Purpose-Driven Human Services

Request for Proposals (RFP) 2020 Transition to Employment Youth Calgary

**Request for Proposals (RFP) 2020 Transition to Employment Calgary – Youth**

**Next Generation Employment Exchange (NEExT) Centre for Youth**

# Proposal Cover Page (Appendix I)

APPENDIX I

PROPOSAL COVER PAGE

1 RFP Title: 2020 TRANSITION TO EMPLOYMENT CALGARY-YOUTH

2. Reference number from the Alberta Purchasing Connection (APC): AB-2020-03079

3. Organization (Operating) Name: PURPOSE-DRIVEN HUMAN SERVICES

4. Organization (Legal) Name:

(If different from above)

4.i) Corporate Registry Number (if applicable): 5022518889

5. Mailing Address: RM. 304, 5656 3 ST. SW, CALGARY, ALBERTA, T2H 1H7

6. Contact Person and Position: RICHARD CASABAL

Phone Number: (587) 966 8117

E-mail: [Admin@purposedrivenhs.com](mailto:Admin@purposedrivenhs.com), [richard\_casabal@yahoo.com](mailto:richard_casabal@yahoo.com)

7. Alternate Contact Person and Position:

Phone Number: Fax Number: E-mail:

8. Name and position of Authorized Signing Officer: RICHARD CASABAL- CEO

9. Signature of Authorized Signing Officer: Richard Casabal

# Pre-Screening Scoring Checklist (Appendix II)

# APPENDIX II

**PRE-SCREENING SCORING CHECKLIST**

|  |  |
| --- | --- |
| **This checklist must be completed by the proponent and submitted with the proposal**  **PLEASE ENSURE ALL ITEMS ARE SELECTED IN PRE-SCREENING SCORING CHECKLIST** | |
| **Organization Name**: | **PURPOSE-DRIVEN HUMAN SERVICES** |

|  |  |
| --- | --- |
|  | Proposal does not exceed page number as identified in Section 2.5 (*25 pages*) |
|  | Proposal includes Cost per Client and is within the range provided as specified in RFP in Section 1.3.12 |
|  | Number of weeks of Transition to Employment Services length do not exceed RFP requirement in Section 1.3.5 |
|  | Proposal includes two budgets: Deliverable and Operational  (\**totals must equal same amount*) |
|  | Proposal is within maximum and minimum ranges for Deliverable budget percentages as specified in RFP in Section 1.3.10:  *Fixed fee for Services (Maximum 30%), Deliverables (variable) and Outcomes (Minimum 20%)* |

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# Executive Summary (Appendix III)

**APPENDIX III**

**EXECUTIVE SUMMARY**

**Training Provider:**

Purpose-Driven Human Services was established to reach out and help people who are struggling with unemployment by providing mentorship, coaching, and adequate training to improve employment skills. We assist people to get hired with a job according to their skills and qualification so that they could fulfill their dreams and establish a better life for themselves and their families.

Our objective is to be the Center of Community Development by providing quality Training, Career Advancement and helping unemployed individuals to get job. We are driven to our mission of Inspiring and strengthening the community by providing relevant training and bridging employment to the people, and our Vision is to be the leader in providing Community Development in Alberta.

**Program Name:** Title of the training program

Next Generation Employment Exchange Training (NEExT) Centre for Youth

**Description:** Brief description of the training program

Next Generation Employment Exchange Training (NEExT) Centre for Youth will be an employment readiness training and employment resource service for both clients looking for work and Employers looking for employees. It will support the exchange of services/skills between job ready applicants and employers who have job openings.

