

NOTICE OF AVAILABILITY OF FUNDS

by the
Employment Development Department
Workforce Services Branch

Wagner-Peyser Funds DEAF AND HARD OF HEARING SERVICES

Solicitation For Proposals



April 2013

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Special requests for services, aids, and/or special formats need to be made by calling (916) 654-8055 (Voice). TTY users, please call the California Relay Service at 711.

**EMPLOYMENT DEVELOPMENT DEPARTMENT
DEAF AND HARD OF HEARING SERVICES
SOLICITATION FOR PROPOSALS**

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**EMPLOYMENT DEVELOPMENT DEPARTMENT
DEAF AND HARD OF HEARING SERVICES
SOLICITATION FOR PROPOSALS**

SECTION 1 OVERVIEW

A. Purpose

The Employment Development Department (EDD) Workforce Services Branch (WSB) announces the availability of \$1,500,000 of Wagner-Peyser 10 Percent Governor's Discretionary Funds for the purpose of providing employment and training services to individuals that are deaf or hard of hearing (DHH) and ensuring that the services provided are at least equal to services received by non-deaf and non-hard of hearing persons.

This program provides DHH individuals with enhanced services and training in selected EDD Workforce Services sites throughout California. The program will deliver effective communication and increased service opportunities by providing specialized counseling, interpretive services, job placement, follow-up services, advocacy and specialized training to assist with becoming job-ready. The program is designed to assist job-ready DHH individuals in obtaining and retaining unsubsidized employment. The program also intends that interpretive services be provided to enable these individuals to receive other EDD related services.

B. Target Population

Proposals must target individuals that are deaf or hard of hearing, available for and seeking employment. These jobseekers may also need skill enhancement training to become job-ready individuals.

C. Eligible Applicants

Proposals will be accepted from public agencies or private non-profit corporations. Individuals are not eligible to apply. Applicants must clearly demonstrate their ability to provide services to the targeted population. Applicants may submit proposals to provide services for one or multiple sites. Applicants may also submit one proposal to provide services at multiple sites within a targeted geographical area.

D. Program Location(s)

- Pursuant to the California Unemployment Insurance Code (CUIC), Section 11004, the EDD must determine the number and location of its offices within the State providing employment services to the deaf and hearing impaired and shall decide which offices shall be served by grantees. The CUIC also states that EDD shall give priority to offices where subgrants (contracts) are necessary in order to prevent or minimize the disruption or the discontinuance of employment services to the deaf and hearing impaired which have been provided in conjunction with the EDD prior to July 1, 1984. In keeping with this

requirement, the EDD identified geographical areas where high concentrations of deaf and hearing impaired individuals reside. The EDD currently funds services in the geographical areas listed below and will give priority to programs and services in these locales to prevent and/or minimize disruption in services.

- San Francisco /Bay Area
- Los Angeles
- Santa Ana/Anaheim
- Riverside/Rancho Cucamonga
- San Diego/Oceanside
- Sacramento/Roseville

For this solicitation, the grantee will be required to work among other EDD staff located in a designated Workforce Services offices, partner or One-Stop Career Center sites. It is recommended that a minimum of two staff persons be assigned for the specified contracted hours. Grantees providing a lower staffing level must provide written justification for the reduction. Refer to Appendix C for a listing of current sites and their locations.

If an applicant proposes to serve a geographical area not listed above, the proposal must clearly identify the DHH population and the need for services in that locale and demonstrate why those needs are not currently being met.

E. Funding

Applicants may submit one proposal for one geographical area or for multiple areas in California. The application must follow the proposal instructions. The total program funding available, for the period July 1, 2013 through June 30, 2014, is \$1,500,000.

F. Allowable Use of Funds

The use of funds awarded in this SFP is governed by Wagner-Peyser 10 Percent Governor's Discretionary Fund guidelines, State and federal directives, and federal Office of Management and Budget (OMB) Circulars A-133, *Audit of States, Local Governments, and Non-Profit Organizations*.

Funds awarded under this SFP cannot be used to purchase real property or to construct buildings.

G. Administrative Cost Limits

A maximum of ten percent of the total project budget will be allowed for administrative costs. For purposes of developing a budget, the definition of administrative costs is provided in Appendix A, Administrative Cost Definitions.

