

Social Services Internship

January 2022 - April 2022

Just Us 4 Youth, Pomona, CA – *Youth Specialist Intern*

- Implemented Ideas for workshops and webinars
- Supported and engaged in community function events
- Y.E.S. (Youth Employment Services) Program helped enrich youth to seek local employment business opportunities, workshops, and afterschool programs to serve as an introduction to the professional world

July 2021- October 2021

Project Sister of Family Services, Pomona, CA – *Sexual Assault Advocate Counselor Intern*

- Provided services to the women, children, and men survivors of sexual assault and abuse and their families in the East San Gabriel and Inland Valleys in Southern California
- Provided immediate confidential crisis assistance to survivors through the 24/hr. hotline
- Facilitate sexual assault survivors through referrals and mental health assessments

Education

Aug. 2018 - May 2022
California State Polytechnic Pomona University **Pomona, CA**
Bachelor of Arts Sociology - Social Work Option
Dean's List *GPA 3.01*

Aug. 2015- May 2018
Fullerton College **Fullerton, CA**
Associate of Arts Sociology
President's Honor's List Spring 2018 *GPA 3.0*

Certificates

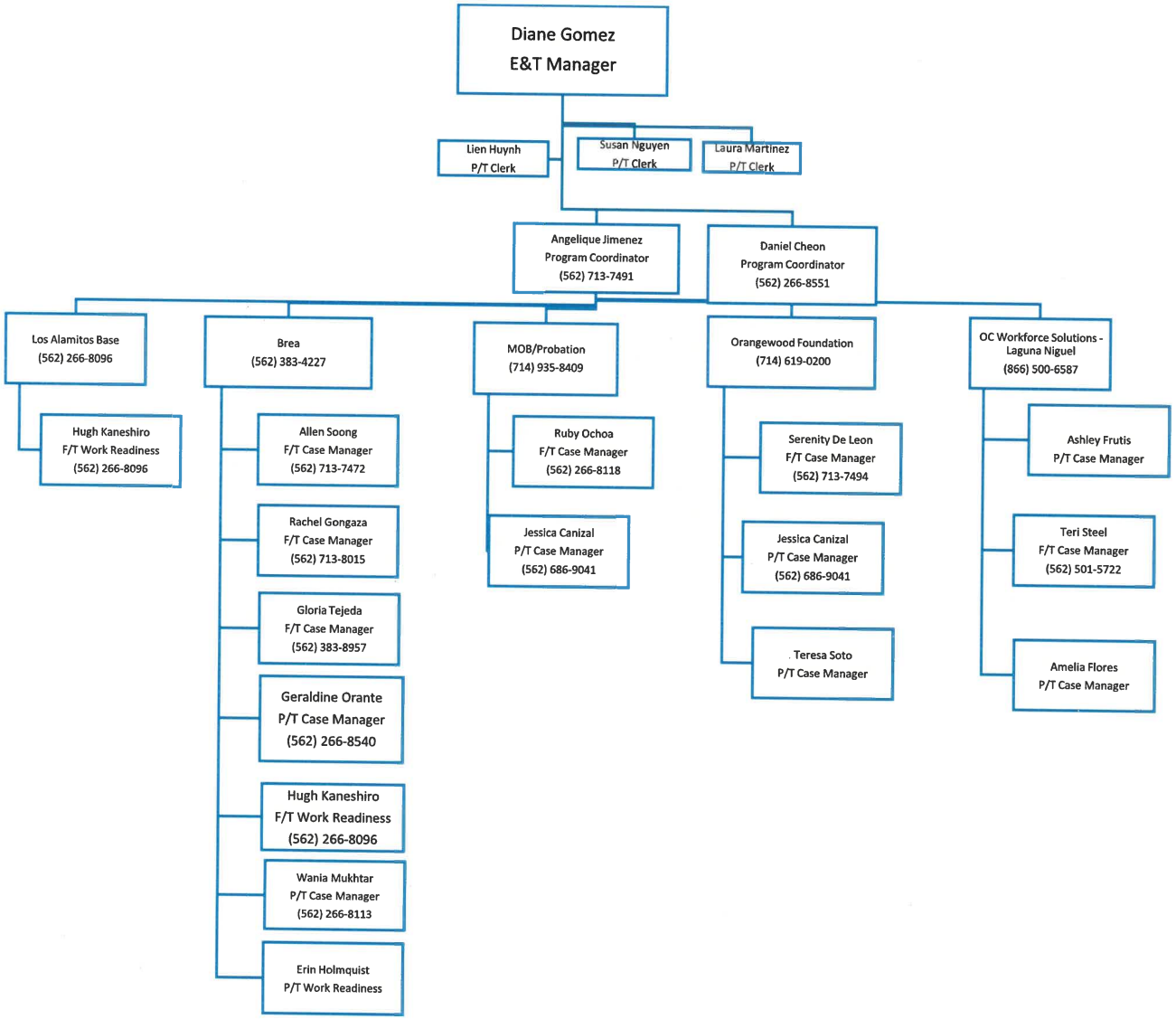
Issued January 2023
Transfr VR Instructor Certification