**Total Cost:** Cost per Client and total cost over two (2) years as indicated in each of the budget areas

*$318,940 - Cost per Client*

*$3,189.00 x 2 years = $637,880.00*

# Budget Templates (Appendix IV)

# APPENDIX IV

**BUDGET DOCUMENTS**

*Please complete the following contract budgets and include them as part of your proposal.*

# Deliverable Budget Template for Submission – this is a two (2) year Deliverable budget

**Monthly Fees-For-Service**

*(Maximum 30% of total cost of contract)*

|  |  |  |
| --- | --- | --- |
| $7973.50 | 12 | $95,682 |

**Monthly Payment**

**Number of Months**

Maximum Total

**Deliverable Client Services Provided**

*(Variable)*

**Expected # of Clients**

**Fee per**

**Client**

**Total Fee**

|  |  |  |  |
| --- | --- | --- | --- |
| Deliverable 1 (insert service/deliverable) 15% | 100 started class and completed 25% of in class program employment | $478.41 | $47,841 |
| Deliverable 2 (insert service/deliverable)  15% | 100 started class completed 75% of in class program or found employment | $478.41 | $47,841 |
| Deliverable 3 (insert service/deliverable)  20% | 80% of 100 who started finished in class program or found employment | $637.88 | $63,788 |

**Outcomes**

*(Minimum 20% of total cost of contract)*

|  |  |  |
| --- | --- | --- |
| 100 – 10% | $318.94 | $31,894 |
| 100 – 10% | $318.94 | $31,894 |

Employment Placement

Successful employment - 90 Day Follow up

|  |  |
| --- | --- |
| **Total Contract Cost** *(includes Monthly Fee- for-Service, Deliverables and Outcomes)* | $318,940 |
| **Total Cost Per Client** *(Total cost divided by the number of Clients accepted)* | $3,189.00 |

Enter the number of client starters entering the program per fiscal year (April 1 – March 31) below:

|  |  |  |
| --- | --- | --- |
| **Fiscal Year 2020-21: 100** | **Fiscal year 2021-22: 100** | **Fiscal Year 2022-23:75** |

# Operational Budget Template for Submission – please submit a Year 1, Year 2, and 90-day follow up budget with an overall total

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| PROGRAM BREADKDOWN | Year 1 active services Insert dates | 90-day follow-up period | Year 2 active services Insert Proposed Dates | 90-day follow-up period |
|
| **In class 10 weeks** | September 28 to Dec 4, 2020 |  | Nov 1, 2021 -Jan 14 2022 |  |
| **6-week practicum** | Dec 7 to Jan 23 2021 | April23 2021 | Jan 17, 2022 - Feb 25 2022 | 25-May-22 |
|  |  |  |  |  |
| **In class 10 weeks** | December 7 to Feb 20 2021 |  | Feb 28 - May 6, 2022 |  |
| **6-week practicum** | Feb 22 to April 3, 2021 | July 3 2021 | May 9 - June 17 2022 | Sept 17 2022 |
|  |  |  |  |  |
| **In class 10 weeks** | Feb 22 to April 30, 2021 |  | June 20 - Aug 26, 2022 |  |
| **6-week practicum** | May 3 to July 9, 2021 | Oct 9 2021 | Aug 29 - Oct 7, 2022 | Jan 7 2023 |
|  |  |  |  |  |
| **In class 10 weeks** | July 12 to Sept 17 2021 |  | Oct 10 - Dec 16, 2022 |  |
| **6-week practicum** | Sept 20 to Oct 29 2021 | Jan 29 2022 | Dec 19 - Feb 3, 2023 | May 3 2023 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Wages/Benefits** | **Year 1 active services** | **Total** |  | **Year 2 active services** | **Total** | **% of Total** |
| **Salaries/Wages for each staff position** |  |  |  |  |  |  |
| Program Manager | 50,000 |  |  | 50,000 |  |  |
| Instructors (25x30) X48 weeks X2 | 60,000 |  |  | 60,000 |  |  |
| Receptionist | 36,000 |  |  | 36,000 |  |  |
| Job coach/Practicum Coordinator | 50,000 |  |  | 50,000 |  |  |
| sub total | **196,000** |  |  | **196,000** |  |  |
| Benefits 4% |  |  |  |  |  |  |
| MERC 10% | **27,440** | **223,440** |  | **27,440** | **223,440** | 70% |
|  |  |  |  |  |  |  |
| **Overhead** |  |  |  |  |  |  |
| Facility Costs 3000/mth x 12= | 36,000 |  |  | 36,000 |  |  |
|  |  |  |  |  |  |  |
| Materials/Supplies 200 x 12= | 2,000 |  |  | 2,000 |  |  |
|  |  |  |  |  |  |  |
| Equipment Rental (Staff) | 2,500 |  |  | 2,500 |  |  |
|  |  |  |  |  |  |  |
| Advertising- | 3,600 |  |  | 3,600 |  |  |
|  |  |  |  |  |  |  |
| Telephones | 1,200 |  |  | 1,200 |  |  |
|  |  |  |  |  |  |  |
| Insurance | 2,400 |  |  | 2,400 |  |  |
|  |  |  |  |  |  |  |
| Maintenance costs | 2,400 | **50,100** |  | 24,00 | **50,100** | 16% |
|  |  |  |  |  |  |  |
| **Client Training** |  |  |  |  |  |  |
| Training Materials/Tools | 2,000 |  |  | 2,000 |  |  |
| Equipment Rental (Client) | 2,000 |  |  | 2,000 |  |  |
|  |  | **4,000** |  |  | **4,000** | 1% |
|  |  |  |  |  |  |  |
| **Administration** |  |  |  |  |  |  |
| Staff Training 2000 | 2,000 |  |  | 2,000 |  |  |
|  |  |  |  |  |  |  |
| Mileage allowance .50x 500x4=1000 | 1,000 |  |  | 1,000 |  |  |
| Vehicle Rental |  |  |  |  |  |  |
| Management Fees 12% | 38,400 |  |  | 38,400 |  |  |
|  |  | **41,400** |  |  | **41,400** | 13% |
|  |  |  |  |  |  |  |
| **Total** |  | **318,940** |  |  | **318,940** | 100% |

