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 2019

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling 916-654-7799 (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 Wagner-Peyser 10 percent Governor's Discretionary funds of $2,300,000 for the Deaf and Hard of Hearing (DHH) Program. The purpose of these funds is to provide employment and training services to individuals who are deaf and hard of hearing. These funds will also ensure that services provided to deaf and hard of hearing individuals are at least equal to services received by non-deaf and non-hard of hearing individuals.

This program provides deaf and hard of hearing individuals with enhanced services and training in select America's Job Center of California℠ (AJCC) locations throughout California. The program will ensure effective communication and increased service opportunities for deaf and hard of hearing individuals by providing specialized counseling, interpretive services, job placement, follow-up services and advocacy, and specialized training to assist them in becoming job-ready. The program is also designed to assist job-ready deaf and hard of hearing 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 deaf and hard of hearing individuals who are available for and seeking employment. These jobseekers may also need additional 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 Locations

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 hard of hearing and shall decide which offices shall be served by

grantees. The CUIC also states that the EDD shall give priority to offices where subgrants (contracts) are necessary to prevent or minimize the disruption or discontinuance of employment services to the deaf and hard of hearing 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 hard of hearing individuals reside. The EDD currently funds services in the geographical areas listed below and will give priority to programs and services in these areas to prevent and/or minimize disruption in services:

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

For this solicitation, the grantee will be required to work among other EDD staff located in designated AJCC sites. It is recommended that a minimum of two staff persons be assigned for the specified contracted hours. Grantees providing a reduced staffing level must provide written justification for the reduction.

If an applicant proposes to serve a geographical area not listed above, the proposal must clearly identify the deaf and hard of hearing 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 is $2,300,000 for the period of July 1, 2019 through June 30, 2020.

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 the applicable uniform administrative requirements, cost principles, and audit requirements included in the appropriate circulars or rules of the Office of Management and Budget (WIOA Section 184[a][2] and [3]).

In addition, grantees will be responsible for any subsequent charges related to the secure operation of videophones. This includes, but is not limited to, Internet Service Provider,

installing upgraded equipment for expansion, and related functions. Services related to the videophones must continue to be coordinated with the EDD Information Technology Branch staff.

On occasions, deaf and hard of hearing staff may be called on to provide interpreting services for deaf and hard of hearing individuals seeking assistance with matters related to Unemployment Insurance, Disability Insurance, and other services that are available, or being provided by, the EDD and partner agencies located in the AJCC. These clients are not required to be enrolled or have active status in the DHH program. Funds may be used to cover these activities. In the event of an interpreting scheduling conflict or the temporary vacancy of an available deaf and hard of hearing interpreter, grantees may sub-contract with a local reputable interpreting agency. These services will be reimbursed through the grantee's monthly expenditure (invoice) reports. Grantees should allocate a portion of their grant allocation on their proposed budget expense form line item, Interpreting Services. Funds allocated for this expense should not be used to cover long-term or extended DHH Interpreting staff vacancies. Grantees are encourage to negotiate with the interpreting agency to obtain a discounted fee for exclusive and repeat business.

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.

H. Length of Project

The grant period for this award is 12 months, from July 1, 2019 through June 30, 2020. 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 following:

- The ability to provide services in a deaf and hard of hearing individual's preferred mode of communication.
- The ability to secure community support, including written endorsements of local officials, employers, Local Workforce Development Areas and organizations for the deaf and hard of hearing.
- The existence of funding from one or more public or private sources.
- Participation of deaf and hard of hearing individuals on the potential grantee's 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 hard of hearing individuals.

B. Staffing Qualifications

The grantee should provide a minimum of two staff in designated AJCC sites for the specified contracted hours. Grantees providing a reduced staffing level must provide written justification for the reduction. One staff must be a qualified American Sign Language (ASL) interpreter for the deaf. The level of qualification and professionalism for staff providing sign language interpretation will be determined by the grantee awarded funding to administer the DHH programs co-located within the AJCC network.

A copy of the interpreting staff's 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 the EDD, or supporting documents to determine the skill level of the interpreter by the grantees, must be provided to the EDD Central Office Workforce Services Division Program Manager or the AJCC site manager on request.