Completion of the Transfr Instructor Certification included guided training through content design, navigation, data insights, and implementation of best practices, along with the exploration and completion of two or more Transfr work-based simulations, and mastery of the certification assessment.

Languages

English (Fluent)- Native
Spanish (Second Language)- Proficient/Good

READY SET OC
Organizational Chart 2023-2024



City of La Habra Partners: In-School Youth

Government

- Employment Development Department
- Orange County Department of Education
- Orange County Probation
- California Conservation Corps
- Orange County Social Services
- Orange County Public Libraries
- CalOptima
- Department of Rehabilitation
- City of Santa Ana
- City of Anaheim
- City of Fullerton
- City of Costa Mesa
- City of Buena Park
- City of Placentia
- City of Stanton

Education

- University of California, Irvine
- California State University, Fullerton
- Fullerton College
- Saddleback College
- North Orange Continuing Education
- Fullerton Joint Unified School District
- Placentia-Yorba Linda USD
- North Orange County ROP
- Loara High School
- Garden Grove Adult School
- Huntington Beach Adult School
- HealthStaff Training Institute
- Concorde Career Colleges
- Nurses' Development Center
- Windsor School of Nursing
- Sentri Institute

Nonprofit

- United Way
- Orangewood Foundation
- Goodwill of Orange County
- Boys & Girls Club
- Families and Communities Together
- California Action Partnership OC
- The Noble Path Foundation
- Meals on Wheels
- Working Wardrobe
- National Alliance on Mental Illness (NAMI)
- Friendly Center
- OC United
- New Alternatives
- Be Well
- Allcove
- Human Works
- Vital Link
- Bracken's Kitchen
- OC PACE
- La Habra Collaborative
- Advance!

Private Sector

- US Bank
- Chase Bank
- Walgreens
- State Farm
- Grocery Outlet
- Fairfield Inn and Suites
- Outreach Program Services of America
- Healthy at Home
- Hawkins and Hawkins
- Jeremywell
- Elite Med Listings
- Accurate Bookkeeping & Tax Service
- Monkey Business Café
- Creative Little Rascals
- Whimsical Charm
- VasSecCo
- Employee Force Provider

PERFORMANCE STANDARDS INSTRUCTIONS

Instructions: Applicant(s) are to utilize this form to demonstrate how contractual performance measures have been met for the PY 2021-22 and PY 2022-23.

If Applicant does not have WIOA specific performance outcomes, complete the NON-WIOA table.

Description of WIOA Performance Measures:

New Enrollments: Number of new participants who are enrolled into WIOA Youth formula funding program during contract term.

Placement in Employment (2nd Quarter After Exit): The number of participants who are in unsubsidized employment during the second quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit)

Placement in Employment (4th Quarter After Exit): The number of participants who are in unsubsidized employment during the fourth quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit)

Median Earnings (2nd Quarter After Exit): Median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

Credential Rate (within 4 Quarters After Exit): Number of participants enrolled in an education or training program who obtained a recognized post-secondary credential or a secondary school diploma, or its recognized equivalent during participation or up to one year after exit.

Measurable Skill Gains: Number of participants who during a program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are defined as documented academic, technical, occupational, or other forms of progress towards such a credential of employment.