# Program Description

**Purpose Driven Human Services** is a non-profit organization that is applying to offer a youth employment program and service with funding from GoA’ s (RFP) 2020 Transition to Employment Calgary – Youth. The program is proposed as an employment hub/exchange centre that would provide a central meeting, matching, and training Centre. Employer representatives would work with Employment trainers to prepare youth to build and bridge skills that would lead to employment. Clients would be ready to take the next step for employer brand specific in-house training that would be conducted by the employer alone or in conjunction with the employment exchange centre throughout their 3-month probationary training period.

Next Generation Employment Exchange Training (NEExT) Centre for Youth will be an employment readiness training and employment resource service for both clients looking for work and Employers looking for employees. It will support the exchange of services/skills between job ready applicants and employers who have job openings.

**Objectives of the Program:**

Skills and benefits that clients will gain:

* + Essential skills for the specific occupational areas
  + Diversity and Inclusiveness awareness – how to fit into a modern Workplace culture
  + Literacy skills for the workplace – numeracy, writing for reports, forms, incident reports and other related basic literacy skills
  + Basic computer skills for the workplace
  + Employers have direct connection with potential employees
  + Employers have input into the training requirements for their specific jobs openings
  + Employees and employers have a central meeting place for face to face and virtual job fairs
  + Employers have support for on the job training
  + Employers have access to Diversity and Inclusiveness training

# **Understanding and Insight of Issues**

In a CBC news article <https://www.cbc.ca/news/canada/calgary/men-male-youth-unemployment-jobs-alberta-1.5389303> on youth male unemployment reported in December 2019, it was reported that the unemployment rate was in November 2019 18.5% or 1 in 10 and for young women, 10.5%. That was the rate in 2019. The unemployment rate for youth in that under 25 category has climbed again to almost 20%.

Consequently, the unemployment challenges in pre COVID times were great and have now been layered with new challenges because of business shutdowns and rampant layoffs.