H. Length of Project

The grant period for this award is 12 months, from July 1, 2013 through June 30, 2014. No obligation or commitment of funds will be allowed prior to or beyond the grant period. At the end of the grant period, the EDD may renegotiate the terms of each grant in accordance with allowable increases or decreases in the grantee's costs and grantee's demonstrated ability to provide the specified services. Any grant funds not expended during a grant period must be returned to the State.

SECTION 2 GRANTEE REQUIREMENTS

A. Grantee Criteria

As required under Section 11003 of the CUIC, the criteria for choosing grantees shall include, but not be limited to:

- The ability to provide services in a deaf and hearing impaired individual's preferred mode of communication.
- The ability to secure community support, including written endorsements of local officials, employers, Local Workforce Investment Areas and organizations of and for the deaf and hearing impaired.
- The existence of funding from one or more public or private sources.
- Participation of deaf and hearing impaired persons on the potential grantee's employment services staff, and in the case of a private nonprofit corporation, on the board of directors.
- A commitment to the development and maintenance of self-determination for deaf and hearing impaired persons.

B. Staffing Qualifications

It is recommended that the grantee provide a minimum of two staff in designated EDD Workforce Services offices, partner or One-Stop Career Center sites for the specified contracted hours. Grantees providing a lower staffing level must provide written justification for the reduction. One staff must be a qualified sign language interpreter for the deaf. A copy of the valid and current Comprehensive Skills Certification issued by the National Registry of Interpreters for the Deaf (RID), or equivalent California Association of the Deaf (CAD) certification or other certification approved by EDD, must be provided to the EDD Workforce Services site manager. Other staff members must have a demonstrable ability to communicate in sign language.

The grantee must provide services during normal office hours of 8 a.m. through 5 p.m., Monday through Friday, excluding Saturdays, Sundays and State holidays. Hours and days of service must be on a consistent schedule approved by the EDD Workforce Services site manager. On occasion, however, it may be necessary for staff to provide community services outside of the office. In the event of a planned absence from the office, the EDD Workforce Services site manager or designee must receive advance notification and render approval. In the event of unplanned

absences, the grantee must notify the EDD Workforce Services site manager within one hour of the scheduled work time. Scheduled hours of work and absences from the designated office are subject to the EDD Workforce Services site manager's approval.

C. Required Services

As required under Section 11002 of the CUIIC, employment services for the deaf and hearing impaired shall include, but are not limited to, the following:

- Complete communication services for all preparatory, job placement, and follow-up activities. The communication services shall include interpreter services by a professional interpreter for the deaf and hard of hearing possessing the comprehensive skills certification of the National Registry of Interpreters for the Deaf, or the equivalent, telecommunications, and, when necessary, training in communication skills.
- Advocacy to assure that DHH individuals receive equal access to public and private employment services.
- Job development and job placement.
- Employment counseling, including peer counseling by deaf or hearing impaired individuals.
- Follow-up counseling and problem solving after placement.

SECTION 3 SIGNIFICANT DATES

Event	Date*
Solicitation release	April 2, 2013
Last date to submit written questions to EDD (via e-mail)	April 15, 2013
Last date for EDD to post responses to written questions on website	April 19, 2013
Proposals due (by 3 p.m.)	May 3, 2013
Award announcements	June 2013
Last day to submit an appeal by 4 p.m.	June 14, 2013
Written response to appeal(s) by EDD	June 28, 2013

***Note:** All dates after the final proposal submission deadline are approximate and may be adjusted as conditions dictate, without addendum to this SFP.

SECTION 6 REQUIRED PROPOSAL CONTENT

A. Minimum Requirements

In order to be competitive, all proposals must adhere to the format and include all of the requested information, completed forms, and attachments. Applicants must use the specific instructions and complete all requested forms available in this document (see Table of Contents for links to forms).

B. Required Documents

The following chart lists the order of documents that must be included in the proposal package. This chart may also be used as a checklist to ensure submission of a complete grant package.

1.	Cover Letter (optional)	
2.	Cover/Signature Page (proposal summary limited to 100 words or less)	
3.	Proposal Narrative Form - Exhibit A (limited to 20 pages)	
4.	Budget Summary Plan – Exhibit B	
5.	Schedule for Salaries and Wages – Exhibit C	
6.	Minimum Requirements – Exhibit D	
7.	Letters of Support/Endorsement	

C. Other Requirements

Applicants must also meet the other requirements listed below. For each requirement not met, a penalty will be assessed as detailed below.