PERFORMANCE STANDARDS

YOUTH PERFORMANCE RECORD:	RESPONDENT'S PAST PERFORMANCE HISTORY PY 2021-22		
WIOA PERFORMANCE MEASURE	GOAL	ACTUAL	SUCCESS RATE
New Enrollments	600	219	36%
Placement in Employment (2nd Quarter After Exit)	75%	59.5%	79.3%
Placement in Employment (4th Quarter After Exit)	78%	53.2%	68.2%
Median Earnings (2nd Quarter After Exit)	$4,100	$4,738.14	115.5%
Credential Rate (within 4 Quarters After Exit)	75%	10.8%	14.4%
Measurable Skills Gains	52%	21.0%	40.3%

YOUTH PERFORMANCE RECORD:	RESPONDENT'S PAST PERFORMANCE HISTORY PY 2022-23		
WIOA PERFORMANCE MEASURE	GOAL	ACTUAL	SUCCESS RATE
New Enrollments	600	298	49.6%
Placement in Employment (2nd Quarter After Exit)	75%	67.1%	89.4%
Placement in Employment (4th Quarter After Exit)	78%	64.4%	82.5%
Median Earnings (2nd Quarter After Exit)	$4,100	$4,135.56	100.8%
Credential Rate (within 4 Quarters After Exit)	75%	23.2%	30.9%
Measurable Skills Gains	52%	36.3%	69.8%

Budget Narrative Guidance Information

Proposed Budget Schedule Instructions: The Proposed Budget Schedule must provide total costs associated with each line item. For Salaries and Benefits, Applicant must include the full-time equivalent (FTE) for each employee, the annual salary and identify the Benefits rate.

Budget Narrative Instructions: The Budget Narrative must provide a description of costs associated with each line item. Include justification for the requested funding amount for each line item identified in the Budget.

The Budget Narrative should also include a section describing any leveraged resources provided (as applicable) to support grant activities, however, any indicated leveraged resources will have no bearing on the proposal review, or funding decision.

Each category should include the total cost for the period of performance. Use the following guidance for preparing the Budget Narrative:

1. **Personnel Salaries** – List all staff positions by title. State the annual salary of each person, the percentage of each person's time devoted to the project, the amount of each person's salary funded by the grant and the total personnel cost for the period of performance.
2. **Fringe Benefits** – Provide a breakdown of the amounts and percentages that comprise fringe benefit costs such as health insurance, FICA, retirement, etc.
3. **Travel** – Specify the purpose, mileage, per diem, estimated number of in-state and out-of-state trips and other costs for each type of travel, and the projected number of travelers.
4. **Equipment** – Identify each item of equipment to be purchased which has an estimated acquisition cost of $5,000 or more per unit and a useful lifetime of more than one year. List the quantity and unit cost per item. Items with a unit cost of less than $5,000 are supplies.
5. **Supplies** – Supplies include all tangible personal property other than "equipment." The detailed budget should identify categories of supplies (e.g. office supplies). List the quantity and unit cost and total cost per item.
6. **Contractual** – For each proposed contract and subaward, specify the purpose, activities, and estimated cost.

   Under the Contractual line item, delineate contracts and subawards separately. Contracts are defined according to 2 CFR §200.1 as a legal instrument by which a non-Federal entity purchases property or services needed to carry out the project or program under a Federal award. A subaward, defined by 2 CFR §200.1, means an award provided by a pass-through entity to a subrecipient for the subrecipient to carry out part of a Federal award received by the pass-through entity. It does not include payments to a contractor or payments to an individual that is a beneficiary of a Federal program.
7. **Other** – List each item with sufficient detail to determine whether the costs are reasonable or allowable. List any item, not covered elsewhere here.
   a) **Program Rent / Infrastructure**
   b) **ITA –** Identify the total amount allocated for ITA, the cost per ITA, and the number of ITA's to be provided.
   c) **Training -** Identify the total amount allocated for training, provide a breakdown of the cost and type of training.

d) **Participant Incentives & Stipends-** Identify the total funds allocated for incentives & stipends, the cost per participant for each, and total number of participants to be provided incentives & stipends.

e) **Supportive Services -** Identify the supportive services cost per participant and the total number of participants to be provided supportive services.

f) **Work Experience -** Identify the funds that will be allocated for participant wages and benefits. Provide a breakdown of the total WEX cost per participant, total number of participants to be provided WEX. Provide a breakdown of the amounts and percentages that comprise fringe benefit cost such as FICA.

8. **Salaries & Benefits -** List staff positions by title that will be counted towards the work experience focus requirement. State the annual salary of each person, the percentage of each person's time devoted to the development and management of work experience, the amount of each person's salary funded by the grant and the total personnel cost for the period of performance.