The causes of high unemployment, especially in the youth population under 25 are a result of a number of realities that have built upon each other in a sweeping and uncontrollable manner such as the Pandemic and the Oil economic crisis. Other factors are a result of the cards that education and the economy has dealt them depending on the starting points of a youth’s personal and educational situation:

* Economics – Oil sector jobs that have been pulled out of the economy because of the downturn in the oil business
* Shortage of internship opportunities for college and university graduates
* Lack of employment preparation programs in High School that are dedicated to hands-on real-world work experience. High School is academically focused and do not prepare students enough for the real-world realities of transition to the world of work
* Employment and career focused exploration to set a path to future careers and provide hope for future advancement
* Lack of skills for entry level positions that prepare youth with the soft skills that will see them through job retention and prepare them for advancement to more responsible and leadership roles
* Post secondary university and college training that lack the employment preparation or focus on job training that match labour market demands.
* Newcomer language training for youth that have arrived with interrupted education that is limited to CLB 4. There is a lack of adequate language bridging opportunities to meet the CLB 7 and 8 requirements to prepare them for entry into technical training programs and academic college programs
* Lack of mental heath coping strategies that have been exacerbated by lack of opportunity and failure in finding work or are a result of lack of maturity and life experience.

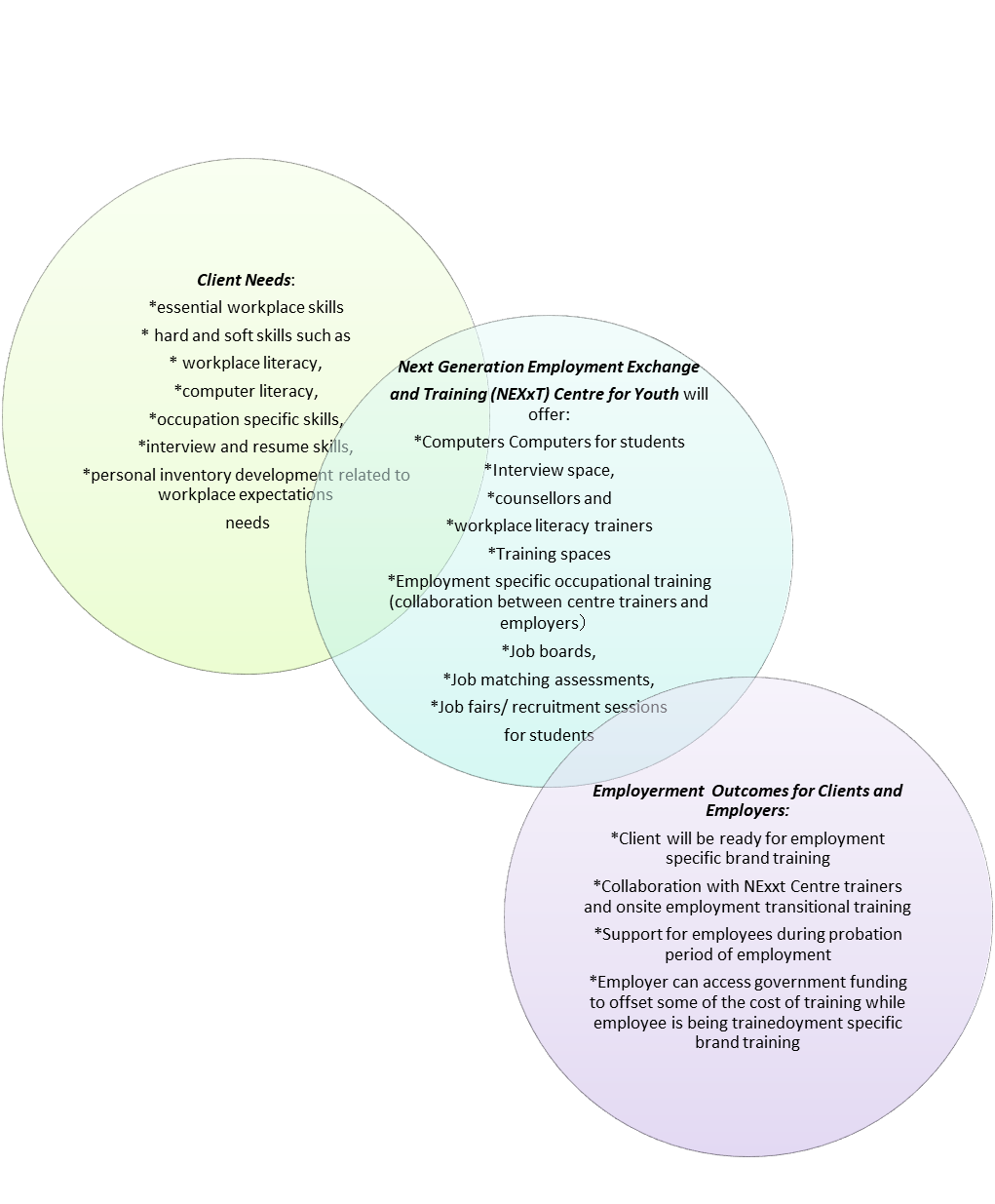
In summary the challenges are driven by economics, career planning, training, Essential skills training and mental health.

