

Appendix 2 Contractors Scope of Services

All services within each category are required.

Category 1: Employment and Career Development Services

- Possess current knowledge of their targeted service area's local employment training resources and utilize that knowledge to support participants.
- Connect participants to support services when needed, including access to transportation and childcare, to alleviate barriers to participation.
- Optimize opportunities for participant learning and career development, and help achieve placement for participants.
- Provide case management and maintain case notes for each participant.
- Provide post-placement case management and support to participants, including but not limited to employment retention and re-employment assistance for one year.
- Develop and implement a recruitment, assessment and selection process that ensures:
 - Individuals selected to participate in the program are willing and able to work; and
 - Individuals have the pre-requisite skills, or can be referred to and complete a program to attain these skills, prior to enrolling in the program such as GED, ABE, and ESOL services.

Category 2: Financial Literacy and Asset Development Services

- Increase participants' working knowledge of credit and debt issues including but not limited to medical debt, student loans, bank debt/Chex Systems, consumer debt, and foreclosure issues.
- Provide participants with strong understanding of asset development including traditional (tangible assets) and non-traditional (strong credit, strong tenancy history, energy savings) including employer based asset development strategies.
- Provide one-on-one and group financial coaching to a diverse population, resulting in:
 - The creation of personal budgets.
 - Long-term debt repayment and credit repair plans resulting in improved or established credit scores.
 - Improved access to mainstream banking products and services.
 - Increased access to work-based asset development programs where appropriate.

Category 3: Post-secondary Education Linkages and Supports

- Establish strong and productive relationships with state, local and regional post-secondary education providers in order to facilitate successful access to programs and services.
- Support non-traditional students as they explore new educational pathways and enroll in and complete post-secondary education.
- Provide strong working knowledge of financial aid resources – including state, federal, and local resources.
- Provide one-on-one and group coaching resulting in post-secondary education plans for participants that are:
 - Grounded in participants' skills, interests and abilities.
 - Pathways to increased economic stability, i.e. to higher wage employment opportunity.
 - Utilizing sound financial aid strategies resulting in minimal or no student loan debt upon graduation.