Effective August 2015, the RID Board of Directors announced a moratorium on credentialing pending the results of the Risk Analysis of the certification program. However, as a result of this extended moratorium, the availability of registered, board certified interpreters seeking and or accepting staff positions has become increasingly limited. These credentialed interpreters are in demand and mostly accept freelance assignments which are compensated at a significant higher pay per hour assignment.

In response to the RID announcement, the EDD added the Educational Interpreter Performance Assessment (EIPA) as an equivalent credential. In lieu of the RID certification or equivalent, an educational interpreter shall have achieved a score of 4.0 or above on the EIPA, the Educational Sign Skills Evaluation-Interpreter and Receptive and must meet the qualification standards for Educational Interpreter Regulations as identified by the California Department of Education as published July 1, 2008.

To address the challenges directly related to the requirement of certified interpreters through a national registry, the EDD has expanded the option to include additional cultures of sign language interpreters and certification that may be considered.

Children of Deaf Adults (CODA) and individuals who have completed or currently near completion of an Interpreting Training Program (ITP) have proven to be great resources for recruiting qualified and professional interpreters. Most CODAs were born into the world of interpreting. Their first language was ASL and their native spoken language was second. By interpreting for deaf parents at an early age, they gained transferrable skills that are beneficial to deaf and hard of hearing individuals.

Grantees awarded funding for the DHH Program will be able to determine if these interpreters will qualify and perform to their satisfaction for the EDD/DHH Program.

The grantee must provide services during normal office hours of 8:00 a.m. through 5:00 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 AJCC site manager. Services beyond the approved hours must be approved before being provided. Overtime pay for salaries will not be approved. On occasion, it may be necessary for staff to provide community services outside of the office. In the event of a planned absence from the office during normal office hours, the EDD Central Office Workforce Services Division Program Manager and the AJCC site manager or designee must receive advance notification and render approval. In the event of unplanned absences, the grantee must notify the AJCC site manager within one hour of the scheduled work time. Scheduled hours of work and absences from the designated office are subject to the AJCC site manager's approval.

The grantee is encouraged to develop dialogue with the EDD site manager at each AJCC location where deaf and hard of hearing staff will be co-located with EDD staff. The purpose is to foster relationships and determine how best to meet the office protocols, safety/evacuation procedures, and standards set forth for EDD and/or partnering staff.

C. Required Services

As required under Section 11002 of the CUIC, employment services for the deaf and hard of hearing 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 individuals 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 deaf and hard of hearing individuals receive equal access to public and private employment services.
- Job development and job placement.
- Employment counseling, including peer counseling by deaf and hard of hearing individuals.
- Follow-up counseling and problem solving after placement.

SECTION 3 – SIGNIFICANT DATES

Event	Date*
Last date to email questions to the EDD	April 29, 2019
EDD to post responses to questions on website	May 6, 2019
Proposals due (by 4:00 p.m.)	**May 17, 2019**
EDD notifies of disqualification	May 23, 2019
Last day to submit an appeal by 4:00 p.m.	May 30, 2019
Response to appeal(s) by the EDD	June 7, 2019
Award announcements	June 21, 2019

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

SECTION 4 – QUESTIONS AND ANSWERS

For timely and consistent responses to questions that bidders may have, we implemented an electronic Question and Answer process. Questions must be submitted by email to wpsfp@edd.ca.gov and received no later than April 29, 2019. All answers will be posted on the Workforce Development Solicitations for Proposals web page by May 6, 2019.

SECTION 5 – PROPOSAL SUBMISSION INSTRUCTIONS

A. Proposal Requirements

Applicants must submit two complete copies of the entire proposal with original signatures. The deadline for **receipt** of proposals is **4:00 p.m. on May 17, 2019. Late proposals will not be accepted.**

The date or time on a postmark or other courier's documentation is irrelevant to satisfying the submission deadline. All proposals, whether mailed, delivered by courier service, or hand delivered, must be received by the EDD Central Office Workforce Services Division by 4:00 p.m. on May 17, 2019. Exceptions will not be allowed and there is no appeal for not meeting the proposal deadline.