How are we proposing to address these challenges?

* Mining the workplace sector – developing relationships and partnerships with business employers to find out what jobs are available,
* job matching
* Arrange practicums with weekly follow up support
* provide access to on the job communication skills (math, reading, writing, listening and oral communication at level of requirement
* Basic technology training for the workplace
* Licenses and certifications
* Access to workplace tools and clothing requirements
* Course work related to mental health strategies to cope with life skills challenges
* Referrals to counselling support
* Career planning

# Program Design

The Program will comprise of three components to address the needs of Youth and Employers through a collaborative model that is called Next Generation Employment Exchange (NEExT) Centre for Youth:



Clients needs and Employer Needs will be matched linked by a facility (physical and virtual) that will provide:

* Workshops for employability and essential workplace literacy skills
* Training for job specific skills
* One on one career and job coaching
* A centre location for employers to give input into the workshop and training content, participate in the workshops, meet the potential job seekers, arrange mock, practicum and job prospect interviews with clients

The program will be designed in the following manner:

* 16-week program

First 10 weeks:

Monday to Friday - 9am **to 12 noon** - Workshops

Monday to Thursday 1pm **to 3pm -** Skills training, Individual work on assignments, meetings with job coach

**6-week practicum:**

* Scheduled according to employer needs
* Practicum Coach Follow up on the job on a weekly basis for job support and retention strategy

The Program Curriculum will be the following:

# Program Plan – Curriculum Outline

* 10 weeks of Workshops
* 6 weeks of Practicum Placement

***Beginning Your Journey, Career Readiness Orientation***

* Orientation and Professionalism
* Know Yourself
* Possible Selves — Breaking Out of the Box
* How Beliefs/Attitude Affect Decisions

***Communication Skills***

* Workplace Literacy Skills
* Workplace Technology skills
* Interpersonal Skills
* Workplace Culture: Team Work

***Know Yourself***

* Positive Identity
* Occupational Interests
* Work Values
* Short-Term Goal Setting
* Highlighting Your Strengths
* Creating an Elevator Speech

***Essential Skills for the Workplace*  *Linking Essential Skills (Ontario Skills Passport****)*

* Career Research – explore ALIS Website and search job profiles
* Career Interest Survey – Explore skills, interests, abilities for short term and long term job and career goals
* Career Interest Survey – Choose jobs and careers and research current job opportunities, employers, requirements and match with current skills

***Exploring Careers* (*Empower Your Future: Career Readiness Curriculum Guide*)**

* Exploring Careers
* Goal Setting/Success
* Individual and Transferable Skills
* Career Search
* Education and Training
* Exploring Careers through Informational
* Interviews and Job Shadows
* Internships/Practicums