Requirement	Penalty
<ul style="list-style-type: none"> Applicant must submit four complete copies of the entire proposal, and of those copies, two must have original signatures. In accordance with EDD's policy, the organization's contract/agreement signatory authority or authorized designee as designated by the organization's Board of Director's Resolution must sign proposals. 	3 points deducted
<ul style="list-style-type: none"> Proposal narrative must be in MS-Word format and in a font no less than 12 point. 	3 points deducted
<ul style="list-style-type: none"> Proposal narrative must be 20 pages or less. 	3 points deducted
<ul style="list-style-type: none"> Each copy of the proposal package must be stapled in the upper left hand corner. Special bindings, report covers, or tabbed separators will result in reducing the proposal score. 	3 points deducted
<ul style="list-style-type: none"> The proposal package must be submitted in electronic form in MS-Word format and on a compact disk, exclusive of the letters of commitment. 	3 points deducted

SECTION 7 AWARD AND CONTRACTING PROCESS

A. Proposal Evaluation and Recommendation for Funding

Proposals will be scored and ranked by teams of independent reviewers based on the criteria set forth in this SFP. The scoring value of each section of the SFP is as follows:

Criteria	Points
Statement of Need	10
Target Group	10
Planned Approach	15
Goals and Objectives	10
Local Collaboration	15
Resource Utilization	10
Statement of Capabilities	20
Budget Summary Plan	10
Total Possible Points	100

The ranked scores will serve as the primary basis for making recommendations for funding in conjunction with other factors such as geographic distribution of funds, uniqueness, and innovative aspects of the proposal. Only those proposals deemed to be meritorious and in the best interests of the EDD will be recommended for funding. The EDD reserves the right to conduct on-site reviews prior to making final funding recommendations.

B. Notification of Funding

Following the selection of proposals to be funded, notification will be placed on the EDD website and applicants will be notified of the funding decisions. The EDD expects that the funding awards will be announced no later than June 1, 2013.

C. Contracting

The EDD staff will contact the awardees to finalize contract details. In some cases, EDD may request that the contract incorporate changes to the original project proposals. After the negotiations, if any, EDD will mail the subgrant agreement (contract) to the awardees for signature. The EDD expects the contract negotiations to begin June 1, 2013, in time to allow for a project start date of July 1, 2013.

Awardees are advised to consider whether official action by a county board of supervisors, city council, or other similar decision making body will be necessary before agreeing to accept funds awarded under this SFP. The time needed for such official action will affect the grantees' ability to meet the project start date.

All awardees or grantees must comply with the subgrant General Provisions and Standards of Conduct.

SECTION 9 ADMINISTRATIVE REQUIREMENTS

A. Monitoring and Audits

Grantees will be monitored and/or audited by the EDD, in accordance with existing policies, procedures, and requirements governing the use of Wagner-Peyser funds. Grantees are expected to be responsive to all reviewers' requests, provide reasonable and timely access to records and staff, facilitate access to subcontractors, and communicate with reviewers in a timely and accurate manner.

Grantees that are units of local government, or non-profit entities as defined by OMB Circular A-133, must ensure that audits required under OMB guidelines are performed and submitted when due.

B. Record Keeping

Grantees will be required to maintain project and fiscal records sufficient to allow federal, State, and local reviewers to evaluate the project effectiveness and proper use of funds. The record keeping system must include both original and summary (e.g., computer generated) data sources. Grantees will retain all records pertinent to this subgrant (contract) for a period of three years from the date of final payment on the subgrant.

C. Reporting

Grantees must have the capability to report expenditures and outcome data to the EDD, in a manner that is timely, thorough, and accurate. Grantees will be required to submit a monthly expenditure report (invoice) and a monthly activity report for reimbursement. These reports must be submitted by the 15th of the following month in which expenditures and activities occurred.

- EXPENDITURE REPORT (INVOICE)

Grantees must submit a monthly expenditure report which details all expenses related to operating the DHH Program, along with source documentation for these expenditures. This will include, but is not limited to, a Schedule For Salary and Wages (Exhibit C), detailed time records, receipts, etc. An original report signed in blue ink and three (3) additional copies are required.