The EDD Central Office Workforce Services Division will accept hand-delivered and courier-delivered proposals between 7:30 a.m. and 4:00 p.m. daily, excluding Saturdays, Sundays, and state holidays, through **May 17, 2019.**

B. Proposal Delivery Method and Addresses

Proposals may be submitted by mail, courier service, or hand delivery:

By Mail	ATTN: DHH SFP/ Claudia Ochoa Central Office Workforce Services Division, MIC 50 Statewide Services Unit Employment Development Department P.O. Box 826880 Sacramento, CA 94280-0001
By Courier	ATTN: DHH SFP/ Claudia Ochoa Central Office Workforce Services Division, MIC 50 Statewide Services Unit Employment Development Department 722 Capitol Mall, Room 2099 Sacramento, CA 95814

By Hand Delivery

ATTN: DHH SFP/Claudia Ochoa
Central Office Workforce Services Division
Employment Development Department
722 Capitol Mall, Room 1100
Building Agents Office
Sacramento, CA 95814

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 on the Internet at Workforce Development Solicitations for Proposals.

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 (Must be submitted with proposal)	

The EDD will not be responsible for letters of support/endorsement mailed directly to the Central Office Workforce Services Division Program Manager on behalf of solicitors for this proposal. They must be included in the proposal package.

C. Additional Requirements

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

Requirement	Penalty
Applicant must submit two complete copies of the entire proposal with 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
Proposal narrative must be in MS Word format and in a font no less than 12 point.	3 points deducted
Proposal narrative may not exceed 20 pages.	3 points deducted
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
Email entire proposal package including "Cover/signature" page to wpsfp@edd.ca.gov. Title subject line "DHH 19-20 Proposal *[Organization Name].* Electronic documents must be in MS Word format. Do not submit documents in PDF format.	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 of awardees' business facility prior to making final funding recommendations.

B. Notification of Funding

Following the selection of proposals to be funded, awards will be announced on the EDD website. Only selected solicitors will be notified of the funding decisions. The EDD expects that the funding awards will be announced no later than June 21, 2019.

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, the EDD will mail the subgrant agreement (contract) to the awardees for signature. The EDD expects the contract negotiations to begin immediately following awards announcement in time to allow for a project start date of July 1, 2019.

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 grantee's ability to meet the project start date.

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

SECTION 8 – APPEAL PROCESS

A proposal will be disqualified for not meeting the minimum requirements. An appeal of the disqualification decision may be filed. The EDD will inform applicants no later than May 23, 2019. There is no appeal process for not meeting the proposal submission deadline. Final funding decisions cannot be appealed. The minimum requirements, which are listed in Section 6, Part A of this SFP, are those conditions that must be met in order for the proposal to be forwarded for evaluation and scoring (refer to Section 6, Required Proposal Content).

Any appeals must be received by the EDD no later than 4:00 p.m. on May 30, 2019. The appellant must submit the facts in writing. The review will be limited to the information provided in writing.

To be considered for review, the appeal must contain the following information:

- The full name, address, and telephone number of the appealing party.

- A brief statement of the reasons for appeal, including citations to the SFP and any other pertinent documents.
- A statement of the actions sought.
- Original signature of the authorized signatory authority of the organization.

The appellant must provide a copy of the appeal letter and the supporting documents to the EDD. The EDD will respond to each appeal by June 7, 2019. The review will be limited to determining whether the proposal met the minimum criteria of the SFP.

Appeals must be submitted as follows:

By Mail
ATTN: DHH SFP Appeals/Claudia Ochoa
Central Office Workforce Services Division, MIC 50
Statewide Service Unit
Employment Development Department
P.O. Box 826880
Sacramento, CA 94280-0001

By Courier
ATTN: DHH SFP Appeals/Claudia Ochoa
Central Office Workforce Services Division, MIC 50
Statewide Services Unit
Employment Development Department
722 Capitol Mall, Room 2099
Sacramento, CA 95814

By Hand Delivery
ATTN: DHH SFP Appeals/Claudia Ochoa
Central Office Workforce Services Division, MIC 50
Employment Development Department
722 Capitol Mall, Room 1100
Building Agent's Office
Sacramento, CA 95814

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 and non-profit entities 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/Invoicing