***Strategies for Success***

* Job Readiness
* Motivation and Initiative
* Workplace Safety
* Technology Etiquette in the Workplace
* New Employee Payroll Process and Your Paycheck
* Time Management
* Positive Working Relationships
* Obtaining and Retaining Work

***Job Searching***

* Job Applications and Inquiries
* Resume
* Job Interviews
* Cover and Thank You Letters
* Building a Network/References

***Job Retention***

* Job Advancement
* What’s Next
* Success at Work: Tips for Your
* First Days at a New Job
* Coping

**Self-Advocacy Resources**

* Self-Awareness & Self-Advocacy
* Self-Advocacy: Speaking Up!
* In the Driver’s Seat: Transition Planning and Self-Advocacy
* Resources -- Pre-Employment Transition Skills (Pre-ETS) Job Exploration and Counseling

***Workplace Readiness***

* Skills that Pay the Bills
* Keeping A Job
* Person Centered Planning
* Social Behavior Mapping
* Planning My Way to Work
* Community Resources
* Personal Finance and Budgeting
* Long-Term Goal Setting

***Weeks 11 to 16 – Practicum Placement***

Outcomes Achievement Strategies - strategies (frequency, type and duration) of services to help achieve 70% (or greater)

The strategies for achieving success to achieve 70% job success will centre on the connection with employers and job coaching right from the beginning of the program. Coaches work with the clients one on one to review client skills, training and job matching transferable skills to begin the job search and match skills, interests and fit with potential employers. Job coaching during the 10-week program as well as the practicum component will support the client to apply and practice in class strategies and skills in anticipation of a job offer and to ensure job retention.

# Marketing Strategies – Clients and Employers

Purpose-Driven Human Services’ marketing strategies are largely focused on community and business outreach. The organization has a website that is well positioned in google. The members of the organization are volunteers in their community which is primarily the Filipino and South East Asian communities. They sit on advisory and community boards of these organizations as well as the PPDHS board and are highly involved not only in participating but also organizing events. Consequently they have first hand contact with individuals who are unemployed as well as businesses that are able to offer employment. The businesses that the organization is connected with are in the hospitality, cleaning and food services industries which are in a position to offer a wide range of employment opportunity to the client group that will be attending this program.

**Eligibility of clients**

The program will be targeting:

* Youth between 18 and 24
* Unemployed or underemployed
* PRs, conventional refugees, Canadian citizens who are looking for work but lack of employment skills or experiences
* Skilled and non-skilled

# Proponent Experience and Qualifications

Purpose-Driven Human Services is a non-profit organization aiding Canadians by providing relevant job up skill training and employment services to bridge the gap with their professional careers while promoting volunteerism in the community. The organization has been operating with a full volunteer staff. The activities of the organization are employment support driven/. PPDHS is currently running a monthly "Job Search Online Workshop" which focuses on employment skills development, resume & cover letter writing & Interview Skills. Training will be offered in customer service skills, communication skills training and hospitality management training. All training that we are providing is free of cost.

Purpose-Driven Human Services Society is in the business of changing and shaping lives. The work we do at our Non-Profit Organization is aimed at providing a holistic approach to solving some of our society’s biggest challenges. We make sure our partners are empowered by creating opportunities for individuals and communities.

Our organization offers resume improvement coaching with a mentor that coaches unemployed individuals to enhance their resume to catch the attention and highlight your skills to HR Managers.

Another mentorship and coaching service that is being offered in INTERVIEW SKILLS PRACTICE for individuals who are nervous and don't know what to say during interviews. This coaching helps build confidence and preparation for occupational specific interviews.

A third service that is offered is Professional Skill Training to improve professional skills for individuals who are struggling in a professional work environment. We are offering various events and online training to increase client knowledge and skills to become an essential part of their company.