- MONTHLY ACTIVITY REPORT

Grantees must submit a monthly activity report which details the outcome data and performance related to operating the DHH Program. (Please refer to Appendix D)

The reports and supporting documents must be mailed and cannot be faxed or electronically transmitted. Additionally, grantees will be required to provide an end of project report upon closeout of the project. These reports and all correspondence related to expenditures, allocations or activities should be addressed to:

Employment Development Department
Deaf and Hard of Hearing Program
Attention: Program Manager
800 Capitol Mall, MIC 50
Sacramento, CA 95814

All funds provided under this SFP are subject to revocation by the State of California in the event of failure to meet the performance criteria or reporting requirements as described in the grantee's subgrant agreement.

D. Performance

Each proposal must describe specific program goals and objectives to enable EDD and the grantee to measure performance.

E. Closeout

Grantees must submit closeout reports 45 days after the end of the subgrant agreement. Closeout of the project occurs when the operational date of the project expires. The closeout report includes a Closeout Status of Cash Report, Closeout Summary of Expenditures Report, and Final Participant Report. These templates will be forwarded to each awardee at the end of the program's fiscal year

An audit by an independent Certified Public Accountant is also required as part of the closeout. The cost of this audit may be considered in planning the budget for this project.

F. Compliance

All funds are subject to their related State and federal statutory and regulatory requirements. These requirements are detailed in governing documents that include, but are not limited to, Title 22 and its associated federal regulations, including Title 29 of the Code of Federal Regulations (CFR), and OMB Circulars.

G. Evaluation

Evaluation of activities allows the State of California to determine the effectiveness of the Governor's 10 Percent funds in addressing the identified needs and the level of continued funding. As a result, the EDD may pursue an evaluation of the projects awarded through this SFP. In the event that an evaluation is implemented, the applicant will be required to participate in that evaluation by providing requested data and information. All award recipients are expected to document lessons learned, and effective and promising practices ascertained through this project.

APPENDICES

APPENDIX A

Administrative Cost Definitions

There is an administrative cost limit of ten percent of the total funds awarded under this contract.

All local grant recipients and lower tier subrecipients must follow the federal allowable cost principles that apply to their type of organization. The Department of Labor (DOL) regulations at 29 CFR 95.27 and 29 CFR 97.22 identify the federal principles for determining allowable costs that must be followed.

Although administrative in nature, costs of information technology computer hardware and software needed for tracking and monitoring of the Wagner-Peyser program, participant, or performance requirements; or for collecting, storing and disseminating information, are excluded from the administrative cost limit calculation.

- A.** The cost of administration is that allocable portion of necessary and reasonable allowable costs of direct grant recipients, local grant recipients, local grant subrecipients and local fiscal agents, and which are not related to the direct provision of Wagner-Peyser services, (including services to participants and employers). These costs can be both personnel and non-personnel, and both direct and indirect.
- B.** The costs of administration are the costs associated with performing the following functions:
- Accounting, budgeting, financial and cash management functions;
 - Procurement and purchasing functions;
 - Property management functions;
 - Personnel management functions;
 - Payroll functions;
 - Coordinating the resolution of findings arising from audits, reviews, investigations and incident reports;
 - Audit functions;
 - General legal services functions; and
 - Developing systems and procedures, including information systems, required for these administrative functions.
- C.** Performing oversight and monitoring responsibilities related to Wagner-Peyser administrative functions.
- D.** Costs of goods and services required for administrative functions of the program, including goods and services such as rental or purchase of equipment, utilities, office supplies, postage, and rental and maintenance of office space.

- E.** Travel costs incurred for official business in carrying out administrative activities or the overall management of the Wagner-Peyser systems.
- F.** Costs of information systems related to administrative functions (e.g. personnel, procurement, purchasing, property management, accounting and payroll systems) including the purchase, systems development and operating costs of such systems.
- G.** Awards to subrecipients or vendors that are solely for the performance of administrative functions are classified as administrative costs.
- H.** Personnel and related non-personnel costs of staff that perform both administrative functions specified in part B of this section and programmatic services or activities must be allocated as administrative or program costs to the benefiting cost objectives/categories based on documented distributions of actual time worked or other equitable cost allocation methods.
- I.** Specific costs charged to an overhead or indirect cost pool that can be identified directly as a program cost are to be charged as a program cost. Documentation of such charges must be maintained.
- J.** Except as provided in part A of this section, all costs incurred for functions and activities of sub-recipients and vendors are program costs.
- K.** Costs of the following information systems including the purchase, systems development and operating (e.g. data entry) costs are charged to the program category:
 - Tracking of performance information
 - Information relating to supportive services and unemployment insurance claims for program participants
- L.** Continuous improvement activities are charged to administration or program category based on the purpose or nature of the activity to be improved. Documentation of such charges must be maintained.