9. **Administrative/Indirect Charges** – Under the WIOA, administrative costs are defined and discussed in 20 CFR 683.215. There is a 10% limitation of the eligible contract amount on administrative costs that are awarded under this grant. The administrative costs include costs for staff who support the program but do not directly deliver services to customers (i.e. the costs for off-site supervisors and/or off-site managers would constitute administrative costs). Under no circumstances may the administrative costs exceed the 10% limit

FORM 2

PROPOSED BUDGET SCHEDULE

PROGRAM NAME:	TOTAL
Ready S.E.T O.C	
Program Related Services:	
Personnel Salaries	$245,400.00
Fringe Benefits	$134,200.00
Travel	$6,500.00
Equipment	-
Supplies	$3,200.00
Contractual	-
Other	$296,950.00
Total Direct Program Cost	$686,250.00
Administrative/ Indirect Charges:	
Administrative/ Indirect Charges	$76,250.00
Total Administrative/ Indirect Cost	$76,250.00
GRAND TOTAL	$762,500.00

FORM 2

SALARY AND BENEFIT DETAIL

Please complete the table below with corresponding detail for salaries and benefits.

#	Position (FTE)		Personnel *Full Fist and Last Name*	Annual Salary	Annual Benefits	Salaries Charged to Direct Program	Benefits Charged to Direct Program	TOTAL
#	(FTE)	**Direct Program Staff Salaries (Non-WEF)**						
1	0.15	Project Manager	Diane Gomez	$90,000.00	$42,000.00	$13,500.00	$6,300.00	$19,800.00
2	0.15	Project Coordinator	Angelique Jimenez	$76,000.00	$40,000.00	$11,400.00	$6,000.00	$17,400.00
3	0.15	Project Coordinator	Ki Hyun Cheon	$76,000.00	$40,000.00	$11,400.00	$6,000.00	$17,400.00
4	0.25	Case Manager	Ruby Ochoa	$63,500.00	$40,000.00	$15,875.00	$10,000.00	$25,875.00
5	0.25	Case Manager	Allen Soong	$53,000.00	$38,000.00	$13,250.00	$9,500.00	$22,750.00
6	0.25	Case Manager	Teri Steel	$53,000.00	$38,000.00	$13,250.00	$9,500.00	$22,750.00
7	0.15	Account Clerk	Lien Huynh	$38,500.00	$35,000.00	$5,775.00	$5,250.00	$11,025.00
8	0.15	Clerk	Susan Nguyen	$37,000.00	$35,000.00	$5,550.00	$5,250.00	$10,800.00
9	0.15	Work Readiness Trainer	Hugh Kaneshiro	$66,000.00	$42,000.00	$9,900.00	$6,300.00	$16,200.00
10	0.30	Case Manager	Jessica Canizal	$38,000.00	$5,000.00	$11,400.00	$1,500.00	$12,900.00
11	0.30	Case Manager	Ashley Frutis	$38,000.00	$5,000.00	$11,400.00	$1,500.00	$12,900.00
12								
13								
14								
15								
	2.25	**TOTAL Non-WEF Direct Program Staff Cost**		$629,000.00	$359,000.00	$122,700.00	$67,100.00	$189,800.00
#	(FTE)	**WEF Direct Program Staff Salaries**						
1	0.15	Project Manager	Diane Gomez	$90,000.00	$42,000.00	$13,500.00	$6,300.00	$19,800.00
2	0.15	Project Coordinator	Angelique Jimenez	$76,000.00	$40,000.00	$11,400.00	$6,000.00	$17,400.00
3	0.15	Project Coordinator	Ki Hyun Cheon	$76,000.00	$40,000.00	$11,400.00	$6,000.00	$17,400.00
4	0.25	Case Manager	Ruby Ochoa	$63,500.00	$40,000.00	$15,875.00	$10,000.00	$25,875.00
5	0.25	Case Manager	Allen Soong	$53,000.00	$38,000.00	$13,250.00	$9,500.00	$22,750.00
6	0.25	Case Manager	Teri Steel	$53,000.00	$38,000.00	$13,250.00	$9,500.00	$22,750.00
7	0.15	Account Clerk	Lien Huynh	$38,500.00	$35,000.00	$5,775.00	$5,250.00	$11,025.00
8	0.15	Clerk	Susan Nguyen	$37,000.00	$35,000.00	$5,550.00	$5,250.00	$10,800.00
9	0.15	Work Readiness Trainer	Hugh Kaneshiro	$66,000.00	$42,000.00	$9,900.00	$6,300.00	$16,200.00
10	0.30	Case Manager	Jessica Canizal	$38,000.00	$5,000.00	$11,400.00	$1,500.00	$12,900.00
11	0.30	Case Manager	Ashley Frutis	$38,000.00	$5,000.00	$11,400.00	$1,500.00	$12,900.00
12								
13								
14								
15								
	2.25	**TOTAL WEF Direct Program Staff Cost**		$629,000.00	$359,000.00	$122,700.00	$67,100.00	$189,800.00