The Board and Volunteer staff are well skilled, educated and experienced in operating an employment preparation program such as the one proposed. The following is a profile of the volunteer Board and Volunteers**:**

***There are 6 volunteer staff with experienced and professional on their field.***

***Current Volunteer Staff at Purpose Driven Human Services***

* Program Manager- HR professional and has an experienced with training and managing programs.
* Two Instructors- 1 is CPHR candidate, MBA & has a broad knowledge in career counseling and HR industry. 1 is CPHR and regional HR manager of one company, she also has a broad knowledge in different aspects of Human Resources.
* Training & Development Specialist- MBA. He has experience in training for more than 10 years, he developed different training curriculum & training materials.
* Marketing Manager- He is a marketing professional, graduated with a Certificate of Digital Marketing
* Career Counsellor- She is an experienced Career Counsellor, she worked also in a Non profit organization with specialty of career counselling.

Implementation Plan**-** dates and time frames that demonstrate the organization

The program will be set to start up on September 7, 2020

The timelines and activities proposed are as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| YEAR 1 – 4 COHORTS | | | | |
| Timelines | Resources/Activity | | Purpose | Outcome |
| September 7 to 25 2020 | * Facility preparation * Hiring staff * Recruitment * website update, * community presentations, * Open houses * Client Registration * Curriculum and workshop material preparation * Set up outcomes measures and data collection tools | | Recruit clients and prepare for program start up | Recruit 20 to 25 students for 2 classes per week for 1st cohort |
| September 27 to Dec 5, 2020 | 1st cohort   * Program * Job coaching * Employer relationship building for practicum placements * Recruit students for for 2nd cohort * Employer guest speakers * Practice interviews * Employer interviews | | Run Program for 10 weeks to prepare students for Practicum placement and job success  20 to 25 students for 2 classes per week are ready for 3rd cohort | 80% client retention |
| Dec 7 to Jan 23 2021 | 1st cohort practicum (one week Christmas break)   * Practicum coach monitors Practicum placements | | Job offer or other employment opportunity within 90 days | 70% employment rate |
| December 7 to Feb 20 | 2nd cohort starts program (one week Christmas break)   * Program * Job coaching * Employer relationship building for practicum placements * Recruit students for 3rd cohort * Employer guest speakers * Practice interviews * Employer interviews | | Run Program for 10 weeks to prepare students for Practicum placement and job success |  |
| Feb 22 to April 3 | 1st cohort practicum  Practicum coach monitors Practicum placements | | Job offer or other employment opportunity within 90 days | 70% employment rate |
| Feb 22 to April 30 | 3rd cohort   * Program * Job coaching * Employer relationship building for practicum placements * Employer guest speakers * Practice interviews * Employer interviews | | Run Program for 10 weeks to prepare students for Practicum placement and job success  20 to 25 students for 2 classes per week are ready for 2nd cohort | 80% client retention |
| May 3 to July 9 | 3rd cohort practicum  Practicum coach monitors Practicum placements | | Job offer or other employment opportunity within 90 days | 70% employment rate |
| July 12 to Sept 17 | 4th cohort   * Program * Job coaching * Employer relationship building for practicum placements * Employer guest speakers * Practice interviews * Employer interviews | | Run Program for 10 weeks to prepare students for Practicum placement and job success  Gather data for qualitative and quantitative reports | 80% client retention |
| Sept 20 to Oct 29 2021 | 4th cohort practicum  Practicum coach monitors Practicum placements | | Job offer or other employment opportunity within 90 days | 70% employment rate |
|  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| YEAR 2 – 4 COHORTS | | | |
| Timelines | Resources/Activity | Purpose | Outcome |
| Nov 1, 2021 -Jan 14 2022 | 1st cohort   * Program * Job coaching * Employer relationship building for practicum placements * Recruit students for for 2nd cohort * Employer guest speakers * Practice interviews * Employer interviews | Run Program for 10 weeks to prepare students for Practicum placement and job success  20 to 25 students for 2 classes per week are ready for 3rd cohort | 80% client retention |
| Jan 17, 2022 - Feb 25 2022 | 1st cohort practicum (one week Christmas break)   * Practicum coach monitors Practicum placements | Job offer or other employment opportunity within 90 days | 70% employment rate |
| Feb 28 - May 6, 2022 | 2nd cohort starts program (one week Christmas break)   * Program * Job coaching * Employer relationship building for practicum placements * Recruit students for 3rd cohort * Employer guest speakers * Practice interviews * Employer interviews | Run Program for 10 weeks to prepare students for Practicum placement and job success |  |
| May 9 - June 17 2022 | 1st cohort practicum   * Practicum coach monitors Practicum placements | Job offer or other employment opportunity within 90 days | 70% employment rate |
| June 20 - Aug 26, 2022 | 3rd cohort   * Program * Job coaching * Employer relationship building for practicum placements * Employer guest speakers * Practice interviews * Employer interviews | Run Program for 10 weeks to prepare students for Practicum placement and job success  20 to 25 students for 2 classes per week are ready for 2nd cohort | 80% client retention |
| Aug 29 - Oct 7, 2022 | 3rd cohort practicum  Practicum coach monitors Practicum placements | Job offer or other employment opportunity within 90 days | 70% employment rate |
| Oct 10 - Dec 16, 2022 | * 4th cohort * Program * Job coaching * Employer relationship building for practicum placements * Employer guest speakers * Practice interviews * Employer interviews | Run Program for 10 weeks to prepare students for Practicum placement and job success  Gather data for qualitative and quantitative reports | 80% client retention |
| Dec 19 - Feb 3, 2023 | 4th cohort practicum  Practicum coach monitors Practicum placements | Job offer or other employment opportunity within 90 days | 70% employment rate |
|  |  |  |  |

