

SERVICE CONTRACT

THIS CONTRACT is made and entered into by and between the CITY OF FRESNO, a California municipal corporation (City), and WESTCARE CALIFORNIA, INC., a California corporation (Contractor) as follows:

1. CONTRACT DOCUMENTS. The "Notice Inviting Proposals," "Instructions to Proposers," "Proposal" and the "Specifications" including "General Conditions," "Special Conditions", "Federal Conditions", "Functional Specifications" and "Technical Requirements" for the following: Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program (Request for Proposals No. 12600292) copies of which are annexed hereto, together with all the documents specifically referred to in said annexed documents, including the Performance Bond, if required, are hereby incorporated into and made a part of this Contract, and shall be known as the Contract Documents.

2. PRICE. For the monetary consideration of FIFTY FOUR THOUSAND NINE HUNDRED SIXTY EIGHT DOLLARS AND TWENTY CENTS (\$54,968.20), as set forth in the Proposal, Contractor promises and agrees to perform or cause to be performed, in a good and workmanlike manner, and to the satisfaction of the City, and in strict accordance with the Specifications, all of the work as set forth in the Contract Documents.

3. PAYMENT. The City accepts Contractor's Proposal as stated and agrees to pay the consideration stated, at the times, in the amounts, and under the conditions specified in the Contract Documents.

4. INDEMNIFICATION. To the furthest extent allowed by law including California Civil Code section 2782, Contractor shall indemnify, hold harmless and defend the City and each of its officers, officials, employees, agents and volunteers from any and all loss, liability, fines, penalties, forfeitures, costs and damages (whether in contract, tort or strict liability, including but not limited to personal injury, death at any time and property damage) incurred by the City, Contractor or any other person, and from any and all claims, demands and actions in law or equity (including reasonable attorney's fees, litigation expenses and cost to enforce this agreement), arising or alleged to have arisen directly or indirectly out of performance of this Contract. Contractor's obligations under the preceding sentence shall apply regardless of whether the City or any of its officers, officials, employees, agents or volunteers are passively negligent, but shall not apply to any loss, liability, fines, penalties, forfeitures, costs or damages caused by the active or sole negligence, or the willful misconduct, of the City or any of its officers, officials, employees, agents or volunteers.

If Contractor should subcontract all or any portion of the work to be performed under this Contract, Contractor shall require each subcontractor to indemnify, hold harmless and defend the City and each of its officers, officials, employees, agents and volunteers in accordance with the terms of the preceding paragraph.

This section shall survive termination or expiration of this Contract.

[SIGNATURES FOLLOW ON THE NEXT PAGE.]

IN WITNESS WHEREOF, the parties have executed this Contract on the day, and year here below written, of which the date of execution by the City shall be subsequent to that of Contractor's, and this Contract shall be binding and effective upon execution by both parties.

CITY OF FRESNO,
A California municipal corporation

By: _____
Melissa Perales
Purchasing Manager

APPROVED AS TO FORM:
ANDREW JANZ

City Attorney
Signed by: _____
By: Tricia Herrera 2/2/2026
6D03E4AD28E0466...
Tricia Herrera Date
Asst./Sup./Sr. Deputy City Attorney

ATTEST:
AMY K. ALLER
Interim City Clerk

By: _____
Deputy
Date

Addresses:
CITY:
City of Fresno
Attention: Susan Chudy
Program Liaison/Program Administrator
2600 Fresno Street
Fresno, CA 93721
Phone: (559) 621-6980
E-mail: susan.chudy@fresno.gov

WESTCARE CALIFORNIA, INC.,
A California corporation

DocuSigned by:
Shawn Jenkins 1/21/2026
By: _____
9140C900AFC8443...
Name: Shawn Jenkins

Title: COO WCCA 2025-02
(If corporation or LLC., Board Chair, Pres.)

Attesting only to the authority of the COO to execute
Signed by: _____
By: Jim Hanna 1/30/2026
AD96E16E75E0498...
Name: Jim Hanna

Title: General Counsel
(If corporation or LLC., CFO, Treasurer, Secretary or Assistant Secretary)

REVIEWED BY:
DocuSigned by:
Dyan Ayala 1/30/2026
By: _____
43E77649143D433...

CONTRACTOR:
WestCare California, Inc.
Attention: Shawn Jenkins
Chief Operating Officer
1900 N Gateway Blvd.
Fresno, CA 93727
Phone: (559) 251-4800
E-mail: shawn.jenkinsgrants@westcare.com

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Proposer's Name WestCare California, Inc.
(Submit with Proposal)

CHECK LIST

Proposers are requested to submit this Checklist and the following information, providing the content in the sequence shown below. If the documentation provided is incomplete, the Proposer may be ineligible for award of a Contract.

1. **Cover Letter**, including company name, address, contact name, phone number and fax number.
2. **Business Location and License**
3. **Cost Proposal (Cost Proposal Table) (complete Attachment A)**
4. **Proposer Questionnaire**
5. **References**
6. **Acceptance of Indemnification and Insurance**
7. **Disclosure of Conflict of Interest**
8. **Addenda and Time Period to Award/Reject**
9. **Signature Pages**
Including (for corporations) Notary Acknowledgment in corporate form, certification by secretary and board resolution or other document to authorize individual who signs proposal.
10. Signature page of all **ADDENDA** issued

1. Cover Letter



October 6th, 2025

City of Fresno Purchasing Division
2101 G Street, Bldg. A
Fresno, CA 93706
Email: Purchasing@fresno.gov
Phone: (559) 621-8367 or (559) 621-1332

Re: WestCare California, Inc.'s proposal for the City of Fresno Worksites for Youth Service Corps Homelessness Pilot Program (RFP No. 12600292)

Dear Grant Review Committee,

On behalf of WestCare California, Inc.'s participants, staff, and board, thank you for this opportunity to submit a proposal to serve as a worksite for the Youth Service Corps Homelessness Pilot Program in the City of Fresno.

The bidder, WestCare California, is a 501(c)(3) nonprofit corporation.

Shawn Jenkins, Chief Operating Officer – Western Region, is authorized to make representations on behalf of WestCare California and can be reached at:

WestCare California, Inc.
1900 N. Gateway Blvd., Ste. 100
Fresno, CA 93727
Phone: 559-974-2919
Fax: 559-453-7827
Email: shawn.jenkinsgrants@westcare.com

If you have any follow-up questions or need additional information, please do not hesitate to contact me.

Respectfully,

A handwritten signature in blue ink that reads "Shawn L. Jenkins".

Shawn Jenkins
Chief Operating Officer – Western Region

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

3. Cost Proposal

Proposer's Name WestCare California, Inc.
(Submit with Proposal)

COST PROPOSAL

Having carefully examined the Request for Proposals, attachments and related documents, the undersigned proposes and agrees to provide to the City of Fresno, in accordance with the Specifications annexed hereto and made a part thereof, the services contained in the Cost Proposal Worksheet (**Attachment A**) at the provided costs.

The amounts shall include any and all applicable taxes.

The quantities listed in the Cost Proposal Worksheet are estimates for the initial term. The actual requirements of the City may be more or less than the quantities specified. The City will pay for only those items which it actually delivered or received during the term of the Contract.

The City reserves the right to reject any and all proposals.

Organization Name: WestCare California

ATTACHMENT A

Project Type: One Fresno Youth Jobs Corps Community Based Organization Navigator Program Worksites

One Fresno Youth Jobs Corps Program

Budget Narrative

Cost Category: Personnel				
Type/Title & Number to Hire	Description	Time Period	Cost Breakdown	Cost
Navigator	The position will support the operations in the warehouse and will assist with home furnishing deliveries for clients. They will work alongside volunteers, coordinate delivery logistics, and ensure the warehouse stays organize and efficient. Fringe Benefits include FICA (7.65%), SUI (6.30%) and Workers Comp (2%) for a total of 15.95%.	26 weeks	.5 FTE - \$20/hr x 20 hrs/ week + 15.95% fringe	12,058.80
Navigator		26 weeks	.5 FTE - \$20/hr x 20 hrs/ week + 15.95% fringe	12,058.80
Navigator		26 weeks	.5 FTE - \$20/hr x 20 hrs/ week + 15.95% fringe	12,058.80
Navigator		26 weeks	.5 FTE - \$20/hr x 20 hrs/ week + 15.95% fringe	12,058.80
Personnel Total:				48,235.20

87.75%

Cost Category: Supplies or Other Costs				
Type	Description	Time Period	Cost Breakdown	Cost
Office supplies	iincludes pens, and papers	12 mos	\$25/mo	300.00
Program Supplies	includes back brace, glove and toolbelts	12 mos	back brace @ \$24.50 /pc; toolbelt @ \$34/pc and gloves @ \$21/pc . - one each per staff	636.00
Uniforms	t-shirts	12 mos	4 pcs each for 8 staff @ \$25 each	800.00
Supplies Total:				1,736.00

3.16%

Total Direct Cost 49,971.20

Cost Category: Administration (No more than 10% of total award)				
Type/Title	Description			Cost
	Administrative cost			4,997.00
Administration Total:				4,997.00

9.09%

*add additional lines if needed, please ensure calculation are correct

Total Grant Amount: 54,968.20

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

4. Proposer Qualification Questionnaire

Proposer's Name: WestCare California, Inc.
(Submit with Proposal)

PROPOSER QUALIFICATION QUESTIONNAIRE

The undersigned Proposer submits the following information in accordance with the proposal Specifications:
(Use additional sheets as needed.)

1. a. Business Name (If using more than one business name, please list all names.):

WestCare California, Inc.

- b. Address:

Is your firm operating as a franchisee? Yes or No

If yes, list the franchiser, and number of years your business has been franchised:

2. Provide the names, titles, qualifications, years of experience, and years with your firm, for all key personnel in authority in your business, including the key personnel that will be involved in this project, and the extent to which they will be involved in the performance of this Contract.

WCCA's leadership team has several decades of combined experience operating direct service programs and is fully qualified to execute this program. Brittany Sosa, Community Relations Manager will be the Project Director. Ms. Sosa reports to Senior Vice President, MaryAnn Knoy, who is responsible for oversight and supervision of all programs, directors/managers, and other management team personnel. Ms. Knoy reports to the Chief Operations Officer of the West, Shawn Jenkins, who reports to the Chief Executive Officer, Ken Ortals. Mr. Ortals reports to President Richard Steinberg. Mr. Steinberg reports to the volunteer national Board of Directors that oversees all WestCare programs, operations, and finances, meets on a quarterly basis, and receives input from local Community Action Councils in each region.

Key Personnel on the Project Team:

Brittany Sosa, Community Relations Manager: Brittany Sosa is an experienced marketing, media relations, and event coordinator with a proven ability to create and execute successful fundraising initiatives, foster community relationships, and generate positive media exposure. Brittany has served as the Community Relations Manager at WestCare California since 2024, where she oversees daily operations of the Wings Warehouse and coordinates a team of 20 volunteers. She has over 9 years of experience in event planning, content creation, and cross-functional collaboration to drive program

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

success and revenue. Brittany earned a Bachelor of Arts in Media, Communications, and Journalism from California State University-Fresno. For this project, Brittany Sosa will supervise the members hired and serve as the project director.

Laura Reynolds, Program Manager. With over 9 years of experience in social services, Laura Reynolds joined the WestCare team in 2018. She has extensive experience in program management and coordination and currently serves as the program manager of the Day 1 Families Funds, where she trains, teaches, educates, and terminates if needed all 10+ staff in her program. Laura Reynolds is also the HUD Coordinated Entry System (CES) program manager, and facilitates client referrals to Wings. Members hired may work closely with Laura to facilitate client referrals.