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 one signed original and one additional copy of the monthly expenditure reports (invoice) and one copy of the monthly activity report for reimbursement. These reports must be submitted by the 15th of the following month in which expenditures and activities occurred:**

- MONTHLY ACTIVITY REPORT

  Grantees must submit one complete monthly activity report. This report will include the details of the outcome data and performance for each EDD/DHH site related to operating the DHH Program

- EXPENDITURE INVOICE

  Grantees must submit one original and one additional copy of the monthly expenditure invoice which details all expenses related to operating the DHH Program, along with source documentation for these expenditures. **Also, grantees must include a Schedule for Salary and Wages, detailed time records and receipts.** The original expenditure report must be signed in blue ink and include one additional copy for a total of **two** complete documents.

The expenditure invoice and supporting documents must be mailed and cannot be faxed or electronically transmitted. These reports and all correspondence related to expenditures, allocations, or activities should be addressed to the following:

Employment Development Department
Deaf and Hard of Hearing Program
Statewide Services Unit
Attention: Program Manager
722 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 and reporting requirements as described in the grantee's subgrant agreement. This also includes failure to comply with procedures for amending and/or modifying the subgrant agreement. **Additionally, grantees will be required to provide an end of project report at the end of the program year. A template will be provided to grantees after the award is announced.**

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 the Closeout Status of Cash Report 45 days after the end of the subgrant agreement. **The template will be forwarded to each grantee at the end of the program 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 Office of Management and Budget (OMB) Circulars.

G. Evaluation

Evaluation of activities allows the State of California to determine the effectiveness of the Wagner-Peyser 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 2 CFR 200 & 225, 2 CFR 2900, 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 sub-recipients 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.
- 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. All costs incurred for functions and activities of sub-recipients and vendors are program costs except as provided in part A of this document.

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

DEAF AND HARD OF HEARING
America's Job Center of California[SM] Sites

ALAMEDA
Tri-Cities America's Job Center of California
39155 Liberty Street, Suite B-200
Fremont, CA 94538-1521
TTY: 510-794-3554
Voice: 510-794-2432
VP: 510-371-0036

America's Job Center of California
7677 Oakport Street, #350
Oakland, CA 94621
Voice: 510-564-0520
VP: 510-394-1846

CONTRA COSTA
One-Stop Business and Career Center
4071 Port Chicago Highway, Suite 250
Concord, CA 94520
TDD: 925-602-3974
Voice: 925-602-0151
VP: 925-246-5978

FRESNO
Fresno-West-Workforce Services Office
2555 South Elm Street
Fresno, CA 93706
TDD: 559-445-5594
Voice: 559-445-5594
VP: 559-374-0878

LOS ANGELES
South San Fernando Valley WorkSource Center
21010 Vanowen Street
Canoga Park, CA 91331
TDD: 818-596-4161
Voice: 818-596-4422

LOS ANGELES (continued)

EDD Torrance
1220 Engracia Ave.
Torrance, CA 90501
TDD: 310-782-2122
Voice: 310-782-2122
VP: 323-924-8636

West Covina Workforce Services
933 South Glendora Ave.
West Covina, CA 91790-4296
TDD: 626-814-8213
Voice: 626-814-8242
VP: 626-593-1490

SELACO WIB Norwalk
EDD Career Center
11635 East Valley Blvd., Suite G.
El Monte, CA, 91731
TDD: 626-450-6271 or 626-450-6272
Voice: 626-258-0365 Ext.314 or 250
VP: 562-219-4488
(Temporary Location)

ORANGE

Anaheim Workforce Services
2450 East Lincoln Ave., Suite 200
Anaheim, CA 92806
TDD: 714-518-2497
Voice: 714-687-4880
VP: 714-855-4068

Santa Ana WORK Center
1000 East Santa Ana Blvd., Suite 220
Santa Ana, CA 92701
TDD: 714-565-2669
Voice: 714-565-2668
VP: 714-586-5902

RIVERSIDE
Riverside Workforce Development Center
1325 Spruce Street
Riverside, CA 92507
TDD: 951-955-2245
Voice: 951-955-2212
VP: 951-801-5694

SAN BERNARDINO
Rancho Cucamonga Employment Resource Center
9650 Ninth Street, Suite A
Rancho Cucamonga, CA 91730
TDD: 909-948-6693
Voice: 909-948-6613
VP: 909-256-0058