FORM 2

PROPOSED BUDGET SCHEDULE

Direct Program Cost Categories	WEX Related Cost	Non-WEX Cost	Amount Allocated to Direct Program	TOTAL
Travel				
Mileage		$6,500.00	$6,500.00	$6,500.00
Total		$6,500.00	$6,500.00	$6,500.00
Supplies				
Supplies		$3,200.00	$3,200.00	$3,200.00
Total		$3,200.00	$3,200.00	$3,200.00
Contractual				
Total				
Other				
Program Rent / Infrastructure				
Brea Rent		$57,000.00	$57,000.00	$57,000.00
Laguna Rent		$8,500.00	$8,500.00	$8,500.00
Verizon		$2,700.00	$2,700.00	$2,700.00
Total		$68,200.00	$68,200.00	$68,200.00
Occupational Training (ITA)				
ITA		-	-	-
Total				
Work Experience (WEX)				
WEX	$160,250.00		$160,250.00	$160,250.00
Total	$160,250.00		$160,250.00	$160,250.00
Training				
Youth Training Funds		$10,000.00	$10,000.00	$10,000.00
Total		$10,000.00	$10,000.00	$10,000.00
Participant Incentives & Stipends				
Stipends		$10,000.00	$10,000.00	$10,000.00
Total		$10,000.00	$10,000.00	$10,000.00
Supportive Services				
Supportive Services		$48,500.00	$48,500.00	$48,500.00
Total		$48,500.00	$48,500.00	$48,500.00
TOTAL OTHER	$160,250.00	$136,700.00	$296,950.00	$296,950.00

FORM 2

BUDGET NARRATIVE

BUDGET NARRATIVE (not to exceed 4 pages)

The Budget Narrative must include the justification for the requested funding amount for each line item identified in the Budget.

Category	Narrative
Personnel Salaries	A total of **$245,400.00** will be allocated to cover the costs for Personnel Salaries. The personnel are structured on: Program Manager 1 Staff (30%) (0.30 FTE) – ($90,000.00) will provide direct support and supervision of the Ready S.E.T. OC program and will be responsible for ensuring that staff are trained properly and are working toward meeting project goals. The Manager will be the first point of contact with the OCCR Department and will be responsible for meeting the program's needs and requirements. Program Coordinator 2 staff (0.60 FTE) – ($76,000.00) will serve as the front-line supervisor who will oversee the day-to-day program operations, including (but not limited to) quality control (monitoring of case files), program eligibility, outreach to schools and programs, building relationships with program partners, and the supervision of Case Managers. The Program Coordinators will be tasked with supervising staff and programs at worksites throughout the County. Program Coordinator (30%) (0.30 FTE) – ($76,000.00) Program Coordinator (30%) (0.30 FTE) – ($76,000.00) Work Readiness 1 Staff (30%) (0.30 FTE) – ($66,000.00) will be responsible for curating and presenting work readiness training materials to provide for the youth and case managers. The Work readiness trainer will work hand in hand with the case managers to create appropriate lesson plans based on up-to-date work readiness modules to present to youth participants. These lesson plans will include resume building tips/templates, mock interview practices, business communications, interview tips and any other materials needed for the youth to be successful when entering the workforce. Account Clerk 1 Staff (30%) (0.30 FTE) – ($38,500.00) will support the Case Managers, Program Coordinators, Managers, and Participants. They will provide administrative support by processing enrollments packets, any uploads related to the program and any assistance needed for Case Managers with processing Supportive Services, CalJOBS uploading, and WEX timecards. The Account clerk will specifically support the Program Manager in creating the invoices for the program.

	Clerk 1 Staff (30%) (0.30 FTE) – ($37,000.00) will support the Case Managers, Program Coordinators, Managers, and Participants. They will provide administrative support by processing enrollments packets, any uploads related to the program and any assistance needed for Case Managers with processing Supportive Services, CalJOBS uploading, and WEX timecards. Case Managers (5 staff) (2.70 FTE) - will be responsible for guiding youth through the Ready S.E.T. OC program, including (but not limited to) offering access to all 14 WIOA program elements, case management and notes, ISP assessment, CalJOBS entry, and linking youth to career, post-secondary education, and/or military opportunities. We will be utilizing more part-time workers to try and minimize the budget for benefits. Case Manager (50%) - ($63,500.00) Case Manager (50%) - ($53,000.00) Case Manager (50%) - ($53,000.00) Case Manager (60%) - ($38,000.00) Case Manager (60%) - ($38,000.00) The total FTE's allocated to ISY are 4.50 FTE.
Fringe Benefits	A total of **$134,200.00** will be allocated to cover the costs for Fringe Benefits. The benefits are based on the salaries of the staff and will cover the standard benefits package offered by the City of La Habra Benefits Package: Cal Pers – 10.62% (of Salary) SUI – 0.20% (of Salary) CINS (City Insurance) - $18,600.00 OPEB – 1,690.00 WC – 4.65% (of Salary) Fringe – 5% (of Salary)
Travel	Travel expenditures will be used for outreach and recruitment, WEF activities, school visits, meetings, and other workforce development activities as required. All staff will be reimbursed at the current approved mileage IRS mileage rate. The Travel/Mileage total is **$6,500.00.**
Equipment	N/A
Supplies	General supplies have been budgeted in the amount of **$3,200.00** for program sites throughout the County including Brea, Laguna Niguel, Manchester Office Building, Los Alamitos Base, and Orangewood for the program year. Supplies will be purchased for administrative work needed throughout the different location, per requested by the entire staff. The invoice processing of any personnel issues will cover

	through the administrative budget allocation and will not be paid through direct support funds for the program. The monthly average for supplies will be set at around $266.67.
Contractual	N/A
Other	The "Other" costs categories total up to **$296,950.00**. The basis of the other categories will cover both infrastructure costs and operational activities. Below this section describes the costs breakdown of both infrastructure and operational costs respectively: Program Rent/infrastructure, Occupational Training, Work Experience, Training, Participant Incentives and Stipends, Supportive Services and Administrative charges.
Program Rent / Infrastructure	A total of **$68,200.00** will be allocated in the budget to cover the costs associated with Rent and infrastructure costs. The breakdown of the infrastructure costs is based on the Brea One-Stop Center, the Laguna One-Stop Center, and the communications costs (Verizon): is the main form of communication the program utilizes to keep in contact with participants throughout the program progression.
Occupational Training (ITA)	N/A
Work Experience (WEX)	Work Experience is an important feature of WIOA programs and allows youth and young adults to create a positive, fulfilling environment leading to a greater sense of self-sufficiency. A total of **$160,250.00** will be reserved for WEX. Work Experience Students are paid an hourly wage of $17.00. Eligible WEX participants will be given a maximum of $6,500.00.
Training	The Youth training budget allocates **$10,000.00** to be used for various training opportunities and materials to better engage participants. The youth training fund can range from a broad spectrum of materials needed to support youth when attending trainings hosted by the Ready S.E.T OC program or any of its participating partners. The training cost will be set at $1,000.00 and reserved for courses not on the ETPL.
Participant Incentives & Stipends	The Stipends and Incentives budget allocates **$10,000.00** to be set aside on to the budget for the purpose of providing participants entrepreneurship courses. All 140 participants are eligible for the entrepreneurship course, and it will be paid at a rate of $17.00/hr
Supportive Services	Administered throughout the program model, Supportive Services are only used when all other resources are exhausted. **$48,500.00** will be set aside for Supportive Services if a participant needs services surrounding a wide variety of educational (I.e., textbook material, school supplies, exam preparation materials, etc.) and employment assistance. Supportive services may also include transportation assistance, clothes for interviews, and school textbooks (TEGL 21-16). Supportive Services are necessary to keep the participant engaged with case managers as well as provide the necessary assistance for

	the participant to succeed. Supportive Services will be eligible to all 140 ISY participants at a $6,000.00 maximum.
Administrative Charges	The city will be reserving **$76,250.00** for administrative costs associated with operating the program. Administrative costs include staff salaries for Human Resources, Finance, City Administration, Community Service Department Administration, and Information Technology. Administrative costs will include costs not charged into the program operations and any resolution findings arising from audits, reviews, and investigations, travel costs incurred from official business in carrying out administrative activities, infrastructure costs, and continuous improvement activities.