MaryAnn Knoy, Vice President. MaryAnn Knoy is a dedicated administrator with over 20 years of experience in program oversight and management. As Senior Vice President at WestCare California since 2021, she provides comprehensive support and strategic direction for administrative functions across various programs. MaryAnn joined WestCare in 2015 and specializes in supervision and leadership, program development, grant writing, and community outreach, demonstrating exceptional conflict resolution and collaboration skills. Her bilingual proficiency in Spanish and certifications in victim services, mental health first aid, and harm reduction reflect her commitment to serving diverse communities. A double graduate of California State University, Fresno, with degrees in Criminology and Chicano Latino Studies, MaryAnn's career is underscored by her dedication to empowering vulnerable populations through innovative programs and advocacy. As a former board member at large for Fresno Madera Continuum of Care and former Chair of the Coordinated Entry System Committee, with certifications in SOAR (SSI/SSDI Outreach Access & Recovery) and Victim Services, she brings a wealth of knowledge and expertise to her roles. Throughout her career, Mary Ann has held key positions at WestCare and Poverello House, where she has contributed significantly to the strategic planning and implementation of housing and support programs. Her dedication to advocacy and administrative excellence is evident in her various leadership roles, making her an invaluable asset to the organizations she serves. MaryAnn Knoy will supervise Community Relations Manager Brittany Sosa.

Shawn Jenkins, Chief Operating Officer – Western Region. Shawn Jenkins began his career with WestCare California (formerly known as The Third Floor) in 1990 as a substance use disorder (SUD) Counselor after earning his Alcohol Counseling Certificate from Fresno City College. Since then, his impressive career at WestCare has included leadership roles as Chief Operating Officer (since 2021), Deputy Chief Operating Officer, Senior Vice President, and Regional Vice President. Shawn is an accomplished and forward-thinking creative professional dedicated to leveraging his notable leadership, clinical, and management skills for the continued growth and development of WestCare's infrastructure in California and beyond. With a wealth of experience and a comprehensive background in organizational leadership, Shawn has played a pivotal role in overseeing and optimizing operational functions for WestCare California. Actively engaged in civic affairs, Shawn is a member of the CDCR Director's Stakeholder Advisory Group, Fresno Community Conversation Stakeholder Group, Street2Home

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
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Work Group, and CAADPE Board, where he serves as Secretary. He also served as the Immediate Past Chair for the Fresno Madera Continuum of Care. His extensive career within WestCare includes leadership roles as Chief Operating Officer (since 2021), Deputy Chief Operating Officer, Senior Vice President, and Regional Vice President. Throughout his career, he has demonstrated a commitment to delivering high-quality services and improving operational efficiency. With a focus on excellence, collaboration, and innovation, Shawn Jenkins continues to play a key role in advancing WestCare's mission of providing impactful and compassionate services to communities in California's Central Valley. Shawn Jenkins supervises Vice President MaryAnn Knoy.

Other Key Personnel on the WCCA Leadership Team:

Jenny Gonzalez, Senior Vice President. Jenny Gonzalez is a seasoned professional with 25 years of experience in social work, particularly in addiction and adolescent services. Holding a master's degree in social work and certified in addiction counseling, parenting instruction, and various evidence-based programs, she has demonstrated her commitment to supporting individuals and families in need. With over two decades of experience at WestCare, Jenny has progressively advanced from SUD Counselor to her current role as Senior Vice President for the last 2 years, overseeing supportive services across California. Her expertise in program development, budget management, staff supervision, and community engagement reflects her dedication to enhancing service delivery and promoting holistic well-being. Fluent in Spanish and English, Jenny embodies a compassionate, culturally sensitive, and highly effective leader who achieves impactful outcomes.

Maria Rodriguez, Deputy Administrator. Maria Rodriguez is an accomplished administrator with 12 years of experience in program leadership, fiscal oversight, and community collaboration. Currently serving as Deputy Administrator after joining WestCare California in 2017, Maria excels in managing diverse teams, coordinating staff development, and overseeing day-to-day program operations. She is highly skilled in grant planning, policy development, and quality assurance, leveraging her bilingual fluency in English and Spanish to support underserved populations. A dedicated advocate, Maria has held leadership roles in multiple community initiatives, including the Fresno Madera Continuum of Care and the Built for Zero Initiative. With a Bachelor's degree in Political Science and a minor in Law and Society from UC San Diego, Maria combines academic rigor with a passion for driving systematic change and fostering meaningful partnerships.

David Daniel, Deputy Administrator. David Daniel, Deputy Administrator at WestCare California, has been a driving force in advancing the organization's mission over the past eight years. He oversees key programs, including Residential Treatment, Outpatient Services, Admissions, Veteran Services, and the Day Reporting Center, ensuring high-quality care and innovative approaches to meet diverse client needs. A seasoned leader with a Bachelor's degree in Psychology from the University of Texas at Arlington and a Substance Use Disorder Counselor certification, David also brings over a decade of experience as a Campus President in post-secondary education and prior roles as an HR

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Director in banking and telecommunications. His expertise includes managing programs funded by federal grants and county contracts, as well as providing in-prison services and housing solutions, reflecting his commitment to empowering vulnerable populations through evidence-based and compassionate care.

Robert Church, Deputy Administrator. Robert Church, a Certified Alcohol and Drug Counselor (CADC) with an impressive background spanning over two decades, is a dedicated leader in behavioral health administration. With a solid foundation in SUD program administration across various modalities, including medical, therapeutic community, social models, and intensive case management, Robert has consistently demonstrated his ability to enhance program efficacy and drive positive outcomes. Robert joined WestCare in 2020. His current and previous leadership roles at WestCare, notably as Deputy Administrator and Director of the Custody to Community Transitional Reentry Program (CCTRP) in San Diego, showcase his clinical and administrative oversight, staff management, and program development expertise. Robert's commitment to excellence extends beyond the workplace, as evidenced by his active involvement in collaborative committees addressing juvenile drug court policy and gang prevention issues. Robert is a dynamic professional dedicated to advancing behavioral health services and supporting individuals on their journey to recovery.

Michelle Allen, Deputy Administrator. Michelle Allen is an accomplished administrative leader with 10+ years of progressive experience in quality control, compliance oversight, and operational management across diverse healthcare and treatment settings. She has a proven track record in developing and executing policies, ensuring regulatory compliance, and leading cross-functional teams to achieve organizational goals. Ms. Allen joined the WestCare team in 2009 and is a Substance Use Disorder Certified Counselor (SUDCC) and Certified Group Facilitator.

3. How many years has your business been established?

51

How many years has your business been under your present name?

51

How many years under former names? (List names and number of years)

0

4. How many years has your business been providing services?

51

5. What other types of services does your business provide?

Since its founding in 1974, WestCare California has provided a wide range of behavioral

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

health and human services in response to community needs. Today, the agency's main service domains include Treatment & Rehabilitation, Mental Health & Wellness, Housing Opportunities, Criminal Justice Programs, Veteran Services, and HIV Education & Prevention. WestCare California has an annual operating budget exceeding \$74 million, administers over 50 contracts throughout California, and employs more than 400 staff. The agency's headquarters are in Fresno, with additional program sites located throughout the State of California in Bakersfield, Madera, Hanford, Visalia, Merced, Stockton, North Highlands, Chico, Richmond, and San Diego. WCCA has provided a full continuum of SUD prevention, outreach, outpatient, residential, and continuing care services with the support of 436 full-time and 32-part time staff.

In August 2023, a significant merger took place, bringing together Wings Advocacy Fresno and WestCare California. This merger marked a pivotal moment in both agencies' journeys, offering each partner a range of benefits. For Wings, the merger brings invaluable administrative support. This collaboration has also enabled WestCare to expand and enhance its housing services portfolio in Fresno. Wings provides household furnishings to anchor at-risk families transitioning from homelessness to stable but unfurnished housing in Fresno. Wings Advocacy Fresno is now a program of WestCare California.

6. Do you have any affiliated companies? (If parent company, list subsidiaries and divisions. If subsidiary or division, name parent company, its principals, and their addresses):

WestCare California, the primary applicant, is a subsidiary of WestCare Foundation, Inc., a leading behavioral health and human services provider, proudly serving 17 states, four U.S. territories, and two international locations. WestCare California is an individually incorporated 501c3 nonprofit, but as a subsidiary of WestCare Foundation, WCCA utilizes the Foundation's Grants, Development, Marketing, Human Resources, Finance/Accounting, Training, Evaluation, and Information Technology departments, which will support the implementation of the proposed services.

Ken Ortvals is the Chief Executive Officer of WestCare Foundation. Mr. Ortvals reports to President Richard Steinberg. Mr. Steinberg reports to the volunteer national Board of Directors that oversees all WestCare programs, operations, and finances, meets on a quarterly basis, and receives input from local Community Action Councils in each region. An organizational chart is attached that provides additional details on the leadership structure of WestCare California and WestCare Foundation. The WestCare Foundation headquarters is located at 1711 Whitney Mesa Drive, Henderson, NV 89014.

7. Have there been any contract terminations for the services your firm performs before the fulfillment of the contract within the past three years?

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Yes or No X

If so, list the date, client, and reason for termination below:

8. Provide an organization chart, indicating full-time personnel, job titles, locations, and whether each individual works out of an office or is in the field.

An organization chart is attached that provides additional details on the leadership structure of WestCare California and WestCare Foundation.

9. Does the proposer currently possess sufficient resources to meet the initial requirements for this contract?

Yes or No

10. Describe how you will meet the requirements to provide the services as outlined in this Request for Proposals.

Contents of Proposal

WestCare California, Inc. is proposing to serve as a worksite for the Youth Service Corps Homelessness Pilot Program in the City of Fresno. A description of how we intend to meet the requirements as outlined in the Request for Proposals is found in the subsequent pages, following the “Contents of Proposal” structure found on page 43 of the Request for Proposals.

Executive Summary

Please see the executive summary beginning on the following page.



October 6th, 2025

City of Fresno Purchasing Division
2101 G Street, Bldg. A
Fresno, CA 93706
Email: Purchasing@fresno.gov
Phone: (559) 621-8367 or (559) 621-1332

Re: WestCare California, Inc.'s proposal for the City of Fresno Worksites for Youth Service Corps Homelessness Pilot Program (RFP No. 12600292)

Dear Grant Review Committee,

On behalf of WestCare California, Inc.'s participants, staff, and board, thank you for this opportunity to submit a proposal to serve as a worksite for the Youth Service Corps Homelessness Pilot Program in the City of Fresno. This executive summary describes the agency's experience related to the scope of work provided in the RFP.

WestCare California, the primary applicant, is a subsidiary of WestCare Foundation, Inc., a leading behavioral health and human services provider, proudly serving 17 states, four U.S. territories, and two international locations. Since its founding in 1974, WestCare California has provided a wide range of behavioral health and human services in response to community needs. Today, the agency's main service domains include Treatment & Rehabilitation, Mental Health & Wellness, Housing Opportunities, Criminal Justice Programs, Veteran Services, and HIV Education & Prevention. WestCare California has an annual operating budget exceeding \$74 million, administers over 50 contracts throughout California, and employs more than 400 staff. The agency's headquarters are in Fresno, with additional program sites located throughout the State of California in Bakersfield, Madera, Hanford, Visalia, Merced, Stockton, North Highlands, Chico, Richmond, and San Diego. WCCA has provided a full continuum of SUD prevention, outreach, outpatient, residential, and continuing care services with the support of 436 full-time and 32-part time staff. WCCA is an experienced agency that is prepared to successfully implement the proposed activities.

WestCare Foundation's support includes fiscal, clinical, and administrative oversight, facility, and information management. WestCare Foundation's Operational Divisions include the Senior Leadership and Management Team, Financial Management and Accounting, Legal, Human Resources, Clinical Oversight with a Medical Director, Training and Staff Development, Accreditations and Clinical Standards, Information Technology, Construction and Facility Maintenance, Marketing and Communications, Veterans Affairs and Support, Policy Advocacy, and Resource Development. The executive structure includes a CFO, Chief Administrative Officer, Controller, Chief Clinical Officer, Senior Vice Presidents, and support staff. WestCare's Financial Management and Accounting team includes individuals dedicated to WCCA. WCCA's



dedicated accountants are responsible for all grant-related reporting and fiduciary responsibilities, including performance reporting, procurement, subrecipient monitoring, closeout and post-closeout reporting, and financial management. The organization also has the national resources of a 10-member Grants Department and a Development Department for identifying and securing sustainability funding, ensuring that programs supported by funders can continue after the expiration of grant terms. WCCA utilizes the resources and services of WestCare Foundation's Grants, Development, Marketing, Human Resources, Finance/Accounting, Training, Evaluation, and Information Technology Departments. A thorough process is in place for program implementation, quality assurance and program improvement, fiscal management, and quality of care. WCCA's access to these resources will ensure smooth implementation of the proposed program.

Brittany Sosa, Community Relations Manager reports to Senior Vice President, MaryAnn Knoy, who is responsible for oversight and supervision of all programs, directors/managers, and other management team personnel. Ms. Knoy reports to the Chief Operations Officer of the West, Shawn Jenkins, who reports to the Chief Executive Officer, Ken Ortals. Mr. Ortals reports to President Richard Steinberg. Mr. Steinberg reports to the volunteer national Board of Directors that oversees all WestCare programs, operations, and finances, meets on a quarterly basis, and receives input from local Community Action Councils in each region. The program is staffed with experienced and skilled staff with proper supervision and accountability.

Wings serves approximately 50 households per month. From January through December 2024, Wings Advocacy Fresno helped 443 households start over, including 569 adults and 527 children, for a total of 1,096 people served. WestCare California, Inc. (WCCA) is proposing to serve as a worksite for the Youth Service Corps Homelessness Pilot Program in the City of Fresno. WCCA intends to employ 2 Fresno youth ages 18 – 30 per 6-month cohort in the Wings Advocacy Fresno program, for a total number of 4 per year. These positions would constitute a new youth workforce development program that would support the Wings Advocacy Fresno program, which serves homeless and housing insecure individuals in the City of Fresno. Youth selected and hired at the Wings Advocacy Fresno program will be in the NAME role as an intern, and will work for an average of 20 hours per week within the same pay period at a wage of \$20.00 per hour or the current California minimum wage, if higher. Members will play a key role in coordinating and overseeing the preparation, staging, and delivery of essential household goods to clients transitioning into permanent housing. This person will review incoming referrals to ensure eligibility, contact clients to assess their needs, determine furniture quantities, and confirm delivery logistics.

WestCare California has extensive experience providing programming to youth. In 2021, WCCA was awarded a SAMHSA Enhancement and Expansion of Treatment and Recovery Services for Adolescents, Transitional Aged Youth, and their Families grant (Family TREE) that provides early intervention, recovery support services, and comprehensive SUD/COD outpatient treatment to traditionally under-served Latino and minority youth (ages 12-18) and their families/primary caregivers in Kings County, California. As of the most recent reporting period, the program has served 111



unduplicated youth, reaching 44.4% of the target thus far in the grant term. This program significantly reduced cannabis youth by 56%, alcohol use by 36%, tobacco use by 15%, and opiate and stimulant use by 100% from intake to 6 months. Furthermore, WestCare's Hanford-based adolescent treatment program is dedicated to serving youth ages 12-17, offering outpatient SUD treatment designed to meet the unique needs of young individuals. The program extends its reach by providing on-site SUD counseling at local high schools, including Hanford West, Earl F. Johnson, Sierra Pacific, and Kings Lake Education Center, ensuring students have access to vital support within their educational environment.

Furthermore, WCCA has experience providing workforce development programming to veterans. For example, WestCare California was awarded a Veteran's Administration Homeless Veterans Reintegration Program (HVRP) grant for the San Joaquin Valley Veterans Initiative, which has operated in California's Central Valley since 2014. This program proactively engages both public and private employers to create employment opportunities for Veterans by leveraging strong partnerships with local workforce agencies, employer groups, and economic development organizations. WestCare collaborates with the Veterans Resource Center at Workforce Connection, Local Veterans Employment Representatives, the EDD Workforce Services Branch, and the VA Central California Health Care System to align Veteran job seekers with career pathways in high-growth industries. Regional workforce trends highlight the need for targeted initiatives that connect Veterans with stable employment in high-demand sectors, including advanced manufacturing, construction, energy, healthcare, transportation, logistics, and agriculture. By working closely with employers in these industries and engaging them through direct outreach, job fairs, and participation in local Veteran Employment Committee (VEC) roundtables, WestCare ensures that Veterans gain access to sustainable employment and receive the support needed for long-term career success. For the ROAD Home-San Joaquin program, objectives for 2025 include enrolling 75 Veterans annually and attaining a 60% job placement rate, with measurable quarterly targets for training and employment.

If you have any follow-up questions or need additional information, please do not hesitate to contact me.

Respectfully,

A handwritten signature in blue ink that reads "Shawn L. Jenkins".

Shawn Jenkins
Chief Operating Officer – Western Region

WestCare California, Inc.
1900 N. Gateway Blvd., Ste. 100
Fresno, CA 93727
Phone: 559-974-2919
Fax: 559-453-7827
Email: shawn.jenkinsgrants@westcare.com

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Vendor Information

WestCare California, Inc.
Brittany Sosa, Community Relations Manager
4323 N Selland Ave #105
Fresno, CA 03722
559-218-2865
brittany.sosa@westcare.com

WestCare California, the primary applicant, is a subsidiary of WestCare Foundation, Inc., a leading behavioral health and human services provider, proudly serving 17 states, four U.S. territories, and two international locations. Since its founding in 1974, WestCare California has provided a wide range of behavioral health and human services in response to community needs. Today, the agency's main service domains include Treatment & Rehabilitation, Mental Health & Wellness, Housing Opportunities, Criminal Justice Programs, Veteran Services, and HIV Education & Prevention. WestCare California has an annual operating budget exceeding \$74 million, administers over 50 contracts throughout California, and employs more than 400 staff. The agency's headquarters are in Fresno, with additional program sites located throughout the State of California in Bakersfield, Madera, Hanford, Visalia, Merced, Stockton, North Highlands, Chico, Richmond, and San Diego. WCCA has provided a full continuum of SUD prevention, outreach, outpatient, residential, and continuing care services with the support of 436 full-time and 32-part time staff.

In August 2023, a significant merger took place, bringing together Wings Advocacy Fresno and WestCare California. This merger marked a pivotal moment in both agencies' journeys, offering each partner a range of benefits. For Wings, the merger brings invaluable administrative support. This collaboration has also enabled WestCare to expand and enhance its housing services portfolio in Fresno. Wings provides household furnishings to anchor at-risk families transitioning from homelessness to stable but unfurnished housing in Fresno.

Wings Advocacy Fresno, a project of WestCare California, is a community-powered initiative supporting individuals and families as they transition from homelessness into stable housing. At the heart of our work is a simple belief: everyone deserves a dignified and comfortable home. Through partnerships with more than 25 local social service agencies, Wings receives client referrals and provides not just essential household furnishings, but everything needed to transform a house into a home.

Wings serves approximately 50 households per month. From January through December 2024, Wings Advocacy Fresno helped 443 households start over, including 569 adults and 527 children, for a total of 1,096 people served. Each month, our dedicated delivery crew brings beds, sofas, tables, and household goods directly into homes. We provide pots, pans, utensils, dishware, coffee makers, lamps, linens, and cleaning supplies, helping make daily life possible. Central to our mission is ensuring every client receives a bed complete with a sturdy frame, mattress, pillows, and sheets. A safe place to sleep is not just about comfort; it is about restoring health, stability, and a sense of normalcy.

Our clients are low-income families and individuals, including Veterans and women with children escaping domestic violence. Many are stepping into housing for the first time in years, often with nothing more than the clothes on their backs. Moving into an unfurnished space, especially without a bed, can jeopardize the progress they have made. Inadequate sleep conditions lead to stress, illness, and emotional strain. For children, the impact is even greater,

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affecting school performance, development, and overall well-being. A furnished home offers safety, stability, and a chance to truly begin again. Research affirms that access to secure and restful sleep contributes directly to improved physical and mental health. Every item delivered by Wings becomes a stepping stone toward long-term housing retention and breaking cycles of generational poverty. Without Wings, there would be no program to deliver household furnishings to anchor at-risk families transitioning from homelessness to stable but unfurnished housing in Fresno. References for previous work are provided under *Section 5: References*.

Program Design

Overview and Numbers Served. WestCare California, Inc. (WCCA) is proposing to serve as a worksite for the Youth Service Corps Homelessness Pilot Program in the City of Fresno. WCCA intends to employ 2 Fresno youth ages 18 – 30 per 6-month cohort in the Wings Advocacy Fresno program, for a total number of 4 per year. These positions would constitute a new youth workforce development program that would support the Wings Advocacy Fresno program, which serves homeless and housing insecure individuals in the City of Fresno. WCCA intends to create a collaborative partnership with the City of Fresno in which WCCA is the employer of record and will be responsible for hiring, onboarding, training, supervising, evaluating, and offboarding employees. At least 75% of the members hired will be City of Fresno residents that meet two or more of the priority criteria identified in the RFP. WCCA anticipates that through this program, youth will increase employment, develop career pathways, and strengthen the capacity of the Wings Advocacy Fresno program to address housing insecurity.

Duties to Be Performed. Upon recruitment to the Youth Service Corps Homelessness Pilot Program, the member will be engaged in WestCare's interview, hiring, and onboarding process. WestCare Foundation's Human Resources department will support hiring and onboarding. All applications are received, sourced, screened and reviewed using an electronic HR tracking tool, and centralized recruiters that specialize in our industry. A component of the hiring process includes pre-employment interviews and ensuring the hiring process conducted by HR and hiring managers is consistent in all programs. Local, state, and federal regulations pertaining to employment practices are adhered to, preventing ambiguity, inconsistency, or claims of bias. All WestCare candidates complete a reference check, employment verification, background screening, drug test, pre-employment physical, motor vehicle check, as well as appropriate TB and health screenings prior to participating in actual job activities. WestCare utilizes the Human Resource Information System (HRIS) called "Paycom" to assist in drawing candidates to us and to have an automated, paperless HR System. All recruitment, payroll, and employee files are electronic documents in Paycom. Paycom allows for automated and standardized approval methods to recruit, hire new or transfer employees, and it also allows employees to manage their employee files regarding timecards, time off requests, and documents in the system, such as tax forms and other related items.

Youth selected and hired at the Wings Advocacy Fresno program will be in the Warehouse Navigator role as an intern and will work for an average of 20 hours per week within the same pay period at a wage of \$20.00 per hour or the current California minimum wage, if higher. Each cohort of positions will be hired for 6 months, at which time they will be encouraged to apply for the One Fresno Youth Jobs Corps Program as a Participant for up to 6 months in a City of Fresno department. All costs, including personal tools, office supplies, and uniforms for the members to be able to do their job proficiently will be covered by the grant.

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Members will be hired to the Wings Advocacy Fresno warehouse, where they will play a key role in coordinating and overseeing the preparation, staging, and delivery of essential household goods to clients transitioning into permanent housing. This person will review incoming referrals to ensure eligibility, contact clients to assess their needs, determine furniture quantities, and confirm delivery logistics. Each delivery includes a new mattress, pillows and sheets, a durable bed frame, and a welcome home basket that includes essentials like detergent, shampoo, conditioner, body wash, broom, mop, and household cleaners. The Warehouse Navigator will coordinate all warehouse operations and execute deliveries, including entering data into the Delivery Tracker, including items delivered and household size.

On a daily basis, the Warehouse Navigator will be responsible for completing training related to positive work habits and skills, sorting and cleaning the Wings Advocacy Fresno warehouse furniture and welcome home basket items, and lifting/transporting items for delivery. These items are distributed in close collaboration with housing case managers, nonprofit partners, and city and county programs, all working together to give every family not just a roof, but a place to belong. The Warehouse Navigator will also work closely with the HUD CES Coordinator and Program Manager of the Day 1 Families Fund program, Laura Reynolds, to conduct outreach in the community to increase referrals to the Wings program. Members hired to WCCA will not participate in activities that require high levels of safety precautions or that require specialized training. These individuals will be in-person and supervised at all times by Brittany Sosa, Community Relations Manager; Laura Reynolds; Program Manager. This will include the maintenance of timecards signed by the member and supervisor as well as completion of the program evaluation at the conclusion of the member's participation in the program.

Training and Certifications. During the onboarding process, members will be familiarized with their job duties, times/days/locations to report to work, policies, and procedures such as attendance requirements, absenteeism, tardiness, lunch, and break time, minimum required hours, worksite expectations, and what to do in case of an emergency by providing clear emergency and evacuation procedures. During the onboarding and offboarding process, WCCA staff will collect data for all monthly reports as required by the City of Fresno to track the number of youth employed, wages and hours worked, and maintenance of employment and education during and after the program, as well as anecdotal stories. Wings will also track the number of individuals served by the members as well as the number of referrals to healthcare and temporary or permanent housing using its current tracking system.

WestCare has a national training department delivering live training throughout the year. This department builds custom, innovative, leading edge and industry specific training programs focused on raising quality, reducing burn out, maintaining accreditation standards, increasing employee engagement and putting team members on the cutting edge of service delivery, and leadership best practices. WCCA keeps a training plan on file that guides the training needs for all staff. The plan is set up with a standard for each job position as a new hire and ongoing required training that will be completed within specific time frames. These trainings are taught through various methods; electronic learnings through Relias, webinars both live and on-demand, and in live classroom settings. The plan is reviewed and updated each year to ensure WestCare is meeting the accreditation, regional regulatory, contract, and grant requirements needed for training.

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WestCare's Training Department has developed a training plan that will be delivered to each member during their orientation. These trainings are designed to equip the member with the relevant skills and information to complete their assigned duties, while also preparing them for future employment in social services, homelessness prevention, or in the One Fresno Youth Jobs Corps Program. The table below describes these courses, which include warehouse-specific training as well as training related to general workforce development skills.

Job Corps-Specific Courses (Total Time: 4.75 hours)		
Training Title	Time/Hours	Description of the course
Be Productive by Working Efficiently	0.5	In this course, students will learn strategies for managing their time efficiently and ensuring that it is aligned with their goals. They will also learn to assess the value of their tasks and how to block time according to each task's priority. Finally, they will learn to create effective to-do lists and schedules that will help improve productivity.
Introduction to Team Building	0.5	Knowing how to work in teams is essential for success in most jobs. Organizations rely on teams to solve problems and complete complex tasks. In addition, team membership creates opportunities to gain skills needed to be successful.
Problem Solving in the Workplace	1	In this course, they will learn how problems affect the workplace and about the common obstacles to effective problem-solving at work. They will also learn how to apply problem-solving steps and solve common problems with common solutions.
Surviving conflict on the job	0.5	Conflict should be an expectation in a dynamic organizational environment that, when handled correctly, can be managed to achieve beneficial outcomes. Constructive conflict can be a motivator for change and growth, a medium for airing problems, and a dynamic force to prevent stagnation. Conflict resolution is considered a necessary element in a healthy work environment and requires good communication and leadership skills.
Unleashing Your Self-confidence	0.5	In this course, students will learn the elements that go into building self-confidence and what methods they can use to assess their current confidence levels. They'll also explore how to manage situations that can threaten self-esteem and learn strategies to boost confidence over the long term.
Working Well with Others	0.5	In this course, students will learn how to assess, identify, and manage their own behavioral style to help them avoid and control conflict before it happens. They will also investigate how to handle common situations that provoke conflict at work, how to work effectively with

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		different types of personalities, and how to build habits to help handle interpersonal conflict in the workplace with grace and patience.
Employee Wellness: Balancing Work and Life, Emotional Awareness, managing emotions, managing stress, managing time,	1.25	In this series of courses, employees are taught how to improve work-life balance. They will learn about developing emotional awareness, which is the foundation of emotional intelligence, strategies to manage emotions, how to identify triggers and develop a personal stress management plan, and basic time management skills.

ALL Warehouse Personnel Training: EEOC/OSHA Requirements (Total Time: 5.65 hours)	
Hand Hygiene Basics	0.25
Ladder Safety	0.1
Preventing and De-escalating Crisis Situations	1.25
Workplace Substance Use	1
Basics of Personal Protective Equipment	0.5
RapidReg: Hazardous Chemicals	0.1
RapidReg; HIPAA	0.15
RapidReg: Active Shooter Response	0.1
RapidReg: Back Safety	0.1
RapidReg: Infection Control	0.2
RapidReg: Fall Prevention	0.1
RapidReg: Fire Safety	0.2
RapidReg: Sexual Harassment	0.15
RapidReg: Workplace Violence	0.2
RapidReg: Cultural Awareness and Humility	0.15
RapidReg: Harassment in the Workplace	0.15
RapidReg: Earthquakes and Tsunamis, Flooding and Landslides, Heat and Cold, Tornadoes, Wildfires, Workplace Emergencies and Natural Disasters	0.95

If additional support is needed, WCCA will refer the member to the City partners for wraparound services. Members will be encouraged to attend quarterly Gathering events at City Hall for professional development, program guidance, financial seminars, City of Fresno Department Highlight, and networking with other members.

Subcontractor Information

WestCare California will not subcontract under this proposal.

Representative Resumes

Resumes are provided as attachments to this proposal for all key members of the project team, including their supervisors. Brittany Sosa, Community Relations Manager and

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Laura Reynolds, Program Manager will be responsible for delivering the direct services.

Brittany Sosa, Community Relations Manager. Brittany Sosa is an experienced marketing, media relations, and event coordinator with a proven ability to create and execute successful fundraising initiatives, foster community relationships, and generate positive media exposure. Brittany has served as the Community Relations Manager at WestCare California since 2024, where she oversees daily operations of the Wings Warehouse and coordinates a team of 20 volunteers. She has over 9 years of experience in event planning, content creation, and cross-functional collaboration to drive program success and revenue. Brittany earned a Bachelor of Arts in Media, Communications, and Journalism from California State University-Fresno. For this project, Brittany Sosa will supervise the members hired and serve as the project director. Brittanny will devote 30% of her time to this project.

Laura Reynolds, Program Manager. With over 9 years of experience in social services, Laura Reynolds joined the WestCare team in 2018. She has extensive experience in program management and coordination and currently serves as the program manager of the Day 1 Families Funds, where she trains, teaches, educates, and terminates if needed all 10+ staff in her program. Laura Reynolds is also the HUD Coordinated Entry System (CES) program manager, and facilitates client referrals to Wings. Members hired may work closely with Laura to facilitate client referrals. Laura will devote 5% of her time to this project.

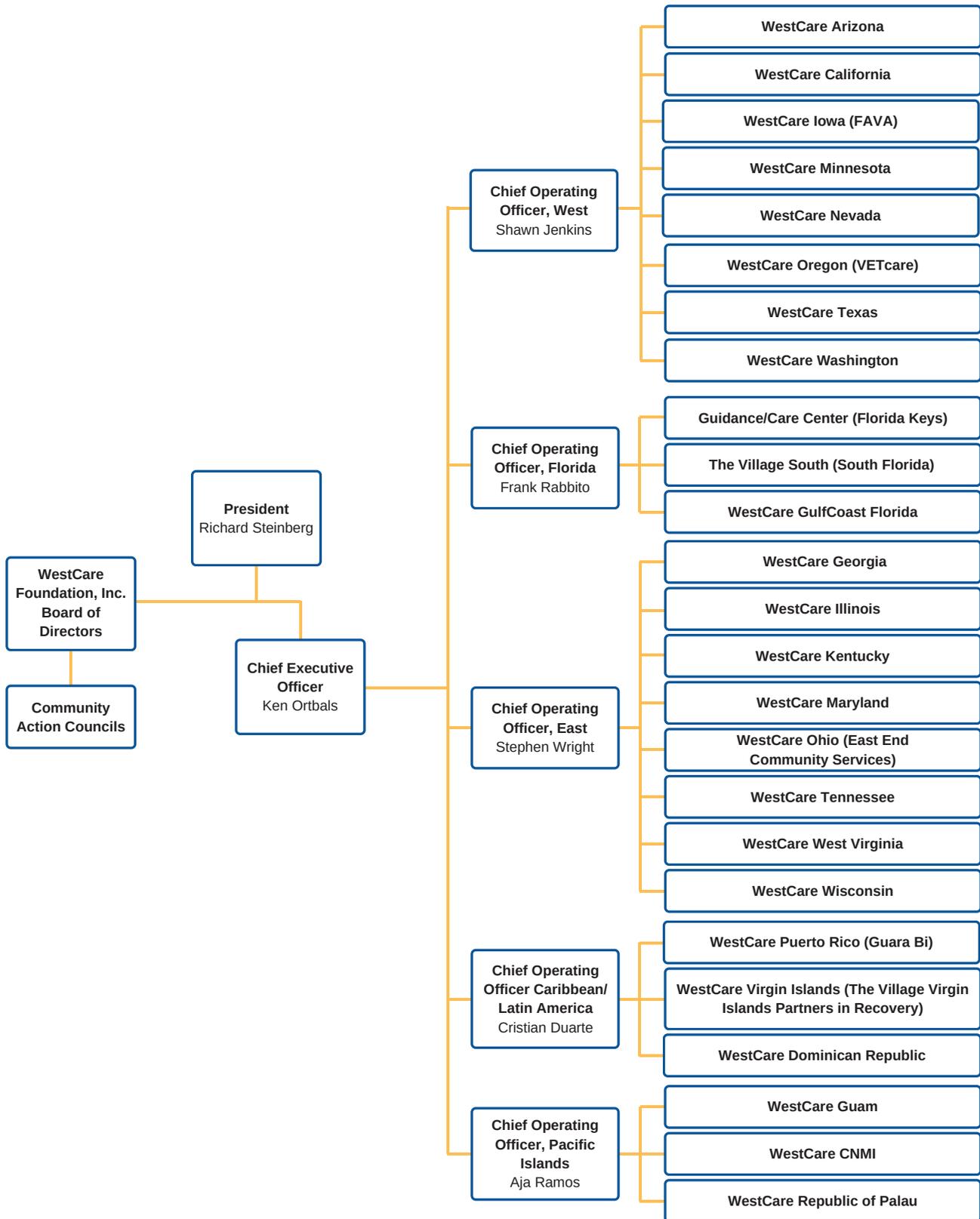
Key skills for staff involved in this project include leadership, conflict resolution, time management, and collaboration. WestCare retains its employees by offering a variety of incentives, one of which is professional development that supports staff to acquire and develop their knowledge, skills, and abilities. Multiple training opportunities are offered every year along with competitive salaries and benefits. Staff are provided additional incentives such as payments for licenses, memberships into professional organizations, and an assortment of employee appreciation gifts and acknowledgments. WestCare provides continuous training for all employees on trauma-informed care, family-centered practices, and relevant legal standards. WestCare utilizes a combination of webinars, in-person classes, and E-Learning through Relias. These efforts will ensure that staff have the required training and skills to facilitate the proposed activities.

Cost Proposal

Attachment A (Cost Proposal Table) is attached with the submission.

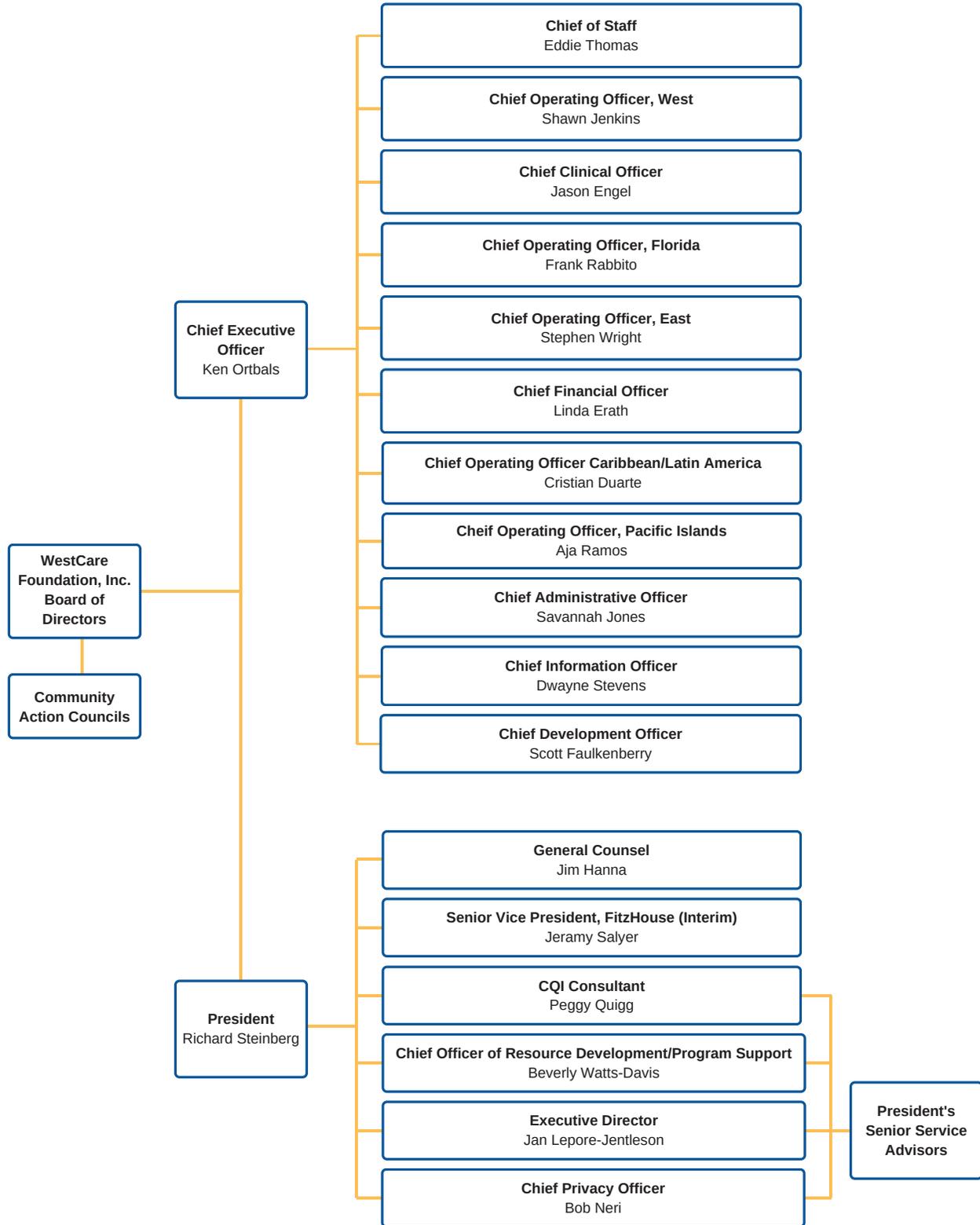


ORGANIZATION CHART



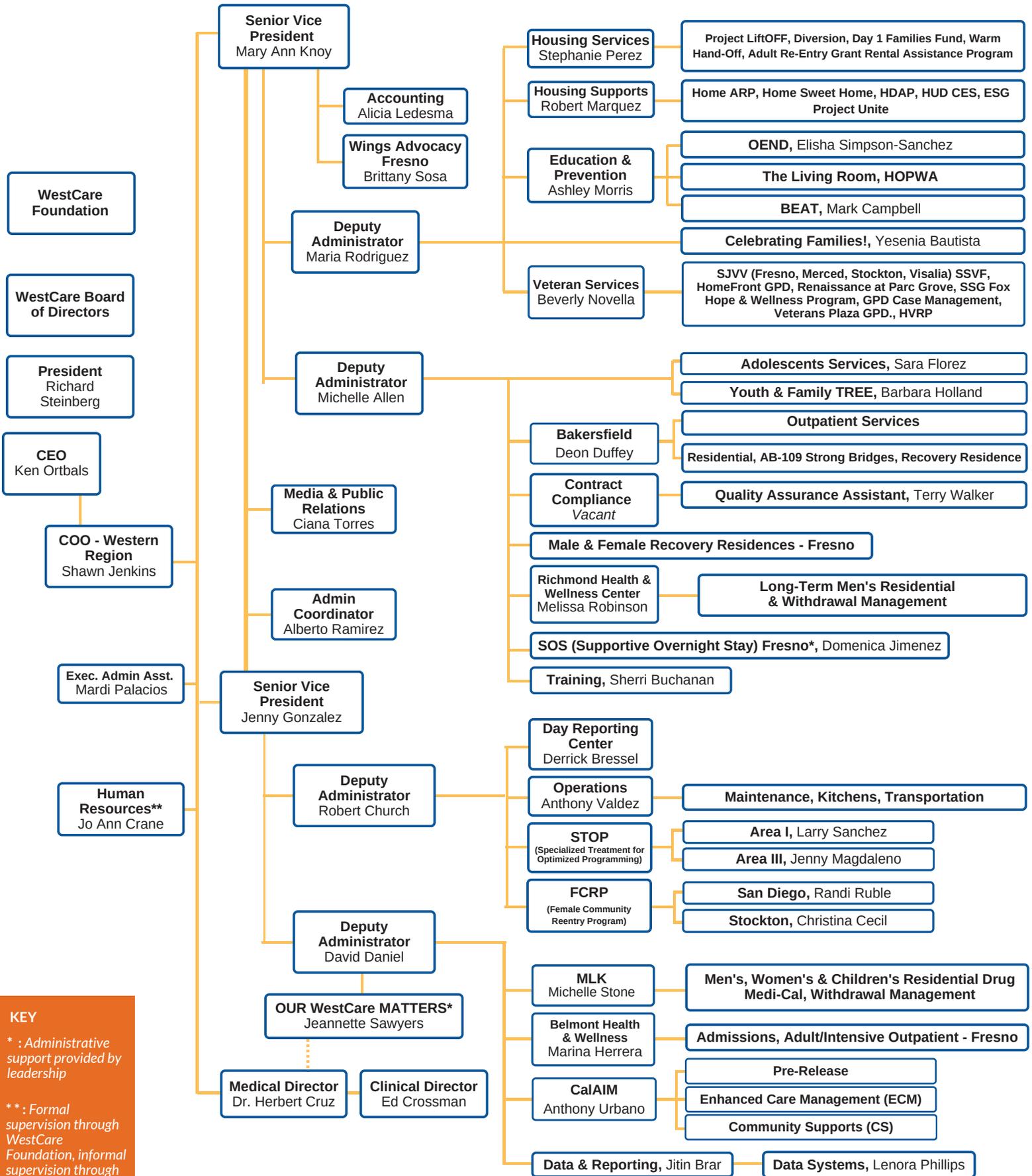


ORGANIZATION CHART





ORGANIZATION CHART



KEY

* : Administrative support provided by leadership

** : Formal supervision through WestCare Foundation, informal supervision through COO - Western Region.

Title	Name	Office Location
President	Richard Steinberg	1711 Whitney Mesa Dr, Henderson, NV 89014
CEO	Ken Ortals	1711 Whitney Mesa Dr, Henderson, NV 89014
COO - Western Region	Shawn Jenkins	1850 N Gateway Blvd. Fresno, CA 93727
Senior Vice President	Mary Ann Knoy	1850 N Gateway Blvd. Fresno, CA 93727
Deputy Administrator	Maria Rodriguez	1850 N Gateway Blvd. Fresno, CA 93727
Accounting	Alicia Ledesma	1900 N Gateway Blvd. Fresno, CA 93727
Wings Advocacy Fresno	Brittany Sosa	1850 N Gateway Blvd. Fresno, CA 93727
Housing Services	Stephanie Perez	1900 N Gateway Blvd. Fresno, CA 93727
Housing Supports	Robert Marquez	1900 N Gateway Blvd. Fresno, CA 93727
Education & Prevention	Ashley Morris	1850 N Gateway Blvd. Fresno, CA 93727
Veteran Services	Beverly Novella	1850 N Gateway Blvd. Fresno, CA 93727
Deputy Administrator	Michelle Allen	1850 N Gateway Blvd. Fresno, CA 93727
Media & Public Relations	Ciana Torres	1850 N Gateway Blvd. Fresno, CA 93727
Admin Coordinator	Alberto Ramirez	1850 N Gateway Blvd. Fresno, CA 93727
Bakersfield	Deon Duffey	2901 S H St, Bakersfield, CA 93304
Contract Compliance	Vacant	1850 N Gateway Blvd. Fresno, CA 93727
Adolescents Services	Sara Florez	410 E 7th St #5 Hanford, CA 93230
Youth & Family TREE	Barbara Holland	410 E 7th St #5 Hanford, CA 93230
Senior Vice President	Jenny Gonzalez	1850 N Gateway Blvd. Fresno, CA 93727
Deputy Administrator	Robert Church	1900 N Gateway Blvd. Fresno, CA 93727
Richmond Health & Wellness Center	Melissa Robinson	208 23rd Street, Richmond, California, United States, 94804
SOS (Supportive Overnight Stay) Fresno	Domenica Jimenez	2772 S M.L.K. Jr Blvd, Fresno, CA 93706
Training	Sherri Buchanan	1850 N Gateway Blvd. Fresno, CA 93727
Day Reporting Center	Derrick Bressel	611 E Belmont Ave, Fresno, CA 93701
Operations	Anthony Valdez	1900 N Gateway Blvd. Fresno, CA 93727
Deputy Administrator	David Daniel	1900 N Gateway Blvd. Fresno, CA 93727
MLK	Michelle Stone	2772 S M.L.K. Jr Blvd, Fresno, CA 93706
Belmont Health & Wellness	Marina Herrera	611 E Belmont Ave, Fresno, CA 93701
CalAIM	Anthony Urbano	1900 N Gateway Blvd. Fresno, CA 93727
OUR WestCare MATTERS	Jeannette Sawyers	1900 N Gateway Blvd. Fresno, CA 93727
Medical Director	Dr. Herbert Cruz	1900 N Gateway Blvd. Fresno, CA 93727
Clinical Director	Ed Crossman	1900 N Gateway Blvd. Fresno, CA 93727
Exec. Admin Asst.	Mardi Palacios	1850 N Gateway Blvd. Fresno, CA 93727
Human Resources	Jo Ann Crane	1900 N Gateway Blvd. Fresno, CA 93727
OEND	Elisha Simpson-Sanchez	1850 N Gateway Blvd. Fresno, CA 93727
BEAT	Mark Campbell	2772 S M.L.K. Jr Blvd, Fresno, CA 93706
Celebrating Families!	Yesenia Bautista	1900 N Gateway Blvd. Fresno, CA 93727
Quality Assurance Assistant	Terry Walker	1850 N Gateway Blvd. Fresno, CA 93727
Area I	Larry Sanchez	4616 Roseville Rd Ste 107, North Highlands, CA 95660
Area III	Jenny Magdaleno	1850 N Gateway Blvd. Fresno, CA 93727
San Diego	Randi Ruble	3050 Armstrong St. San Diego, CA 92111
Stockton	Christina Cecil	1609 North Wilson Way, Stockton, California, United States, 95205
Data & Reporting	Jitin Brar	1850 N Gateway Blvd. Fresno, CA 93727
Data Systems	Lenora Phillips	1850 N Gateway Blvd. Fresno, CA 93727

Job Title: Warehouse Staff

Hours: Part-Time, up to 20 hours per week

Pay: \$20.00 per hour

Reports to: Community Relations Manager/ Program Manager

Term: 6-month appointment (two staff members hired per term)

Job Summary

Wings Advocacy Fresno is seeking reliable and hardworking Warehouse Staff to support operations in the warehouse and assist with home furnishing deliveries for clients. This role involves working alongside volunteers, coordinating delivery logistics, and ensuring the warehouse stays organized and efficient. Candidates must be comfortable with physical labor, lifting over 20 pounds, and occasionally using their personal vehicle for smaller item transport (mileage reimbursement provided). Must have valid Driver License and reliable transportation

Schedule

- **Mondays:**
 - Assist volunteers with cleaning furniture.
 - Organize and stage items for upcoming deliveries.
- **Wednesdays and Thursdays (Delivery Days):**
 - Coordinate day-of delivery including notifying clients upon arrival.
 - Collect any last-minute client notes to ensure smooth deliveries.
 - Move items outside warehouse and stage for movers.
 - Load the Wings box truck in reverse order (last delivery first).
 - Assist movers with loading/unloading, lifting furniture and household goods (20+ pounds).
 - Load smaller items such as lamps, Welcome Home baskets, pillows, and blankets into personal vehicle if needed.
 - Provide MLK driver with complete delivery list and addresses.
 - Track mileage and submit for reimbursement if personal vehicle is used.
 - File client paperwork upon returning to the warehouse.
 - Update Excel sheet with upcoming Saturday pickups.

- Assist with thank-you letters for current month donors.

Qualifications

- Ability to lift and move heavy items (20+ pounds).
- Strong organizational skills and attention to detail.
- Ability to work collaboratively with volunteers, movers, and staff.
- Comfortable using Microsoft Excel and basic documentation systems.
- Reliable transportation and valid driver's license.
- Professional communication with clients, donors, and team members.



SHAWN JENKINS

CHIEF OPERATING OFFICER, WESTERN REGION
WESTCARE FOUNDATION

W: (559) 251-4800 Ext. 20902 | C: (559) 974-2919
1900 N. Gateway Blvd., Suite 100 Fresno CA 93727
Email: shawn.jenkins@westcare.com



ABOUT ME

I am an accomplished and forward thinking creative professional who is ready and willing to utilize my leadership, clinical and management skills for the continued growth and development of WestCare's infrastructure in California and wherever needed.

PROFESSIONAL AND CIVIC AFFILIATIONS

- CDCR Director's Stakeholder Advisory Group
- Fresno Madera Continuum of Care - Immediate Past Chair
- Fresno Community Conversation Stakeholder Group
- Street2Home Work Group
- CAADPE Board - Secretary

PROFESSIONAL SKILLS

- Budget development and management
- Program implementation, monitoring & evaluation
- Ability to work in a fast paced and ever changing work environment
- Communications, PR and media
- Collaborative approach to assessing and tackling the needs of the communities in which we serve
- Coordination among over 100 direct and indirect grants, 60 programs and over 40 physical sites
- Microsoft Office (Excel, Word, Access, Publisher, etc.), Adobe Creative Suite & Paycom
- Social Media: Facebook, Twitter, LinkedIn, Instagram & YouTube

SCHOOLS ATTENDED

FRESNO CITY COLLEGE, FRESNO CA

Certificate of completion in Alcohol Counseling

- Successfully accomplished all requirements of Alcohol Counseling Certificate.



WORK SUMMARY

- 2021 ● WESTCARE FOUNDATION
Chief Operating Officer - Western Region
- 2019 ● WESTCARE FOUNDATION
Deputy Chief Operating Officer - Western Region
- 2013 ● WESTCARE FOUNDATION
Senior Vice President - California
- 2011 ● WESTCARE CALIFORNIA
Regional Vice President
- 2011 ● WESTCARE FOUNDATION
Chief Program Development Officer
- 2007 ● WESTCARE CALIFORNIA
Chief Operating Officer
- 2006 ● WESTCARE FOUNDATION
Senior Vice President - Western Region
- 2005 ● WESTCARE FOUNDATION
Regional Vice President
- 2002 ● WESTCARE CALIFORNIA
Vice President
- 2000 ● WESTCARE CALIFORNIA
Deputy Administrator - Criminal Justice Services
- 1998 ● WESTCARE CALIFORNIA
Operations Director
- 1996 ● THE THIRD FLOOR
Operations Coordinator
- 1995 ● THE THIRD FLOOR
Senior Counselor
- 1990 ● THE THIRD FLOOR
Counselor



MARY ANN KNOY

Efficient Administrator with over 16 years of experience in program oversight and management. Routinely relied upon by senior management for exemplary leadership abilities, team collaboration, and project coordination skills.

CONTACT INFORMATION

ADDRESS: 20135 Goodfellow Ave. Reedley, CA 93654
PHONE: (559) 618-9041 EMAIL: maryann.knoy@westcare.com

AREAS OF SPECIALTY

- Supervision & Leadership
- Conflict Management & Resolution
- Development & Implementation of Programs
- Grant Writing/Reporting
- HMIS Data Entry
- Coordinated Entry System
- Community Education
- Case Management
- Disability Advocacy – SOAR Certified
- Community Outreach/Navigation
- VI-SPDAT Training
- Domestic Violence Advocate
- Bilingual – Fluent Spanish

COMMUNITY SERVICE ACTIVITIES

Board Member at Large, Fresno Madera Continuum of Care

CERTIFICATIONS

- Victim Services Certificate
- SOAR (SSI/SSDI Outreach Access & Recovery)
- Mental Health First Aid
- Harm Reduction 101
- Motivational Interviewing

REFERENCES

Doreen Eley, Senior Manager
Fresno Housing Authority
559-443-8400 ext 4431

Viktoria Grygorian, Senior Victim Advocate
Probation Department
559-600-1669

EDUCATION

California State University, Fresno August 1998 – December 2001
Bachelor of Science, Criminology – Victimology

California State University, Fresno August 1998 – December 2001
Bachelor of Arts, Chicano Latino Studies

WORK EXPERIENCE

WestCare California, Inc. – Fresno, CA
Vice President, Administration July 2021 – Current
Administrative support and oversight for all administrative functions and supportive services for California programs.

Deputy Administrator, Administration April 2020–July 2021
Oversight of Leadership Team assignments, collaborate with other Deputy Administrators on ensuring compliance within all programs/contracts, and support and evaluate all programs and activity performance and maintain competency in all organization policies.

Director, Special Projects February 2019–July 2021
Provide administrative support and coordination of projects particularly in policy research, federal, state and county budget tracking, strategic planning and boards, associations and work groups for all projects of WestCare California.

Program Director, Housing Services November 2017–February 2019
Program Coordinator of Housing Services September 2015–November 2017
Responsible for the strategic planning and implementation of program operations and policies for various housing and support programs. Direct supervision of all housing services staff.

Housing Matcher March 2015–September 2015
Responsible for assigning clients to appropriate housing placements through the Coordinated Entry System, through data entry into the HMIS Database.

Poverello House – Fresno, CA
Director, Naomi’s House December 2002-March 2015
Directly supervise Naomi’s House staff, interns and volunteers; addressing complaints and resolving problems within the women’s safe haven/shelter.

Brittany Sosa

Phone: (559) 288-5290 | E-Mail: brittany.n.sosa@gmail.com

LinkedIn: [LinkedIn.com/in/Brittany-Sosa-2a6874b2](https://www.linkedin.com/in/Brittany-Sosa-2a6874b2)

PROFESSIONAL SUMMARY

Experienced Marketing, Media Relations, and Event Coordinator with a proven ability to create and execute successful fundraising initiatives, foster community relationships, and generate positive media exposure. Skilled in event planning, content creation, and cross-functional collaboration to drive program success and revenue. Strong background in social media marketing, public outreach, and fund development.

PROFESSIONAL EXPERIENCE

Community Relations Manager

WestCare California | 2/2024–Present

- Develop and maintain community partnerships to increase awareness and support for organizational programs.
- Initiate, plan, and lead annual fundraising events, including the Gala and Fiesta on Gateway, to generate revenue and sustain Wings Advocacy Fresno.
- Developed and distributed media content, including social media campaigns, to enhance community engagement and visibility.
- Recruited, trained, and managed volunteers and interns, ensuring effective program support and high volunteer retention.
- Oversaw daily operations of Wings Warehouse, coordinating a team of 20 volunteers to optimize efficiency.
- Represented Wings Advocacy Fresno at local events, meetings, and workshops to strengthen public relations and community outreach.

Marketing & Public Outreach Coordinator

Santé Health Systems | 3/2022–2/2024

- Lead public relations efforts, drafting press releases and conducting outreach to media outlets to promote events and initiatives.
- Developed social media content and campaigns to engage target audiences and increase community involvement.
- Planned and executed fundraising events, including an annual gala, raising significant funds for health programs.
- Organized and led senior events to promote active engagement in the Fresno community and encourage physical movement.
- Collaborated with internal teams to align marketing efforts with organizational goals and mission.

Territory Manager & Marketing Coordinator

The Bone Store | 12/2020–3/2022

- Developed marketing strategies to expand brand presence and drive revenue within assigned territory.
- Managed customer relations, ensuring satisfaction and securing long-term partnerships.
- Conducted promotional outreach to engage customers and increase sales.

Promotion & Events Coordinator

Lotus Fresno Corp (Q97.1, 105.1 The Blaze, ESPN Deportes) | 8/2016–6/2019

- Coordinated promotional events and radio campaigns, boosting brand visibility and audience engagement.
- Managed logistics for station events and collaborated with the marketing team to create effective media content.
- Produced radio content, enhancing on-air programming and fostering loyal listeners

EDUCATION

Bachelor of Arts in Media, Communications, and Journalism

California State University, Fresno

- Relevant Coursework: TV Production (Fresno State Focus), Public Speaking, PRSSA, Media Relations

Laura Reynolds

1948 W Pico Ave
Fresno, CA 93705

(707) 392-8566

lauralreynolds71@gmail.com

OBJECTIVE

Highly motivated Program Director seeking a role that will challenge me and encourage professional growth.

EDUCATION

Sinclair Community College
Dayton, Ohio

KEY SKILLS

Project Management * Budget Planning *
Conflict Resolution* Public Speaking *
Great Leadership* Time Management *

EXPERIENCE

September 6, 2023 - Present

Program Manager, WestCare California, Day 1 Families Funds

Strategic and detail-oriented Project Manager with 8+ years of experience.

Efficient with completing contract and all deadline goals. Successful with working with funders, maintaining program budget. Able to train, teach, educate, and terminate if needed all staff employed under managed program. Responsible to supervise a team of 10 + employees.

Program Manager responsibilities also include:

- Plan and develop Project ideas.
- Create and lead a productive team.
- Monitor projects and create deadlines.
- Solve issues that arise.
- Manage a budget.
- Annual and annual evaluation to all employees.

June 16, 2018 – September 5, 2023

Program Director, Turning Point of Central California- The Welcome Center

Strategic and detail-oriented Project Director with 7+ years of experience.

Efficient with completing contract and all deadline goals. Successful with maintaining the same contract for the last 4 years. Train, teach, educate, and terminate if needed all staff employed under The Welcome Center. Responsible to supervise a team of 10 plus from Monitors, Coordinators, Case managers, and kitchen staff, including all residents admitted to Welcome Center.

Program Director responsibilities also include:

- Plan and develop Project ideas.
- Create and lead a productive team.
- Monitor projects and create deadlines.
- Solve issues that arise.
- Manage a budget.
- Annual and semi-annual evaluation to all employees.

June 2017 – June 2018

Case Manager • Turning Point of Central California, Bridge Point

August 2016 – June 2017

Community Resource Coordinator • Street Outreach • Turning Point of Central California, HERO Team

Reference available upon request

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

5. References

Proposer's Name WestCare California, Inc.
(Submit with Proposal)

REFERENCES

Please list at least three references of similar size and type of services, including governmental agencies, if available.

1. AGENCY/COMPANY NAME: The County of Fresno Department of Behavioral Health
 ADDRESS: 3688 E. Shields Ave, Fresno, CA 93726
 CONTACT PERSON: Kari Larson, Staff Analyst PHONE NUMBER: 559-600-0744
 FAX NUMBER 5594554633 EMAIL klarson@fresnocountyca.gov
 LENGTH OF CONTRACT: 1988 - Present; 37 (YEARS)
 TYPES OF SERVICES PROVIDED: outpatient and residential SUD treatment, withdrawal management, recovery residence housing

2. AGENCY/COMPANY NAME: California Department of Corrections and Rehabilitation
 ADDRESS: 98 38 Old Placerville Road, Suite B-2, Sacramento, CA 95827
 CONTACT PERSON: Nikki Melgoza, Staff Services Manager-II PHONE NUMBER: 916-639-4235
 FAX NUMBER N/A EMAIL Nikkole.Melgoza@cdcr.ca.gov
 LENGTH OF CONTRACT: 1994 - present; 31 (YEARS)
 TYPES OF SERVICES PROVIDED: outpatient SUD treatment and intensive case management

3. AGENCY/COMPANY NAME: The County of Fresno Social Services Department
 ADDRESS: PO Box 1912 Fresno, CA 93718
 CONTACT PERSON: Laura Moreno PHONE NUMBER: (559) 600-2335
 FAX NUMBER 5592662463 EMAIL lhaga@fresnoocountyca.gov
 LENGTH OF CONTRACT: TYPES 2000-Present; 25 (YEARS)
 OF SERVICES PROVIDED: CPS, CalWorks Services Rapid Rehousing, Diversion, Referrals to the Wings Advocacy Fresno program

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

6. Acceptance of Indemnification and Insurance Proposer's Name WestCare California, Inc.
(Submit with Proposal)

**STATEMENT OF ACCEPTANCE OF THE INDEMNIFICATION
AND INSURANCE REQUIREMENTS**

The Proposer shall sign below that the Proposer accepts in whole the Indemnification and Insurance Requirements set forth in these Specifications. If the Proposer takes exception to some portions, those portions shall be listed here below, and the Proposer shall sign that the Proposer accepts all portions of the requirements not listed.

Note: Any exceptions may cause a Proposer to not be awarded a contract.

- ACCEPT**
- DO NOT ACCEPT**

If "DO NOT ACCEPT" is checked, please list exceptions:

INSERT IF APPLICABLE



Signature of Authorized Person

Shawn Jenkins, Chief Operating Officer - Western Region

Type or Print Name of Authorized Person

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

7. Disclosure of Conflict of Interest

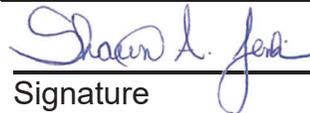
Proposer's Name WestCare California, Inc.
(Submit with Proposal)

DISCLOSURE OF CONFLICT OF INTEREST

		YES*	NO
1	Are you currently in litigation with the City of Fresno or any of its agents?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Do you represent any firm, organization, or person who is in litigation with the City of Fresno?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Do you currently represent or perform work for any clients who do business with the City of Fresno?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Are you or any of your principals, managers, or professionals, owners or investors in a business which does business with the City of Fresno, or in a business which is in litigation with the City of Fresno?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Are you or any of your principals, managers, or professionals, related by blood or marriage to any City of Fresno employee who has any significant role in the subject matter of this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Do you or any of your subcontractors have, or expect to have, any interest, direct or indirect, in any other contract in connection with this Project?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
* If the answer to any question is yes, please explain in full below.			

Explanation: _____

Y Additional page(s) attached.



Signature

10/6/25

Date

Shawn Jenkins, Chief Operating Officer -
Western Region

Name

WestCare California, Inc.

Company

1900 N. Gateway Blvd.

Address

Fresno, CA 93727

City, State, Zip

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

8. Addenda and Time Period to Award/Reject

Proposer's Name WestCare California, Inc.
(Submit with Proposal)

ADDENDA

The City makes a concentrated effort to ensure any addenda issued relating to these Specifications are distributed to all interested parties. It shall be the Proposer's responsibility to inquire as to whether any addenda to the Specifications have been issued. Upon issuance by the City, all addenda are part of the proposal. Signing the proposal on the signature page thereof shall also constitute signature on all addenda.

TIME PERIOD TO AWARD/REJECT

The undersigned Proposer agrees that the City may have **ONE HUNDRED TWENTY (120) DAYS** from the date proposals are opened to accept or reject proposals. It is further understood that, if the Proposer to whom any award is made fails to enter into a Contract as provided in the Specifications, award may be made to another Proposer, who shall be bound to perform as if it had received the award in the first instance.

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

9. Signature Page

(Submit with Proposal)

SIGNATURE PAGE

By my signature on this proposal I certify, under penalty of perjury under the laws of the State of California, that the statements contained in this proposal are true and correct.

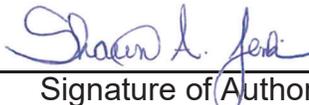
PROPOSAL SUBMITTED BY:

(Please follow the instructions for each line, as explained below.)

(1) WestCare California, Inc. () 559 251-4800 () 559-453-7827
Firm Phone Fax

(2) Corporation: Incorporated in the State of California
(Corp.) (Individual) (Partner) (Other)

(3) 1900 N. Gateway Blvd.
Business Address
Fresno, CA 93727
City State Zip Code

(4) By: 
Signature of Authorized Person
Shawn Jenkins, Chief Operating Officer - Western Region
Type or Print Name of Authorized Person and Title

Federal Tax I.D. No.: 23-7368450 Date: 10/6/25

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
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INSTRUCTIONS FOR SIGNATURE PAGE

LINE 1: The name of the Proposer must be the same as that under which a license is issued, if a license is required. If the Proposer is a corporation, enter the exact name of the corporation under which it is incorporated; if Proposer is an individual, enter name; if Proposer is an individual operating under a trade name, enter name and dba (trade name in full); if a partnership, enter the correct trade style of the partnership; if a joint venture, enter exact names of entities joining in the venture.

LINE 2: Identify here the character of the name shown under (1), i.e., corporation (including state of incorporation), individual, partnership, or joint venture.

LINE 3: Enter the address to which all communications and notices regarding the Proposal and any Contract awarded thereunder are to be addressed.

LINE 4: (a) If the Proposer is a corporation, the Proposal must be signed by an officer or employee authorized to sign Contracts on behalf of the corporation evidenced by inclusion of one of the following certified by the secretary of the corporation, authorizing the officer or employee to sign contracts (sample certification attached): a copy of the Secretary of State printout, a copy of the Articles of Incorporation, a copy of the Bylaws, a copy of the Board Resolution or Minutes authorizing the officer or employee to sign Contracts.

(b) If Proposer is an individual, he/she must sign the Proposal, or if the Proposal is signed by an employee or agent on behalf of the Proposer, a copy of a power of attorney must be on file with the City of Fresno prior to the time set for the opening of the proposals or must be submitted with the Proposal.

(c) If the Proposer is a partnership, the Proposal must be signed by all general partners; or by a general partner(s) authorized to sign Contracts on behalf of the partnership evidenced by inclusion of either a copy of the Partnership Agreement or a recorded Statement of Partnership.

(d) If the Proposer is a joint venture, the Proposal must be signed by all joint venturers; or by a joint venturer(s) authorized to sign Contracts on behalf of the joint venture evidenced by inclusion of either a copy of the Joint Venture Agreement or a recorded Statement of Joint Venture; and if the joint venturer(s) is a corporation or a partnership signing on behalf of the Joint Venture, then Paragraphs (a) and c) above apply respectively.

Where Proposer is a partnership or a corporation, the names of all other general partners, or the names of the president and secretary of the corporation, and their business addresses must be typewritten below:

NAME	ADDRESS
President: Richard (Dick) E. Steinberg	PO Box 94738 Las Vegas, NV 89193
CEO: Ken Ortvals	PO Box 94738 Las Vegas, NV 89193
Treasurer: Linda Erath	PO Box 94738 Las Vegas, NV 89193

NOTE: All addresses must be complete with street number, City, State, and Zip Code.



RESOLUTION WCCA 2025-02

RESOLUTION OF WESTCARE CALIFORNIA, INC. (“CORPORATION”) BOARD OF DIRECTORS AUTHORIZING THE SUBMISSION OF THE FOLLOWING 2025-2026 GRANT APPLICATIONS AND CONTRACTS AND THE DESIGNATING OF AUTHORIZED REPRESENTATIVES OF THE CORPORATION.

WHEREAS, the Corporation desires to submit and execute the following listed Funding Contracts (as defined below), including all supporting documentation and assurances, to the designed funding agencies under the specific Funding Contract;

WHEREAS, certain Funding Contracts require that the Board of Directors of the Corporation approve the submission and execution of each Funding Contract and further require that the Corporation designate named authorized representatives of the Corporation to act on behalf of the Corporation.

WHEREAS, pursuant to *Section 6.1 of The Amended and Restate Bylaws of WestCare California, Inc.*, dated October 12, 2019, the Board may authorize, by resolution, certain officers to enter into any contract or instrument on behalf of the Corporation.

THEREFORE, BE IT RESOLVED that the Board of Directors of the Corporation, subject to the Corporation’s own contract review process and grant review structure and policies, hereby approves the submission of the following listed Funding Contracts, including all supporting documentation and assurances required under each application by the issuing funding body, by the Corporation:

- US Department of Commerce
 - US Economic Development Administration
- Substance Abuse and Mental Health Services Administration
 - Center for Substance Abuse Treatment
 - Center for Substance Abuse Prevention
 - Center for Mental Health Services
- US Department of Justice
 - Office of Juvenile Justice and Delinquency Prevention
- US Department of Veterans Affairs
- US Department of Housing and Urban Development

- US Department of Health and Human Services
 - Administration for Children and Families
 - Health Resources and Services Administration
- US Center for Disease Control
- US Department of Education
- US Office of Juvenile Justice and Delinquency Prevention
- US Department of Labor
- United States Courts Probation and Pretrial Services
- Center for Substance Abuse Treatment (CSAT)
- Center for Substance Abuse Prevention (CSAP)
- Center for Mental Health Services (CMHS)
- US Center for Disease Control and Prevention
- Office of National Drug Control Policy
- US Department of Probation
- US Department of Natural Resources
- US Department of Transportation
- US Department of Agriculture
- US Department of the Interior
- The Federal Emergency Management Agency
- California Department of Corrections and Rehabilitation
- Fresno Housing Authority
- Community Medical Center Mai-MIA
- Fresno County
- Kern County
- Kern County Department of Social Services
- Kings County Behavioral Health
- Madera County Behavioral Health Services
- Madera County
- Mental Health Systems
- Tulare County
- Turning Point of Central California
- Albertsons Companies
- Amity Foundation
- Kaiser Permanente/Kaiser Foundation
- Omni Community Health
- Fresno County Department of Behavioral Health
- Fresno County Department of Social Services
- Madera County Corrections
- Madera County Probation
- Mariposa County Department of Human Services
- US Department of Veterans Affairs Grants per Diem
- City of Fresno
- Kern County Probation
- Kern County Behavioral Health & Recovery

- Tulare County Probation
- Tulare County Health & Human Services Agency
- California Department of Health and Care Services
- Albertsons Companies
- Amity Foundation
- Kaiser Permanente/Kaiser Foundation
- Omni Community Health
- Fresno County Department of Behavioral Health
- Fresno County Department of Social Services
- Madera County Corrections
- Madera County Probation
- Mariposa County Department of Human Services
- US Department of Veterans Affairs Grants per Diem
- Contra Costa County
- Beal Bank USA
- CLMG Corp
- LNV Corporation

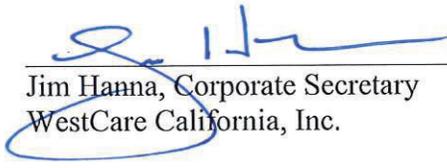
BE IT FURTHER RESOLVED that the following persons are hereby, subject to the authority of their respective title and applicable contract policy, if any, authorized by the Corporation to execute and deliver all such documents and instruments related to the Funding Contracts, including but not limited to, any amendments, payment requests and budget modifications attendant to each specific contract, regardless of whether such acts were performed before or subsequent to the date of the adoption of this Resolution:

- Richard Steinberg President
- Ken Ortvals Chief Executive Officer
- Linda Erath Chief Financial Officer
- Shawn Jenkins Chief Operational Officer
- Robert Neri Chief Program Services Officer
- Dr. Jason Engel Chief Clinical Officer
- Savannah Jones Chief Administration Officer
- Dwayne Stevens Chief Information Officer
- Jeramy Salyer Senior Vice President
- Jenny Gonzalez Senior Vice President
- Maryann Knoy Senior Vice President

//

FINALLY, BE IT RESOLVED that this **Resolution WCCA 2025-02** shall continue in full force and effect and may be relied upon by the Corporation and the County, until the receipt of written notice of any change therein.

PASSED AND ADOPTED by the Board of Directors of the Corporation by unanimous vote on this 21st day of June, 2025.



Jim Hanna, Corporate Secretary
WestCare California, Inc.

June 21, 2025
Date

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

V – SCOPE OF WORK

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

V. SCOPE OF WORK

INTRODUCTION

The City of Fresno (City), California is seeking written proposals from local qualified Community-based Organizations (worksite) to provide meaningful work experiences that support initiatives to provide on-the-job training to Fresno youth ages 18 – 30 in the areas of clerical, community engagement, and laborer. Proposals may include a variety of elements to create a collaborative partnership with the City of Fresno including, but not limited to, the organization serving as the employer of record. Requirements will include, but not be limited to hiring, onboarding, training, supervising, evaluating, and offboarding employees as the employer of record model. Worksite agreements will be 12 months in duration and may be extended.

Project Background / Description

Since April 2022, the One Fresno Youth Jobs Corps Program has received \$14,701,000 in funding and has recruited, trained, mentored, and hired over 500 youth, with one or more barriers to employment, for jobs with the City and community-based worksites to prepare them for future career opportunities.

On June 26, 2025, the City received \$1.0 million dollars from California Volunteers to launch the Youth Service Corps Homelessness Pilot. The funding in this Request for Proposal (RFP) supports programs delivered through The California For All Youth Workforce Program; a Governor's initiative administered by California Volunteers in partnership with cities across California. The purpose of the initiative is to strengthen the City's capacity to address key areas of climate, food insecurity, education, and public service.

Program Structure

Worksites will be required to train and place high need youth into positions in a new or existing youth workforce development program focused on assisting Californians who are experiencing homelessness or are at risk.

Members are recruited for the One Fresno Youth Jobs Corps Program through a comprehensive marketing strategy. Applicants complete job readiness training to provide foundational skills to obtain a position at a worksite. Upon successful completion of employment at a worksite, they may apply for the One Fresno Youth Jobs Corps Program as a Participant for up to 6 months in a City of Fresno department.

Participants in good standing, or that have successfully completed the program, may apply to be a Navigator at worksite for up to 6 months. Recruitment efforts will focus on identifying individuals who display professionalism, leadership potential, and a passion for serving the community.

SCOPE OF SERVICES

Proposers must be able to provide sufficient and meaningful work experiences to Fresno youth

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

designed to promote the development of positive work habits and specific skills required for successful participation in the workforce.

If awarded a Contract through this RFP to serve as the employer of record, proposers will be required to abide by the following terms:

- 1) Comply with California and Federal Child Labor Laws (maximum hours, breaks, etc.) and acknowledge the penalties for violating Federal Child Labor Laws.
- 2) Comply with State of California training requirements on preventing sexual harassment and abusive conduct in the workplace that satisfy California's legal training requirements pursuant to Government Code section 12950.1.
- 3) Assure that this Contract will enhance the number of employed individuals and not displace currently employed worker(s) (including partial displacement such as a reduction of hours of non-overtime work, wages or employment benefits) or impose on their promotional opportunities.
- 4) Provide members an orientation to familiarize them with their job duties, times/days/locations to report to work, policies, and procedures such as attendance requirements, absenteeism, tardiness, lunch, and break time, minimum required hours, worksite expectations, and what to do in case of an emergency by providing clear emergency and evacuation procedures.
- 5) It is expected that member experiences will be in person and provide the members with supervision at all times.
- 6) Discuss any problems or conflicts that may arise from the member's job performance to immediately resolve issues. Contact the One Fresno Youth Jobs Corps staff for assistance if unable to resolve internally. Wraparound services are available to remove barriers including coaching and mentoring.
- 7) Collaborate with the One Fresno Youth Jobs Corps Program staff pertaining to worksite operations.
- 8) Maintain accurate timecard records, verifying hours, and ensure that timecards are signed by the member and the supervisor prior to payment. Ensure any timecard changes or corrections are initiated by the Supervisor and the members. (The use of white-out is strictly prohibited).
- 9) Provide the members with copies of signed timesheets and other program or work-related information as appropriate.
- 10) Consider the possibility of hiring the members at the conclusion of the program, although there is no requirement to do so.
- 11) Provide materials and equipment necessary to perform the duties of the work assignment.
- 12) Members are to be encouraged to attend quarterly Gathering events at City Hall for professional development, program guidance, financial seminars, City of Fresno Department

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Highlight, and networking with other members.

13) Program evaluations are required by the State funding source at the conclusion of a member's participation in the program. When a member concludes their time with the program at the worksite, the agency must provide the City with:

- A completed Final Member Program Evaluation
- A completed Final Supervisor Program Evaluation

14) Maintain records and prepare monthly reports, including but not limited to the following:

- Number of youth employed in organization.
- Number of youth employed in each focus area.
- Average wage and hours worked of participants across organization.
- Number of youth employed in program who remain in college or stable employment.
- Number of youth employed after completion of program.
- Youth anecdotal stories regarding their employment.

15) Worksites will be required to provide data monthly to the City on the outcomes towards addressing homelessness, including but not limited to the below:

- Total number of people served by Navigators.
- Number of referrals to:
 - Healthcare services
 - Temporary Housing
 - Permanent Housing
- City specific outcomes as needed

All Contracts awarded would end by December 31, 2026, unless additional grant funding is received.

AVAILABLE FUNDING

The One Fresno Youth Jobs Corps Program is funded through State funds made available to California Volunteers through an investment by the Governor and the Legislature under authority of Senate Bill No.108, Budget Act of 2024, Chapter 35, Statutes of 2024. The City will award funds directly to eligible agencies on a reimbursable basis.

Estimated total funding amount available for allocation in this program through this RFP is \$700,000.

Minimum and Maximum awards: The minimum award amount is \$50,000. The maximum grant award amount is \$700,000. The number of awards available will be determined based on the amount of each award and number of selected worksites.

The City reserves the right to reopen this proposal or open a similar proposal later if funding is available.

The One Fresno Youth Jobs Corps Program has three primary goals:

- Increase youth employment
- Develop career pathways

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

- Strengthen local capacity to address key areas of food insecurity, climate, education, and public service.

Established agencies who provide youth workforce development programming are encouraged to apply for this RFP. Awardees are responsible for selecting, hiring, training, managing, and terminating members as the employer of record.

Funding can be used to create new jobs or expand existing member workforce opportunities within the requirements of this grant. All member positions must be 20 hours average per week within the same pay period.

All members must be between 18-30 years of age at the time of hire. The City of Fresno will refer applicants to agencies to interview for positions. Hiring priority should be given to youth who:

- May have difficulty finding employment
- Are low-income
- Are unemployed and/or out of school
- Are or were justice-involved
- Are in or transitioning from foster care
- Are engaged with the mental health or substance abuse system
- Are unhoused/housing insecure/at risk of becoming unhoused

Priority may be given to applicants (meeting two or more of the above criteria), which should make up no fewer than 75% of selected members and City of Fresno residents.

Examples of eligible projects or programs may include, but not limited to, the following:

- Community Food Distribution/Food Banks
- Community Service Special Events
- Public Health/Healthcare services
- Information Technology
- Urban and Community Farming
- Public Safety Initiatives

Wraparound services will be available by referral through City partners for members in need of assistance.

The worksite as the employer will pay members a wage of \$20.00 per hour or the current California minimum wage, if higher. In addition to member wages, allowable expenses include uniforms, parking, employment supported certificates, and personal tools for the members to be able to do their job proficiently.

Members may not participate in activities that require high levels of safety precautions or that require specialized training unless that training is provided by the proposer. Funds requested under this opportunity are subject to applicable federal laws, rules, and regulations. References to specific regulations will be linked to e-CFR at www.ecfr.gov.

In addition, funds may not be used for the following reasons:

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

- Repayment of existing debt or pre-existing tax liens or obligations
- For food and beverages
- Legal, loan, or bank fees
- Subsidization of existing contracts
- Political campaigns or lobbying
- Advancement of certain sectarian, politically partisan, or religious projects (grant funds should be used for specific programs and not to advance the causes of any of the stated groups)
- Fundraisers or other events that are not open to the general public
- A project or program which is clearly intended for commercial gain
- A project or program that occurs before or after the grant award period
- Support of individuals
- For businesses established for personal benefit or profit
- To support annual fund drives
- To fund an agency's deficit or endowment
- To repay loans
- Furniture
- Bonuses
- Program funds may not be used to purchase durable goods or capital expenses, such as but not limited to appliances, vehicles, laptops, or other long-term use equipment and assets.
- For the direct support of religious activities. Secular activities offered to the community that is provided by religious organizations regardless of congregational membership or statements of beliefs may be eligible for grant funds.

CONTENTS OF PROPOSAL

Executive Summary

A letter of introduction signed by an authorized representative of the Agency (limited to three pages) that provides an executive summary of the Agency's experience relevant to the scope of work described in this RFP. This summary must also highlight why the Agency is best suited to provide the services desired by the City and description of the position(s) the youth will be employed and the agency's experience providing youth and workforce development programs including outcomes.

Vendor Information

- Agency must provide a company profile. Information provided shall include: Name, address, and telephone number of the organization's point of contact.
- Agency's background/history and why the organization or Agency is qualified and the best choice to provide the services described in this RFP.
- Length of time organization has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.
- References may be requested.

Program Design

- How many members will you employ per 6-month cohort?
- Describe variety of duties or work that will be performed.

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

- Describe training and if any certifications will be completed during employment.

Subcontractor Information

No subcontracts will be authorized for this project.

Representative Resumes

Agency must submit a resume for each key member of the project team. Resumes should highlight staff members' experience as they relate to this project. Describe the key program staff that are responsible for delivering the direct services. List key duties, roles, and time devoted to the proposed program. Include information on staff experience, community connections, and cultural competencies. Describe the key knowledge skills, ability possessed by your staff or needed in the roles for your program to be successful, and how your agency will support staff to acquire and develop their knowledge, skills, and ability.

Cost Proposal

The Agency must provide a complete cost proposal based on the scope of services set forth in this RFP. Proposal should include member wages and fringe. Program Member wages and fringe should be at least eighty seven percent (87%) of the total proposal. Program Administration should not exceed ten percent (10%) of total proposal. Program supplies including uniforms, parking, and training certificates should not exceed three percent (3%) of total proposal. Additional expenses will not be allowed unless specified in the proposal. The total cost shall be stated as a not-to-exceed price.

Attachment A (Cost Proposal Table) is required to be submitted with all proposal documents.