SACRAMENTO
Sacramento Works-Hillsdale
5655 Hillsdale Blvd., Suite 8
Sacramento, CA 95842
Voice: 916-263-4146
VP: 916-409-3071

Sacramento Works Job Center
Mark Sanders Complex
2901 50th Street
Sacramento, CA 95817
TTY: 916-227-9390
Voice: 916-227-0207
VP: 916-374-7167

SAN DIEGO
North Coastal Career Center
1949 Avenida Del Oro, Suite 106
Oceanside, CA 92056
TTY: 760-758-3706
VP: 760-230-5440

San Diego South Metro Career Center
4389 Imperial Ave.
San Diego, CA 92113
TTY: 619-264-8013
VP: 619-550-3399

SAN FRANCISCO
San Francisco Career Link-Civic Center
801 Turk Street
San Francisco, CA 94102
TTY: 415-614-2152
Voice: 415-749-3235
VP: 415-255-5867

SANTA CLARA
North San Jose America's Job Center of California
1901 Zanker Road
San Jose, CA 95112
VP: 408-426-5049

APPENDIX C
CONFIDENTIALITY REQUIREMENTS

Protection of Confidentiality

Information maintained by the 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 the EDD. Subgrantee agrees to the following security and confidentiality requirements:

Administrative Safeguards

A. Adopt policies and procedures to ensure that information obtained from the 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, the 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 the 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 the 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 the EDD's information to the assigned staff. Immediately notify EDD in writing of any designee changes.

Usage, Duplication, and Disclosure 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 the EDD is limited to uses within the EDD 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 the 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 the 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 the 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 the 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 shredding, burning, or certified or witnessed destruction.

Management Safeguards

A. Instruct all employees with access to the information furnished by the EDD regarding the following:

- Confidential nature of the information;
- Sanctions against unauthorized use or disclosures found in the California Penal Code, §502, CUIC, §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 the 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 the EDD during the term of this agreement.

D. Make copies of the completed forms available to the 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 the EDD to make on-site inspections to ensure that the terms of this agreement are being met.

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.
- Made prior arrangements with the employer for the referral of an individual or individuals.
- 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.
- Verified from a reliable source, preferably the employer, that the individual had entered a job.
- Appropriately recorded the placement in EDD's automated CalJOBS^{SM} 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 (not self-employment) resulting within 90 calendar days from an activity listed below:

- 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)
- Participation in a Reemployment Services and Eligibility Assessment (RESEA)

Interpreting Services (Employment Related) – Interpreting for activities such as employer interviews, orientation or client follow-up, or other employment related activity outside of the AJCC network.

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 AJCC's 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 – A workshop that addresses, but is not 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 in order to increase awareness of the deaf and hard of hearing, particularly in regards to 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 CalJOBS system information security requirements and will be supported by the CalJOBS Operations Unit.

Workstation Requirements

System	Hardware Required	Software Required	Connectivity
Client Workstation	**Processor**: PIII or higher **Memory**: 2 GB of RAM or higher **Display**: Super VGA (800 X 600) or higher-resolution video adapter and monitor	**Operating System:** Microsoft Windows 7 Macintosh OS X v10. 4.8 (Panther) or higher **3rd-Party Software (described after table):** Meadco ScriptX ActiveX 7.4 DynamSoft HTML5 Document Scanning (TWAIN compliant)	**Minimum**: Dedicated broadband or high speed access, 380k or higher

Supported Browsers

For best results, use a current version of one of the following supported browsers:

- Microsoft Internet Explorer 11 | Download Latest Version
- Mozilla Firefox 50 or higher | Download Latest Version
- Apple Safari 10 or higher | Download Latest Version
- Google Chrome 55 or higher | Download Latest Version
- Opera 22 or higher | Download Latest Version

Client Workstations (Third-Party Software)

As indicated in the preceding table certain freely available third-party software is required on client workstations to maximize all of the features in the Virtual One Stop suite.

VOS	V18.0	
Adobe Acrobat Reader	v8.0+	http://get.adobe.com/reader/otherversions/
Adobe Flash	v11+	
Meadco ScriptX	v7.4+	http://scriptx.meadroid.com/home.aspx
Microsoft RSClientPrint for SSRS reports		Detailed instructions for installing the 2012 MS RSClientPrint control can be copied from the following site: http://www.sqlslayer.com/wp/2013/09/20/upgrading-to-ssrs-2012-client-side-printing-silent-deployment-of-rsclientprint-aspx/comment-page-1/ Downloading and installing the ActiveX control RSClientPrint.cab requires administrator permissions on the client machine. A user with permissions would opt to install when prompted by their browser to download the Active X control.
DynamSoft HTML5 Document Scanning		http://www.dynamsoft.com Download DynamicWebTWAINHTML5Edition.exe

Meadco ScriptX 7.4 – ScriptX provides for the closely controlled printing of HTML- and XML-based documents. It is a client-side ActiveX object used throughout Virtual One Stop to ensure the consistent formatting and appearance of printed output from any local or networked printer, regardless of the printing attributes already set in that computer's browser. It temporarily controls printer settings such as margin sizes, header and footer information, page numbering, and whether to print in Landscape or Portrait mode. The control is in place at the time of printing a browser window or framed content; all settings are automatically restored to default settings and no permanent changes are saved. ScriptX v7.5 or later is required when working with Internet Explorer 8 on Windows XP, Windows Vista, and Windows 7.

Adobe Acrobat Reader 11 – Certain documents (such as User Guides and Quick Reference Cards) are available to our customers on our external OPC website as Adobe Acrobat files. They are also frequently attached as some of the resources that are available on the Staff Online Resources page in Virtual LMI. These files can be read with Adobe Acrobat Reader 6.0 or higher; however, it is recommended that this recent version of Adobe Acrobat Reader be installed. Acrobat Reader is free browser software.

Adobe Flash 11 – The Training/Learning Center Videos for Virtual One Stop can be watched with Adobe Flash 9 or later, although we recommend the current version 11. Adobe Flash is free browser software. The only limitations may be with client firewalls and security obstructions that may keep the videos from functioning correctly.

RSClientPrint is a Microsoft ActiveX control that enables client-side printing of Microsoft SQL Server Reporting Services reports. The ActiveX control displays a custom print dialog box that shares common features with other print dialog boxes. The client-side print dialog box includes a printer list for selection, print preview option, page margin settings, orientation, etc. Downloading and installing the ActiveX control RSClientPrint.cab requires administrator permissions on the client machine.

VOS uses CKEditor version 4.3.1

The version 14.0 Virtual One Stop (VOS) is currently using version 4.3.1 of CKEditor. CKEditor is used within the VOS system to allow you to use common word processing features in the system with such things as job descriptions, resumes and cover letters.

CKEditor supports all popular browsers including Chrome, Firefox, Internet Explorer and Safari. However, Internet Explorer 7 (or lower) and Firefox 3.6 are no longer supported (CKEditor 4.1.3 was the last version to support Internet Explorer 7 and Firefox 3.6).

It should also be noted that while the latest version of Safari is actively supported, earlier versions may have compatibility issues.

If you are using these unsupported browsers versions, your browser should be updated to avoid compatibility issues.

Version 18 General Use

Web Browser by Operating System Support

Operating System	Web Browsers Supported
Microsoft Windows 7	Internet Explorer 11, Chrome, Firefox
Microsoft Window 10	Internet Explorer 11, Chrome, Firefox
Macintosh OSX	Safari, Chrome, Firefox
Android	Chrome
iOS (iPhone, iPad)	Safari, Chrome

Version 18 General Use

Recommended Device by User Type Support

User Type	Devices Supported
Guest	Desktop, Tablet, Mobile
Individual	Desktop, Tablet, Mobile
Employer	Desktop, Tablet, Mobile
Analyst	Desktop, Tablet, Mobile
Staff	Desktop, Tablet
Provider	Desktop, Tablet
Administrator	Desktop, Tablet

Desktop is defined as a PC or Macintosh desktop or laptop with a screen width of over 1024px. Tablet refers to iOS or Android devices such as iPad, Google Pixel C, Samsung Galaxy Tab S2, among others.

Mobile refers to cellular mobile phone devices with a web browser and connection to the internet.