# Risk Management

The following is our Risk management plan that identifies level of risk and provides solutions to minimize or eliminate the risks associated with the contract services

**Low Client Volume:**

If the client numbers fail to meet the objective target numbers, we will adjust our staffing to the number of classes that sustain the budget allocation of $3200 per client. Facility costs are minimal to allow for two classes to run back to back (am and pm) and one break out room for individual client work. Office space is limited to one room for locked files, one reception area and one office for counsellor. The facilitator and Practicum coordinator will share one office. Therefore the staffing is minimal and the facility will accommodate only the necessary space for program operation.

Staff turnover:

The staff will be cross trained with the volunteers in the organization. Volunteers will step in if one of there is staff turnover until a new employee is hired for the position. It is important to offer staff a living wage and hours. The positions will be salaried and fulltime rather than hiring two part time for one position. This will offer job security to employees. Staff training and mentorship will be an important factor in providing support to employees who will be developing their own skills to improved and evolve program performance. Free online courses and training from Board members and employers will be the preferred cost-effective way of bringing professional development into the organization.

**Economic changes**:

The program and staff will be scaled back if the economy takes a downturn and funds will not be available from the GoA. The organization has been operating so far with skilled volunteers so the option to manage the program with volunteers is available.

**Pandemic:**

Purpose-Driven Human Services has already been operating in a virtual online manner. Curriculum material and resources can be easily adapted for online delivery. Staff and clients will be oriented and trained to work in an online environment through ZOOM, ADOBE Connect or Google classroom.

Proposed Location of The Service

ADDRESS: 3105, 5 AVE NE, Calgary, AB T2A 6K4, CANADA

**List of all current GoA contracts**

The organization has been operating as a nonprofit with all volunteer staff. Consequently, there are no financials and there are no GoA contracts to provide information.

# FOIP

**Protected and program client records** will be accurately maintained and secured as required by the FOIP Act. The client and financial files will be stored in locked file cabinets in a room that will be locked at end of the day. All administrative computers will be closed down when the staff person is not at the computer.

# Statement of Insurance Coverage

Our organization has applied for this coverage and can supply a copy of the insurance once secured and received.

# Statement of WCB Coverage

Our organization has applied for this coverage and can supply a copy of the insurance once secured and received.

# Statement of Financial Viability

Our organization has been operating on a volunteer basis. However, the Board CEO has prepared the following statement: