

- **Targeted Population:**

We target Rialto residents, ages of 18 years of age and older of all ethnic backgrounds, and genders considered among those persons who are unemployed and under-employed. The percentage of the targeted population to be serviced would be based on the following:

- 50 % - 18-24, years of age who are seeking first time employment.
- 25% - persons 25-35 years of age who are/were established in a job/career, or have a significant other whose hours are reduced or are no longer employed or were forced to reduce work hours
- 25% - persons over the age of 35 who have had employment but lost it due to COVID 19 and were laid off. We seek to identify persons over the age of 35 who have/had careers that were affected by COVID 19, forced to take early retirement, and whose lifestyle has dramatically changed and would benefit from being retrained in an alternative career path.
- In addition, we seek to identify persons for employment who were scheduled to attend college, but now have had to alter or put their education plans on hold.

- **Agency Background and Organizational Capacity:**

NCNW has more than 34 years in the field of employment development; specifically targeting the community of Rialto, CA. Our experience has been to provide employment training, employee development and job referrals for members of the community. Our focus has been to service High School Seniors and those persons of any age who have been seeking full and part-time employment. NCNW has continuously provided a comprehensive young adult training and development program to foster academic enrichment and employment achievement for persons living in the Inland Empire. Our clients are made up of low to moderate income persons and families who are seeking employment assistance and educational goals.

Over the past 34 years, NCNW, with a host of collaborative community partners have always included the necessary requisite staffing to ensure that the persons we serve obtain the widest array of training, development, community involvement, and

enhanced skills to enable them to become and remain employable as a part of a productive workforce.

NCNW demonstrates its organizational capacity - our programming includes the ability to employ staffing that is bi-lingual and persons who assist us in counseling and case management of the participants who are seeking employment. We collaborate with the local business community; by partnering with employers who offer job opportunities that allow NCNW clients to become gainfully employed – using the skillsets and experiences learned while training with NCNW.

The NCNW staff demonstrates this through providing the following services concurrently and continuously:

- A) Providing clients with daily Job training sessions.
- B) Providing up to 15 clients a week with resume building assistance.
- C) Providing as needed “how to” education session on
 - a. The use of interview techniques
 - b. Time Management Techniques
 - c. A diverse resource and approach to reaching educational goals.

- **Program Design**

- Recruitment strategies: requires us to post flyers in the community, advertise on social media and meet the participants at their desired location. Due to COVID-19, NCNW practices all safety guidelines as provided by the Center for Disease Control (CDC) in all recruitment efforts. We work with a variety of temporary employment agencies and local agencies in the area to assist with employment. We have found during the COVID-19 pandemic, many temporary agencies have successfully secured job placements for various applicants in our targeted population.

Assessment: Our process to assess potential participants is to

- (1) Schedule in-person and zoom/distant appointments (as necessary).
- (2) Ask the appropriate questions to ascertain employment status and whether clients were laid off due to COVID-19.
- (3) Determine a client's last date of employment and work history.

- (4) Have clients complete an assessment to determine what services are needed.
 - (5) Assist with either job training in the current field, employment search or retraining in a different career field.
 - (6) Explore if additional education is needed. If needed, assist with education enrollment.
 - (7) Assess if a change to a different career field is an option. If we find that an individual's needs are not align with our program, we provide an assessment to find out what programs are available and appropriate and provide suitable referrals and follow up. Documentation is provided regarding attendance, conduct, termination, and other policies. Participants will sign off on the documents as part of the assessment and intake requirements.
- Case Management, Career Counseling and Support Services: Our Case Management services will be done for each participant coming into the program. We will do a pre and post assessment for every participant. An Individual Service Plan will be developed for each participant; we utilize the plan to be able to assist them with what is needed to be successful. The goals will be based on whether a client is unemployed to include updating resumes, applying for employment, and securing interviews. Case managers will address barriers by finding out and defining what they are and assisting the participant in overcoming those barriers by not making them a priority while moving successfully forward. To track and flag problems, the Case Manager will continue with following up with the participant for an update every 90 days. The Case Manager will confirm with participant if additional services are needed after they have obtained employment or attending school. If a participant needs additional assistance that may be out of the scope of what we can provide, we will explore other applicable community resources to determine if a referral is appropriate.
 - Job Training: Our job training classes consist of interviewing techniques, obtaining employment, career development and career advancement. Our goals and objectives including getting a 100% success rate for those unemployed. We want them back to work in a comfortable environment and career. Our Participants will master the skills of finding and working with employment agencies, warehouses, office employment and career-oriented jobs that will help them retain employment. (SEE ATTACHED FLYER). Our approach to basic skills is provided by our staff, NCNW members and volunteers.
 - Job Development, Job Placement and Post-Placement Services: The participant will be trained and made aware of diverse career paths pertaining to what their interest are and what is identified by their skill set. The major careers we assist with include, but are not limited to the following:

<u>Community/Regional Based Employers</u>	<u>Retail Sales</u>
<u>Construction/Facility Maintenance</u>	<u>Banking</u>
<u>Manufacturing</u>	<u>Welding</u>
<u>Security Services</u>	<u>Auto Manufacturing</u>
<u>Health and Wellness Services</u>	<u>Civil Service</u>
<u>Water Technology & Utility Services</u>	<u>Waste Management</u>
<u>Law Enforcement</u>	<u>Hotel/Hospitality</u>
<u>Transportation Services</u>	<u>Customer Service</u>
<u>Accounting/Finance</u>	<u>Business Management</u>

NCNW offers employer/employment focused programming and development opportunities to make our clients employable long-term. We prepare participants for in-person job searches to online job search by establishing a resume and skillsets required for past employment and relevant to the job(s) they are seeking to obtain. We go online and add resumes to sites, such as Indeed, LinkedIn and other sites pertaining to the specific employment field. We do a sample application prior to submitting the online application for accuracy. Our timeline for the process and development is to complete the resume in one day. Proceed to place the resumes online, work on interviewing skills, discussion on how to dress appropriately and how to answer interview questions. Check and reply to all inquiries and if necessary, schedule practice interviews. Our successful relations with employees and employers will be critical to make sure we are providing them with the best fit for the position. In addition, we will make sure the employee is comfortable and able to do the job.

- **Employer Partnerships**

Our partnership with CDBG-Provides funding assistance for NCNW to assist participants with training which fosters a successful transition to either employment, higher education, trade apprenticeship or military services. We provide a wide range of training elements as listed below:

Academic Enhancement Skills training

Soft Skills Training

Leadership Development Opportunities

Case Management

Adult Mentoring

Life Skills Training

Volunteerism

Our partnership with Prop 47 helps us to utilize a wraparound service model to provide mental health services and substance abuse treatment to youth offenders in the cities of San Bernardino, Colton, and Rialto. We focus on Community rehabilitation by connecting youth and their families with local resources and service providers within our area.

- **Staffing:**

Our proposed staffing plan includes the following staff If we are successful in obtaining the grant.

Program Director - Provide day to day financial assistance to the program. Assist with grant opportunities and help with grant submission, assist to maintain the financial health of the organization. Oversee the operating expenses work with outside agencies to help secure employment opportunities and educational opportunities. Correspond with various city officials, staff, grant administrators, payroll representatives and compliance officers to ensure the organization complies with state and federal industry standards and regulations.

Case Manager- Our Case Manager will contact our participants assigned by his or her supervisor, assess their most urgent needs, appraise the situation, and listen to their concerns. Develop a detailed Individual Service plan of action to meet the participants needs and goals.

Offer counseling to participants in either individual or group settings.

Provide positive feedback to ensure successful outcomes.

Consult with external agencies in effort to provide participants with support services and resources.

Keep comprehensive records of participant's progress throughout the process. Maintain the confidentiality, respect the privacy, and preserve the routine and independence of participants as much as possible.

Stay in touch with participants to ensure the services were beneficial.

Job Developer – Our Job Developer will be responsible for this program and will work with social service agencies both in the private and public sectors, he/she is responsible for creating job opportunities for participants of his/her organization by researching, identifying, and soliciting commitments from possible sources of employment. Our job developer's task to walk their participants through the whole employment process. The first part of this involves conducting an assessment to find out a participant's intentions and interests; meeting with a participant's possible employers; and providing the participants employment options.

Administrative Assistance – prepare verbal and written reports to the Program Director as needed. Assist with administrative duties, create flyers, news releases regarding the program when needed. Assist with providing public outreach at parks, job fairs and public events when needed. Assist the participants when needed, answer phones and take detailed messages. Assist with Mock interviews and help prepare the participant with job search.

List of all City of Rialto projects completed within the past 5 years

Project Name: Community Development Block Grant 2015 – 2016

Contact Individual: Frank Perez 10722 Arrow Route, Suite 822 Rancho Cucamonga, CA 91730

Phone Number: 909-476-6006 ext. 112

Project Location: 649 E. Foothill Blvd Rialto, CA 92376

Contract Amount: \$30,000

Description of Work: NCNW has more than 30 years in the field of employment development; specifically targeting the community of Rialto, CA. Our experience has been to provide employment training, employee development and job referrals for members of the community. Our focus has been to service High School Seniors and those persons of any age who have been seeking full and part-time employment. NCNW has continuously provided a comprehensive young adult training and development program to foster academic enrichment and employment achievement for persons living in the Inland Empire. Our clients are made up of low to moderate income persons and families who are seeking employment assistance and educational goals.

Project Name: Community Development Block Grant 2016 – 2017

Contact Individual: Frank Perez 10722 Arrow Route, Suite 822 Rancho Cucamonga, CA 91730

Phone Number: 909-476-6006 ext. 112

Project Location: 649 E. Foothill Blvd Rialto, CA 92376

Contract Amount: \$30,000

Description of Work: NCNW has more than 31 years in the field of employment development; specifically targeting the community of Rialto, CA. Our experience has been to provide employment training, employee development and job referrals for members of the community. Our focus has been to service High School Seniors and those persons of any age who have been seeking full and part-time employment. NCNW has continuously provided a comprehensive young adult training and development program to foster academic enrichment and employment achievement for persons living in the Inland Empire. Our clients are made up of low to moderate income persons and families who are seeking employment assistance and educational goals.

Project Name: Community Development Block Grant 2017 – 2018

Contact Individual: Frank Perez 10722 Arrow Route, Suite 822 Rancho Cucamonga, CA 91730

Phone Number: 909-476-6006 ext. 112

Project Location: 649 E. Foothill Blvd Rialto, CA 92376

Contract Amount: \$30,710

Description of Work: NCNW has more than 32 years in the field of employment development; specifically targeting the community of Rialto, CA. Our experience has been to provide employment training, employee development and job referrals for members of the community. Our focus has been to service High School Seniors and those persons of any age who have been seeking full and part-time employment. NCNW has continuously provided a comprehensive young adult training and development program to foster academic enrichment and employment achievement for persons living in the Inland Empire. Our clients are made up of low to moderate income persons and families who are seeking employment assistance and educational goals.

Project Name: Community Development Block Grant 2018 – 2019

Contact Individual: Frank Perez 10722 Arrow Route, Suite 822 Rancho Cucamonga, CA 91730

Phone Number: 909-476-6006 ext. 112

Project Location: 649 E. Foothill Blvd Rialto, CA 92376

Contract Amount: \$38,475

Description of Work: NCNW has more than 33 years in the field of employment development; specifically targeting the community of Rialto, CA. Our experience has been to provide employment training, employee development and job referrals for members of the community. Our focus has been to service High School Seniors and those persons of any age who have been seeking full and part-time employment. NCNW has continuously provided a comprehensive young adult training and development program to foster academic enrichment and employment achievement for persons living in the Inland Empire. Our clients are made up of low to moderate income persons and families who are seeking employment assistance and educational goals.

City of Rialto RFP # 21-003

Project Name: Community Development Block Grant 2019 – 2020

Contact Individual: Frank Perez 10722 Arrow Route, Suite 822 Rancho Cucamonga, CA 91730

Phone Number: 909-476-6006 ext. 112

Project Location: 649 E. Foothill Blvd Rialto, CA 92376

Contract Amount: \$40,417

Description of Work: NCNW has more than 34 years in the field of employment development; specifically targeting the community of Rialto, CA. Our experience has been to provide employment training, employee development and job referrals for members of the community. Our focus has been to service High School Seniors and those persons of any age who have been seeking full and part-time employment. NCNW has continuously provided a comprehensive young adult training and development program to foster academic enrichment and employment achievement for persons living in the Inland Empire. Our clients are made up of low to moderate income persons and families who are seeking employment assistance and educational goals.