

**Deaf and Hard of Hearing Services (DHH)**  
**SFP PY 2013/14**  
**Questions and Answers**  
**April 19, 2013**

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**1. In Appendix D, Definitions, page 22, the term ‘Desk Counseling’ is not found in the new California Workforce Service Network (CWSN) however; ‘Individual Counseling’ is listed. How should we record/report this activity in CWSN?**

The definition for ‘Desk Counseling’ as listed in Appendix D could also be interpreted as the definition for ‘Individual Counseling’: *One-on-one interview with a client to identify and address a work habit, attitude, or other impediment to the client’s employability.* Both terms identify the same activity. The required monthly report, submitted on the 15th of the month will continue to reference ‘Desk Counseling’ for reporting performance data. This same data may also be recorded in CWSN for ‘Individual Counseling’.

**2. In Section 1, D., Program Location, the geographical areas identified does not reference the number of offices to be located for each of the areas. This information was available in prior years of the Solicitation for Proposals (SFP) publication. Does this mean only one or two sites in each of the areas?**

Although the number of sites for each of the geographical area was not listed in this SFP, the Employment Development Department (EDD) does not have a requirement or restriction on the total number of sites per area. Applicants proposing to serve any area, whether identified or not listed, are still required to clearly identify the DHH population and the need for services and/or additional sites in the identified geographical areas in their proposal. In areas not listed, the same requirement applies. The proposal must clearly identify the DHH population, the need for service and based on the DHH population identified, the number of sites needed to service the proposed area.

**3. In Section 2, B., Staffing Qualifications, it states that a minimum of 2 staff is recommended for each designated EDD Workforce Services offices, partner or One-Stop Career Center site. Please clarify if one full-time and one part-time staff are allowed; or if one staff is acceptable.**

Staff must be available to provide services during the normal office hours of 8 a.m. through 5 p.m., Monday through Friday, excluding Saturdays, Sundays and State observed holidays. However, grantees are given flexibility on staffing their designated site(s). If staffing is less than the recommended minimum, a written justification for the reduction must be provided.