APPENDIX B Confidentiality Requirements

PROTECTION OF CONFIDENTIALITY

Information maintained by EDD is classified confidential or sensitive. Confidential information is information that identifies an individual or an employing unit. Sensitive information may be financial or operational information that requires the maintenance of its integrity and assurance of its accuracy and completeness. Confidential and sensitive information are not open to the public and require special precautions to protect it from loss and unauthorized use, disclosure, modification, or destruction. The confidential information obtained under this agreement remains the property of EDD. Subgrantee agrees to the following security and confidentiality requirements:

ADMINISTRATIVE SAFEGUARDS

- a. Adopt policies and procedures to ensure that information obtained from EDD is used solely as provided for in this agreement.
- b. Warrant by execution of this agreement, that no person or selling agency has been employed or retained to solicit or secure this agreement upon agreement or understanding for a commission, percentage, brokerage, or contingent fee. For breach or violation of this warranty, EDD shall, in addition to other remedies provided by law, have the right to annul this agreement without liability.
- c. Warrant and certify that in the performance of this agreement, subgrantee will comply with all applicable statutes, rules, and/or regulations. Agree to indemnify the EDD against any loss, cost, damage or liability resulting from subgrantee violations of this provision, including but not limited to confidentiality requirements outlined in the California Unemployment Insurance Code (CUIC) §1094 and the California Civil Code §1798 et. seq.
- d. Protect EDD's information against unauthorized access, at all times, in all forms of media. The information obtained under this agreement will be used exclusively under provisions set forth in this agreement and provided by the CUIC.
- e. Keep all EDD confidential information completely confidential. Make this information available to authorized staff on a "need-to-know" basis and only for the purposes authorized under this agreement. "Need to know" refers to those authorized employees who need information to perform their official duties in connection with the uses of the information authorized by this agreement.
- f. Notify the EDD immediately upon discovery that there may have been a breach in security which has or may have compromised the confidential information. For purposes of this section, immediately is defined within 24 hours of discovery. The notification must describe the incident in detail and identify responsible staff (name, title and contact information).

- g. Assign security and confidentiality responsibilities for EDD's information to the assigned staff. Immediately notify EDD in writing of any designee changes.

USAGE, DUPLICATION, AND REDISCLOSURE SAFEGUARDS

- a. Use the confidential information only for purposes specifically authorized under this agreement. Pursuant to CUIC §1094(b), use of EDD's confidential information as evidence in any legal court proceeding, for taxation, or enforcement purposes is prohibited. Pursuant to CUIC, §1095(t), use of EDD's confidential information by private collection agencies is strictly prohibited.
- b. Use and/or extraction of the EDD information for any purpose outside the purposes stated in this agreement is strictly prohibited. The information obtained under this agreement shall not be reproduced, published, sold or released in original or any other form. Making paper or electronic copies of the information provided by EDD is limited to uses within the HA office specifically related to the purposes of this agreement.
- c. A disclosure of any individually identifiable EDD information to any person outside the subgrantee's staff is strictly prohibited. Except as authorized or required by law, subgrantee shall not reveal or divulge to any person or entity any of the confidential information provided by EDD during the term of this agreement.

PHYSICAL SAFEGUARDS

- a. Store EDD information in a place physically secure from access by unauthorized persons. Information in electronic format, such as magnetic tapes or discs, shall be stored and processed in such a way that unauthorized persons cannot retrieve the information by means of computer, remote terminal or other means.
- b. Secure and maintain any computer systems (hardware and software applications) that will be used in the performance of this agreement. This includes ensuring that all security patches, upgrades, and anti-virus updates are applied as appropriate to secure data that may be used, transmitted or stored on such systems in the performance of this agreement.
- c. Avoid saving EDD's data to a shared computer hard drive or any other shared information system. If the data is saved to a local server it must be encrypted, and should be stored in a separate directory from other data maintained by subgrantee.
- d. Access to this directory must be restricted to authorized staff assigned to work with the EDD data. If recorded on magnetic media with other data, it should be protected as if it were in its entirety EDD data. However, such commingling of data resources should be avoided, if practicable.
- e. At no time will EDD confidential data be placed on an individual desktop or laptop or storage media of any kind unless the data is fully encrypted.
- f. Maintain a record of authorized users and authorization level of access granted to EDD's data, based on job function.

- g. Direct all personnel permitted to use EDD's data to avoid leaving the data displayed on their computer screens where unauthorized users may view it. Users should retrieve computer printouts as soon as they are generated so that the EDD data is not left unattended in printers where unauthorized users may access them.
- h. Destroy all individually identifiable EDD information when its use ends utilizing an approved method of confidential destruction, which includes electronic deletion (following Department of Defense specifications) shredding, burning, or certified or witnessed destruction.

MANAGEMENT SAFEGUARDS

- a. Instruct all employees with access to the information furnished by EDD regarding the:
 - Confidential nature of the information, and of
 - Sanctions against unauthorized use or disclosures found in the California Penal Code, §502, CUIIC, §1094 and §2111, and the California Civil Code, §1798.53.
- b. Obtain a signed EDD Confidentiality Agreement and Indemnity Agreement from each employee assigned to work with EDD's confidential information data, attesting to being made aware of the confidential nature of the information and of the penalties for unauthorized use or disclosure thereof.
- c. Require completion of Confidentiality and Indemnity Agreements of all new personnel assigned to work with the information provided by EDD during the term of this agreement.
- d. Make copies of the completed forms available to EDD staff on request and during on-site reviews. The completed Confidentiality and Indemnity Agreements are hereby made a part of this agreement.
- e. Permit EDD to make on-site inspections to ensure that the terms of this agreement are being met.

APPENDIX C
Deaf and Hard of Hearing Workforce Services Sites

Sacramento/Roseville

Roseville Workforce Services
115 Ascot Drive, Suite 180
Roseville, CA 95661

Sacramento Workforce Services
2901 50th Street
Sacramento, CA 95817

Santa Ana/Anaheim

Santa Ana Work Center
1000 East Santa Ana Blvd., Suite 220
Santa Ana, CA 92701

Anaheim Workforce Services Office
2450 East Lincoln Avenue, Suite 200
Anaheim, CA 92886

Los Angeles

Los Angeles Workforce Services
(Crenshaw)
5401 South Crenshaw Blvd.
Los Angeles, CA 90043-2407

NSFV WorkSource Center
11623 Glen Oaks Blvd.
Pacoima, CA 91331

West Covina Workforce Services
933 South Glendale Avenue
West Covina, CA 91790-4296

Norwalk SELA/EDD Career Center
12715 South Pioneer Blvd.
Norwalk, CA 90650-2888

San Diego/Oceanside

San Diego South Metro Career Center
4389 Imperial Avenue
San Diego, CA 92114-4213

North County Coastal Career Center
1949 Avenida Del Oro, Suite 106
Oceanside, CA 92056

Riverside/Rancho Cucamonga

Workforce Development Center- Riverside
1325 Spruce Street, Suite 110
Riverside, CA 92507

Rancho Cucamonga Employment Resource
Center
9650 Ninth Street, Suite A
Rancho Cucamonga, CA 91730

San Francisco/Bay Area

San Francisco Workforce Services
Career Link- Civic Center
801 Turk Street
San Francisco, CA 94102

Tri-Cities One Stop Career Center
39155 Liberty Street, Suite B-200
Fremont, CA 94538-1521

Campbell Employment Services
2450 South Bascom Avenue
Campbell, CA 95011-5003

Oakland Career Center
1212 Broadway Suite #100
Oakland, CA 94612

Eastbay Works One Stop Business
and Career Center – Concord
4071 Port Chicago Highway, Suite 220
Concord, CA 94520

APPENDIX D

Definitions

Enrollments: Clients enrolled into the program.

Placements: The hiring by a public or private employer of a Deaf and Hard of Hearing enrolled client referred by the grantee's staff for a job, providing the grantee had completed all of the following steps:

- Prepared a job order prior to referral, except in the case of a job development contact on behalf of a specific applicant; **and**
- Made prior arrangements with the employer for the referral of an individual or individuals, **and**
- Referred an individual who has not been specifically designated by the employer, except for referrals on agricultural job orders for a specific crew leader or worker; **and**
- Verified from a reliable source, preferably the employer, that the individual had entered a job; **and**
- Appropriately recorded the placement in EDD's automated system.

The placement may be for the specific job to which the applicant was referred or for a different job with the same employer.

Full-time Placement: A minimum of 32 hours in any five-day workweek.

Part-time Placement: 20 to 31 hours in any five-day workweek.

Temporary Placement: A job, which the employer expects to last from four to 150 days.

Job Retention 30 Days: Employed for a period of thirty calendar days in a full-time, part-time or temporary job.

Obtained Employment: A reporting term used to describe the entry of a job seeker into full-time or part-time employment resulting from an activity listed below:

- The individual obtains full or part-time employment (not self-employment) within 90 calendar days after one of the following:
- Participation in a long or short Job Search Training Workshop
- Participation in a Job Finding Club
- Completion of an Employability Development Plan
- Receipt of bonding assistance
- Successful completion of federal, state, or local training programs
- Participation in a Résumé Preparation Workshop
- Receipt of specific labor market information
- Participation in an Initial Assistance Workshop (IAW)

Interpreting Services (Employment Related): Interpreting for activities such as employer interviews, orientation or client follow-up, or other employment related activity outside of the Workforce Services site(s) setting.

Interpreting Services (Other): Interpreting for activities such as Unemployment Insurance purposes (e.g., filing a new claim, an additional claim, re-opening an established claim), other counter functions or providing services for One-Stop partners.

Desk Counseling: One-on-one interview with a client to identify and address a work habit, attitude, or other impediment to the client's employability.

Job Development Contact: Contacting (either in person by telephone or through a mail inquiry) an employer for the purpose of securing a job opening or job interview for a specific client.

Job Search Workshop Training: Workshop which addresses, but not be limited to: orientation to work, current labor market information, job search techniques, resume preparation, interviewing skills, appropriate dress and personal hygiene.

Deaf Awareness Presentations: Presentations to employers, schools, community groups and others on behalf of increasing awareness of the deaf and hard of hearing, particularly in the field of employment.

APPENDIX E

State Reporting System Hardware and Software Requirements

The State's minimum computer hardware and software requirements are imposed for compatibility with the State's Reporting System.

The following products meet the new CalJOBSSM system, information security requirements and will be supported by the California Workforce Services Network (CWSN) Help Desk:

- Vandyke Secure CRT and Secure FX
www.vandyke.com/products/securecrt/index.html
- Attachmate EXTRA! Extreme 8.0
www.attachmate.com/en-US/Products/Terminal+Emulation/Extra/extra.htm

The Workforce Services Division does not require the use of the above products, but has tested and can provide technical support for these products for the purpose of New CalJOBS_{sm} access.

1. Hardware Requirements:

- Pentium-based PC with at least 128 MB RAM
AND
- A dedicated phone line, and
- A modem (9600 bps or higher)
OR
- A DSL, Cable, T1 or other high-speed Internet connection, and
- A Network Interface Card (NIC)

2. Operating System (OS) Requirements (one of the following):

- MS Windows 98
- MS Windows NT
- MS Windows 2000
- MS Windows XP Home Edition
- MS Windows XP Professional Edition

3. Communication Package Requirements:

- Attachmate EXTRA! Extreme 8.0
- Vandyke Secure CRT/Secure FX
- other (please specify):

4. Printer Requirements:

- Hewlett-Packard (HP) compatible printer

The following products meet the New CalJOBSSM system information security requirements and will be supported by the CWSN Help Desk:

- Internet access (preferably T1 line, cable modem, or DSL modem) with a minimum modem/ISP connection speed of 33.6 kbps. Users accessing the Internet through a cable modem or DSL meet this requirement.
- Video display (Display Properties/Settings/Colors) set to at least 16-bit color (High Color) with screen resolution (Display Properties/Settings/Screen area) set to at least 800 by 600 pixels.
- Cookies need to be enabled to be accepted in your browser preferences. If you are unsure what cookies are or what they can do to enhance your browsing experience.
- JavaScript, a browser supporting JavaScript.
- Pop-Up Blockers will need to be disabled in order to access certain features of this site. Most Pop-Up Blockers can be temporarily disabled by holding down the CTRL button.
- Installed on each computer, a current version of one of the following supported Internet browsers:
 - Preferred - Microsoft Internet Explorer 7 or higher | [Download Internet Explorer](#)
 - Mozilla Firefox 3.5 or higher | [Download Firefox](#)
 - Apple Safari 4 or higher | [Download Safari](#)
 - Google Chrome 9 or higher | [Download Chrome](#)