

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.47
(ID # 24537)

MEETING DATE:
Tuesday, June 25, 2024

FROM : PUBLIC SOCIAL SERVICES

SUBJECT: DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS): Ratify and Approve the Fourth Amended and Restated Professional Services Agreement DPSS-0001155B-05 with Riverside County Superintendent of Schools for vocational training to increase the annual maximum contract amount for FY 23/24 by \$175,000 from \$225,000 to \$400,000 effective July 1, 2023 through June 30, 2024, All Districts. [Total Cost Increase: \$175,000, Funding: Federal 97%, State 3%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and approve the Fourth Amended and Restated Professional Services Agreement #DPSS-0001155B-05 with Riverside County Superintendent of Schools for vocational training to increase the annual maximum contract amount for FY 23/24 by \$175,000 from \$225,000 to \$400,000 effective July 1, 2023; and Authorize the Chair of the Board to sign the Agreement on behalf of the County; and
2. Authorize the Purchasing Agent, or designee, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved as to form by County Counsel to: (a) to issue a Purchase Order for any goods and/or services rendered; (b) sign amendments that exercise the options of the Agreement DPSS-0001155B-05 including modifications of the scope of services that stay within the intent of the Agreement.

ACTION: Policy


Charity Douglas, DPSS Director 5/29/2024

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Gutierrez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez
Nays: None
Absent: None
Date: June 25, 2024
xc: DPSS

Kimberly A. Rector
Clerk of the Board

By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 175,000	\$ 0	\$ 175,000	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: Federal 97%, State 3%			Budget Adjustment:	No
			For Fiscal Year:	23/24

C.E.O. RECOMMENDATION: Approve

Background

California Work Opportunities and Responsibility for Kids (CalWORKs) is a public assistance program that provides cash aid and services to eligible families that have a child(ren) in the home. If a family has little or no cash, and needs housing, food, utilities, clothing, or medical care, they may be eligible to receive immediate short-term help. Families that apply and qualify for ongoing assistance receive money each month to help pay for housing, food, and other necessary expenses. The program is designed to provide families the means to meet their basic needs in times of hardship, while helping them to enter or re-enter the workforce and become self-sufficient.

The CalWORKs Act became operative in 1998; the Welfare-To-Work Program (WTW) is a comprehensive statewide employment program designed to enable participants to achieve self-sufficiency through employment. The intent of the WTW Program is to provide employment and training services to virtually all adult recipients. Riverside County is mandated to offer educational and vocational training programs to active CalWORKs customers. Riverside County Superintendent of Schools (RCSS) provides high-quality, affordable vocational training, to equip students with the tools and skills that will lead to a successful career. Since December 1, 2015, DPSS has provided their customers with educational and vocational training through RCSS, this service helps DPSS customers acquire transferrable skills to prepare for employment opportunities, with the goal of being self-sufficient.

DPSS is requesting to increase the FY 23/24 annual contract amount by \$175,000 from \$225,000 to \$400,000 to provide 82 additional customers with vocational training.

Impact on Residents and Businesses

The educational and vocational training programs at RCSS continue to assist WTW customers to achieve self-sufficiency by gaining employment which also benefits Riverside County's business communities.

Additional Fiscal Information

Ordinance 459 Section 7, Category II Exception E allows for award of contracts with any federal, state, or local government agency without bidding due to the nature of collaboration and partnership of beneficial programs with government entities.

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

The total payments to RCSS for vocational training shall not exceed:

Fiscal Year Period	Total Payment
December 10, 2019 – June 30, 2020	\$225,000
July 1, 2020 through June 30, 2021	\$225,000
July 1, 2021 through June 30, 2022	\$425,000
July 1, 2022 through June 30, 2023	\$450,000
July 1, 2023 through June 30, 2024	\$400,000
Total	Not to Exceed \$1,725,000

Contract History and Price Reasonableness

Based on a cost comparison conducted in 2019, RCSS provides a very cost effective educational and vocational training program. The following table reflects a cost comparison:

Program	Riverside County Superintendent of Schools	United Education Institute	Riverside City College
Dental Assistant	\$ 10,600	\$ 19,900	N/A
Medical Assistant	\$ 3,840	\$ 19,900	N/A
Pharmacy Technician	\$ 6,450	\$ 19,900	N/A
Welding	\$ 750	N/A	\$ 1,278

ATTACHMENT:

- A. Fourth Amended and Restated Agreement #DPSS-0001155B-05 with RCSS for CalWORKs Vocational Training


 Meghan Hahn, Director of Procurement 5/31/2024


 Brianna Lontajo, Principal Management Analyst 6/18/2024


 Aaron Gettis, Chief of Deputy County Counsel 6/10/2024

**County of Riverside Department of Public Social Services
Contracts Administration Unit
4060 County Circle Drive
Riverside, CA 92503**

and

**Riverside County Superintendent of Schools
(Vendor Number 0000031137 - Riverside County Office of Education)
CalWORKs Vocational Training
DPSS-0001155B-05**



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- Schedule A - "Payment Provisions"
- Schedule B - "Scope of Services"

List of Attachments

- Attachment I - PII Privacy and Security Standards
- Attachment II - Assurance of Compliance
- Attachment III - DPSS 2076A & Instructions
- Attachment IV - Plan 109 Referral
- Attachment V - RCOE Fee Schedule
- Attachment VI - DPSS Vocational Training Monthly Billing Form, and Instructions
- Attachment VII - Attendance and Academic Policies
- Attachment VIII - Grievance Procedures

This Ratification and Fourth Amended and Restated Agreement, DPSS-0001155B-05, (herein referred to as "Agreement") is made and entered into by and between Riverside County Superintendent of Schools (herein referred to as "RCSS" or "CONTRACTOR") and the County of Riverside, a political subdivision of the State of California, on behalf of its Department of Public Social Services (herein referred to as "COUNTY").

COUNTY and CONTRACTOR previously entered into that certain Agreement, DPSS-0001155, for CalWORKs Vocational Training, approved December 10, 2019, Agenda 3.31, (herein referred to as "Original Agreement"); that certain First Amended and Restated Agreement, DPSS-0001155B, executed on November 5, 2020; that certain First Amendment, DPSS-0001155B-01, executed on October 19, 2021; that certain Second Amended and Restated Agreement, DPSS-0001155B-02, approved June 14, 2022, Agenda 3.13; that certain Third Amended and Restated Agreement, DPSS-0001155B-03, executed March 29, 2023; and that certain First Amendment to the Third Amended and Restated Agreement, DPSS-0001155B-04, executed September 15, 2023. Upon the effectiveness of this Agreement, any prior Agreements shall be superseded and replaced in its entirety by this Agreement.

Furthermore, the parties acknowledge and agree that vocational services were provided to 82 customers between July 1, 2023 and June 30, 2024 without a written amendment to the Agreement. All actions taken by both COUNTY and CONTRACTOR prior to the dates hereof were in compliance with, and pursuant to the terms and conditions of the Agreement, and are hereby confirmed and ratified.

The parties now agree as follows:

1. DEFINITIONS
 - A. "Agreement" refers to the terms and conditions, schedules, and attachments included herein.
 - B. "CalWORKs" stands for California Work Opportunity and Responsibility to Kids, and is a public assistance program that provides cash aid and services to eligible families that have a child(ren) in the home.
 - C. "CONTRACTOR" refers to Riverside County Superintendent of Schools including its employees, agents, representatives, subcontractors, and suppliers.
 - D. "COUNTY" refers to the County of Riverside.
 - E. "DPSS" refers to the County of Riverside's Department of Public Social Services, which has administrative responsibility for this Agreement.
2. DESCRIPTION OF SERVICES
CONTRACTOR shall provide all services at the prices stated in Schedule A, Payment Provisions, and as outlined and specified in Schedule B, Scope of Services, and Attachment I - PII Privacy and Security Standards, Attachment II - Assurance of Compliance, Attachment III - DPSS 2076A & Instructions, Attachment IV - Plan 109 Referral, Attachment V - RCOE Fee Schedule, Attachment VI - DPSS Vocational Training Monthly Billing Form, and Instructions, Attachment VII - Attendance and Academic Policies, and Attachment VIII - Grievance Procedures.
3. PERIOD OF PERFORMANCE

This Agreement shall be effective December 10, 2019 ("Effective Date") and continues in effect through June 30, 2024. CONTRACTOR shall commence performance upon the effective date and shall diligently and continuously perform thereafter.

4. COMPENSATION

COUNTY shall pay CONTRACTOR for services performed, products provided or expenses incurred in accordance with Schedule A, "Payment Provisions." COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products. Unless otherwise specifically stated in Schedule A, COUNTY shall not be responsible for payment of any of CONTRACTOR's expenses related to this Agreement. At the expiration of the term of this Agreement, or upon termination prior to the expiration of the Agreement, any funds paid to CONTRACTOR, but not used for purposes of this Agreement shall revert to COUNTY within thirty (30) calendar days of the expiration or termination.

5. AVAILABILITY OF FUNDS/NON-APPROPRIATION OF FUNDS

The obligation of COUNTY for payment under this Agreement beyond the current fiscal year is contingent upon and limited by the availability of COUNTY funding from which payment can be made. There shall be no legal liability for payment on the part of COUNTY beyond June 30 of each year unless funds are made available for such payment by the COUNTY Board of Supervisors. In the event such funds are not forthcoming for any reason, COUNTY shall immediately notify CONTRACTOR in writing and this Agreement shall be deemed terminated and be of no further force or effect. COUNTY shall make all payments to CONTRACTOR that were properly earned prior to the unavailability of funding.

6. TERMINATION

A. COUNTY may terminate this Agreement without cause upon giving thirty (30) calendar days written notice served on CONTRACTOR stating the extent and effective date of termination.

B. COUNTY may, upon five (5) calendar days written notice, terminate this Agreement for CONTRACTOR's default, if CONTRACTOR refuses or fails to comply with the terms of this Agreement, or fails to make progress that may endanger performance and does not immediately cure such failure. In the event of such termination, COUNTY may proceed with the work in any manner deemed proper by COUNTY.

C. After receipt of the notice of termination, CONTRACTOR shall:

(1) Stop all work under this Agreement on the date specified in the notice of termination; and

(2) Transfer to COUNTY and deliver in the manner directed by COUNTY any materials, reports or other products, which, if the Agreement had been completed or continued, would be required to be furnished to COUNTY.

D. After termination, COUNTY shall make payment only for CONTRACTOR's performance up to the date of termination in accordance with this Agreement.

E. CONTRACTOR's rights under this Agreement shall terminate (except for fees accrued prior to the date of termination) upon dishonestly or willful and material breach of this

Agreement by CONTRACTOR; or in the event of CONTRACTOR's unwillingness or inability, for any reason whatsoever, to perform the terms of this Agreement. In such an event, CONTRACTOR shall not be entitled to any further compensation under this Agreement.

- F. The rights and remedies of COUNTY provided in this section shall not be exclusive and are in addition to any other rights or remedies provided by law or this Agreement.

7. REQUEST FOR WAIVER AND WAIVER OF BREACH

Waiver of any provision of this Agreement must be in writing and signed by authorized representatives of the parties. No waiver or breach of any provision of the terms and conditions herein shall be deemed, for any purpose, to be a waiver or a breach of any other provision hereof, or of a continuing or subsequent waiver or breach. Failure of COUNTY to require exact, full compliance with any terms of this Agreement shall not be construed as making any changes to the terms of this Agreement and does not prevent COUNTY from enforcing the terms of this Agreement.

8. TRANSITION PERIOD

CONTRACTOR recognizes that the services under this Agreement are vital to COUNTY and must be continued without interruption and that, upon expiration, COUNTY or another contractor may continue the services outlined herein. CONTRACTOR agrees to exercise its best efforts and cooperation to effect an orderly and efficient transition of clients or services to a successor.

9. OWNERSHIP, PUBLICATION, REPRODUCTION, AND USE OF MATERIAL

CONTRACTOR agrees that all materials, reports or products, in any form including electronic, created by CONTRACTOR for which CONTRACTOR has been compensation by COUNTY pursuant to this Agreement shall be the sole property of COUNTY. The material, reports or products may be used by the COUNTY for any purpose that COUNTY deems appropriate, including but not limited to, duplication and/or distribution within COUNTY or to third parties. CONTRACTOR agrees not to release or circulate, in whole or in part, such materials, reports, or products without prior written authorization of COUNTY.

10. CONDUCT OF CONTRACTOR/ CONFLICT OF INTEREST

A. CONTRACTOR covenants that it presently has no interest, including but not limited to, other projects or contracts, and shall not acquire any such interest, direct or indirect, which would conflict in any manner or degree with CONTRACTOR's performance under this Agreement. CONTRACTOR further covenants that no person or subcontractor having any such interest shall be employed or retained by CONTRACTOR under this Agreement. CONTRACTOR agrees to inform the COUNTY of all CONTRACTOR's interest, if any, which are or may be perceived as incompatible with COUNTY's interests.

B. CONTRACTOR shall not, under any circumstances which could be perceived as an attempt to influence the recipient in the conduct of his/her duties, accept any gratuity or special favor from individuals or firms with whom CONTRACTOR is doing business or proposing to do business, in fulfilling this Agreement.

11. RECORDS, INSPECTIONS, AND AUDITS

- A. All performance, including services, workmanship, materials, facilities or equipment utilized in the performance of this Agreement, shall be subject to inspection and test by COUNTY or any other regulatory agencies at all times. This may include, but is not limited to, monitoring or inspecting CONTRACTOR performance through any combination of on-site visits, inspections, evaluations, and CONTRACTOR self-monitoring. CONTRACTOR shall cooperate with any inspector or COUNTY representative reviewing compliance with this Agreement and permit access to all necessary locations, equipment, materials, or other requested items.
- B. CONTRACTOR shall maintain auditable books, records, documents, and other evidence relating to costs and expenses to this Agreement. CONTRACTOR shall maintain these records for at least three (3) years after final payment has been made or until pending county, state, and federal audits are completed, whichever is later.
- C. Any authorized county, state or the federal representative shall have access to all books, documents, papers, electronic data and other records they determine are necessary to perform an audit, evaluation, inspection, review, assessment, or examination. These representatives are authorized to obtain excerpts, transcripts and copies as they deem necessary and shall have the same right to monitor or inspect the work or services as COUNTY.
- D. If CONTRACTOR disagrees with an audit, CONTRACTOR may employ a Certified Public Accountant (CPA) to prepare and file with COUNTY its own certified financial and compliance audit. CONTRACTOR shall not be reimbursed by COUNTY for such an audit regardless of the audit outcome.
- E. CONTRACTOR shall establish sufficient procedures to self-monitor the quality of services/products under this Agreement and shall permit COUNTY or other inspector to assess and evaluate CONTRACTOR's performance at any time, upon reasonable notice to the CONTRACTOR.

12. CONFIDENTIALITY

- A. CONTRACTOR shall maintain the privacy and confidentiality of all information and records, regardless of format, received pursuant to the Agreement ("confidential information"). Confidential information includes, but is not limited to, unpublished or sensitive technological or scientific information; medical, personnel, or security records; material requirements or pricing/purchasing actions; COUNTY information or data which is not subject to public disclosure; COUNTY operational procedures; and knowledge of contractors, subcontractors or suppliers in advance of official announcement. CONTRACTOR shall ensure that no person will publish, disclose, use or cause to be disclosed such confidential information pertaining to any applicant or recipient of services. CONTRACTOR shall keep all confidential information received from COUNTY in the strictest confidence. CONTRACTOR shall comply with Welfare and Institutions Code Section 10850.
- B. CONTRACTOR shall take special precautions, including but not limited to, sufficient training of CONTRACTOR's staff before they begin work, to protect such confidential information from loss or unauthorized use, access, disclosure, modification or destruction.

- C. CONTRACTOR shall ensure case record or personal information is kept confidential when it identifies an individual by name, address, or other specific information. CONTRACTOR shall not use such information for any purpose other than carrying out CONTRACTOR's obligations under this Agreement.
 - D. CONTRACTOR shall promptly transmit to COUNTY all third-party requests for disclosure of confidential information. CONTRACTOR shall not disclose such information to anyone other than COUNTY except when disclosure is specifically permitted by this Agreement or as authorized in writing in advance by COUNTY.
13. PERSONALLY IDENTIFIABLE INFORMATION
- A. Personally Identifiable Information (PII) refers to personally identifiable information that can be used alone or in conjunction with any other reasonably available information, to identify a specific individual. PII includes, but is not limited to, an individual's name, social security number, driver's license number, identification number, biometric records, date of birth, place of birth, or mother's maiden name. The PII may be electronic, paper, verbal, or recorded. PII may be collected while performing administrative functions on behalf of programs, such as determining eligibility for, or enrollment in, and collecting PII for such purposes, to the extent such activities are authorized by law.
 - B. CONTRACTOR may use or disclose PII only to perform functions, activities or services directly related to the administration of programs in accordance with Welfare and Institutions Code sections 10850 and 14100.2, or 42 Code of Federal Regulations (CFR) section 431.300 et seq., and 45 CFR 205.50 et seq., or as required by law. Disclosures which are required by law, such as a court order, or which are made with the explicit written authorization of the client, are allowable. Any other use or disclosure of requires the express approval in writing of the COUNTY. CONTRACTOR shall not duplicate, disseminate or disclose PII except as allowed in this Agreement.
 - C. CONTRACTOR agrees to the PII Privacy and Security Standards attached as Attachment I. When applicable, CONTRACTOR shall incorporate the relevant provisions of Attachment I into each subcontract or sub-award to subcontractors.
14. PERSONNEL
- A. Upon request by COUNTY, CONTRACTOR agrees to make available to COUNTY a current list of personnel that are providing services under this Agreement who have contact with children or adult Clients. The list shall include:
 - (1) All staff who work full or part-time positions by title, including volunteer positions;
 - (2) A brief description of the functions of each position and hours each position worked; and
 - (3) The professional degree, if applicable and experience required for each position.
 - B. COUNTY has the sole discretion to approve or not approve any person on CONTRACTOR's list that has been convicted of any crimes involving sex, drugs, or violence, or who is known to have a substantiated report of child abuse, as defined in Penal Code section 11165.12, who occupies positions with supervisory or disciplinary power over minors, or who occupies supervisory or teaching positions over adult clients. COUNTY shall notify CONTRACTOR in writing of any person not approved,

but to protect client confidentiality, may not be able to disclose the reason(s) for non-approval. Upon notification, CONTRACTOR shall immediately remove that person from providing services under this Agreement.

C. Background Checks

CONTRACTOR shall conduct criminal background records checks on all individuals providing services under this Agreement. Prior to these individuals providing services to clients, CONTRACTOR shall have received a criminal records clearance from the State of California Department of Justice. A signed certification of such clearance shall be retained in each individual's personnel file. The use of criminal records for the purposes of employment decisions must comply with the Office of Federal Contract Compliance Programs Directive 2013-02 "Complying with Nondiscrimination Provisions: Criminal Record Restrictions and Discrimination Based on Race and National Origin" and California Government Code section 12952.

D. Required Licenses or Certifications

CONTRACTOR's personnel providing services under the Agreement shall meet all necessary and applicable licensing and certification requirements. Copies of current licenses and credentials must be kept in each individual's personnel file.

15. HOLD HARMLESS/INDEMNIFICATION

CONTRACTOR agrees to indemnify and hold harmless COUNTY, its departments, agencies and districts, including their officers, employees and agents (collectively "County Indemnitees"), from any liability, damage, claim or action based upon or related to any services or work of CONTRACTOR (including its officers, employees, agents, subcontractors or suppliers) arising out of or in any way relating to this Agreement, including but not limited to property damage, bodily injury or death. CONTRACTOR shall, at its sole expense and cost including but not limited to, attorney fees, cost of investigation, defense, and settlements or awards, defend County Indemnitees in any such claim or action. CONTRACTOR shall, at their sole cost, have the right to use counsel of their choice, subject to the approval of COUNTY which shall not be unreasonably withheld; and shall have the right to adjust, settle, or compromise any such claim or action so long as that does not compromise CONTRACTOR's indemnification obligation. CONTRACTOR's obligation hereunder shall be satisfied when CONTRACTOR has provided COUNTY the appropriate form of dismissal relieving COUNTY from any liability for the action or claim made. The insurance requirements stated in this Agreement shall in no way limit or circumscribe CONTRACTOR's obligations to indemnify and hold COUNTY harmless.

16. INSURANCE

A. Without limiting or diminishing CONTRACTOR's obligation to indemnify or hold COUNTY harmless, CONTRACTOR shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverages during the term of this Agreement. As respects to the insurance section only, COUNTY herein refers to the County of Riverside, its agencies, districts, special districts, and departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents, or representatives as Additional Insureds.

B. Any insurance carrier providing insurance coverage hereunder shall be admitted to the State of California and have an AM BEST rating of not less than A: VIII (A:8) unless such requirements are waived, in writing, by the County Risk Manager. If the County's

Risk Manager waives a requirement for a particular insurer such waiver is only valid for that specific insurer and only for one policy term.

- C. CONTRACTOR's insurance carrier(s) must declare its insurance self-insured retentions. If such self-insured retentions exceed \$500,000 per occurrence such retentions shall have the prior written consent of the County Risk Manager before the commencement of operations under this Agreement. Upon notification of self-insured retention unacceptable to COUNTY, and at the election of the County's Risk Manager, CONTRACTOR's carriers shall either; 1) reduce or eliminate such self-insured retention as respects to this Agreement with COUNTY, or 2) procure a bond which guarantees payment of losses and related investigations, claims administration, and defense costs and expenses.
- D. CONTRACTOR shall cause CONTRACTOR's insurance carrier(s) to furnish the COUNTY with either 1) a properly executed original certificate(s) of insurance and certified original copies of endorsements effecting coverage as required herein, or 2) if requested to do so orally or in writing by the County Risk Manager, provide original certified copies of policies, including all endorsements and all attachments thereto, showing such insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall contain the covenant of the insurance carrier(s) that thirty (30) calendar days written notice shall be given to the COUNTY prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. In the event of a material modification, cancellation, expiration, or reduction in coverage, this Agreement shall terminate forthwith, unless the COUNTY receives, prior to such effective date, another properly executed original Certificate of Insurance and original copies of endorsements or certified original policies, including all endorsements and attachments thereto evidencing coverages set forth herein and the insurance required herein is in full force and effect. CONTRACTOR shall not commence operations until the COUNTY has been furnished original certificate(s) of insurance and certified original copies of endorsements and if requested, certified original policies of insurance including all endorsements and any and all other attachments as required in this section. An individual authorized by the insurance carrier to do so on its behalf shall sign the original endorsements for each policy and the certificate of insurance.
- E. It is understood and agreed to by the parties hereto that CONTRACTOR's insurance shall be construed as primary insurance, and COUNTY's insurance and/or deductibles and/or self-insured retentions or self-insured programs shall not be construed as contributory.
- F. If, during the term of this Agreement or any extension thereof, there is a material change in the scope of services, or there is a material change in the equipment to be used in the performance of the scope of work which will add additional exposures (such as the use of aircraft, watercraft, cranes, etc.), or the term of this Agreement, including any extensions thereof, exceeds five (5) years, the COUNTY reserves the right to adjust the types of insurance required under this Agreement and the monetary limits of liability for the insurance coverages currently required herein if, in the County Risk Manager's reasonable judgment, the amount or type of insurance carried by the CONTRACTOR has become inadequate.
- G. CONTRACTOR shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement.

- H. The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to COUNTY.
 - I. If CONTRACTOR maintains broader coverage and/or higher limits than the minimums required in this Agreement, COUNTY requires and shall be entitled to the broader coverage and/or higher limits maintained by CONTRACTOR. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to COUNTY.
 - I. CONTRACTOR agrees to notify COUNTY of any claim by a third party or any incident or event that may give rise to a claim arising from the performance of this Agreement.
17. **WORKER'S COMPENSATION**
If CONTRACTOR has employees as defined by the State of California, CONTRACTOR shall maintain statutory Worker's Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of the County of Riverside, and, if applicable, to provide a Borrowed Servant/Alternate Employer Endorsement.
18. **VEHICLE LIABILITY**
If vehicles or mobile equipment are used in the performance of the obligations under this Agreement, then CONTRACTOR shall maintain liability insurance for all owned, non-owned or hired vehicles so used in an amount not less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit. Policy shall name COUNTY as Additional Insured.
19. **COMMERCIAL GENERAL LIABILITY**
Commercial General Liability insurance coverage, including but not limited to, premises liability, contractual liability, products and completed operations liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of CONTRACTOR's performance of its obligations hereunder. Policy shall name the COUNTY as Additional Insured. Policy's limit of liability shall not be less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit.
20. **CYBER LIABILITY**
CONTRACTOR shall procure and maintain for the duration of the Agreement insurance against claims for injuries to person or damages to property which may arise from or in connection with the performance of the work hereunder by CONTRACTOR, its agents, representatives, or employees. CONTRACTOR shall procure and maintain for the duration of the Agreement insurance against claims arising out of its services and including, but not limited to loss, damage, theft or other misuse of data, infringement of intellectual property, invasion of privacy and breach of data.

CONTRACTOR shall procure and maintain cyber liability insurance, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be

sufficiently broad to respond to the duties and obligations as is undertaken by CONTRACTOR in this Agreement and shall include, but not limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

21. INDEPENDENT CONTRACTOR

It is agreed that CONTRACTOR is an independent contractor and that no relationship of employer-employee exists between the parties. CONTRACTOR and its employees shall not be entitled to any benefits payable to employees of COUNTY, including but not limited to, workers' compensation, retirement, or health benefits. COUNTY shall not be required to make any deductions for CONTRACTOR employees from the compensation payable to CONTRACTOR under this Agreement. CONTRACTOR agrees to hold COUNTY harmless from any and all claims that may be made against COUNTY based upon any contention by any person or other party that an employer-employee relationship exists by reason of this Agreement. CONTRACTOR agrees to indemnify and defend, at its sole expense and cost, including but not limited, to attorney fees, cost of investigation, defense and settlements, or awards, COUNTY, its officers, agents, and employees in any legal action based upon such alleged existence of an employer-employee relationship by reason of this Agreement.

22. USE BY POLITICAL ENTITIES

CONTRACTOR agrees to extend the same pricing, terms, and conditions as stated in this Agreement to each and every political entity, special district, and related non-profit entity in Riverside County, and to every political entity located in the State of California. It is understood that other entities shall make purchases in their own name, make direct payment, and be liable directly to CONTRACTOR; and COUNTY shall in no way be responsible to CONTRACTOR for other entities' purchases.

23. LICENSES AND PERMITS

If applicable, CONTRACTOR shall be licensed and have all permits as required by Federal, State, County, or other regulatory authorities at the time the proposal is submitted to COUNTY and throughout the term of this Agreement. CONTRACTOR warrants that it has all necessary permits, approvals, certificates, waivers, and exceptions necessary for performance of this Agreement.

24. NO DEBARMENT OR SUSPENSION

CONTRACTOR certifies that it is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a federal department or agency; has not within a three-year period preceding this Agreement been convicted of or had a civil judgment rendered against it for the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction; violation of federal or state anti-trust status; commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; is not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of any of the offenses enumerated herein; and has not

within a three-year period preceding this Agreement had one or more public transactions (federal, state or local) terminated for cause or default.

25. COMPLIANCE WITH RULES, REGULATIONS, AND DIRECTIVES
CONTRACTOR shall comply with all rules, regulations, requirements and directives of the California Department of Social Services, other applicable State or Federal agencies, funding sources and other governing regulatory authorities which impose duties and regulations upon COUNTY related to this Agreement. These shall be equally applicable to and binding upon CONTRACTOR to the same extent as they are upon COUNTY.
26. EMPLOYMENT PRACTICES
- A. CONTRACTOR shall comply with all federal and state statutes and regulations in the hiring of its employees.
- B. CONTRACTOR shall not discriminate in its recruiting, hiring, promoting, demoting, or terminating practices on the basis of race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status, age, or sex in the performance of this Agreement; if applicable, with the provisions of the Fair Employment and Housing Act (FEHA) and the Federal Civil Rights Act of 1964 (P. L. 88-352).
- C. In the provision of benefits, CONTRACTOR shall certify and comply with Public Contract Code 10295.3 and not discriminate between employees with spouses and employees with domestic partners, or discriminate between the domestic partners and spouses of those employees. For the purpose of this section "domestic partner" means one of two persons who have filed a declaration of domestic partnership with the Secretary of State pursuant to Division 2.5 (commencing with Section 297) of the Family Code.
- D. By signing this Agreement or accepting funds under this Agreement, CONTRACTOR shall comply with Executive Order 11246 of September 24, 1965, entitled "Equal Employment Opportunity," as amended by Department of Labor regulations (41 CFR Chapter 60).
- E. Employment Development Department reporting requirements: CONTRACTOR shall provide required data and certification to COUNTY in order to comply with child support enforcement requirements. The documentation will be provided within ten (10) days of notification of award of this Agreement when required by the Employment Development Department. Failure to submit the documentation or failure to comply with all federal and state reporting requirements for child support enforcement shall constitute a material breach of this Agreement.
- F. During the term of this Agreement and for a one (1) year term thereafter, CONTRACTOR shall not solicit or encourage any employee, vendor, or independent contractor of COUNTY to leave or terminate their relationship with COUNTY for any reason.
27. LOBBYING
- A. CONTRACTOR shall ensure no federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or

employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, continuation, renewal, amendment, or modification of any federal contract, grant loan or cooperative agreement.

- B. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with such federal contract, grant, loan, or cooperative agreement, CONTRACTOR shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- C. CONTRACTOR shall require that the language of this certification be included in the award document for sub-awards at all tiers, including subcontracts, sub-grants, and contract under grants, loans, and cooperative agreements, and that all sub-recipients shall certify and disclose accordingly.

28. ADVERSE GOVERNMENT ACTION

In the event any action of any department, branch or bureau of the federal, state, or local government has a material adverse effect on either party in the performance of their obligations hereunder, then that party shall notify the other of the nature of this action, including in the notice a copy of the adverse action. The parties shall meet within thirty (30) calendar days and shall, in good faith, attempt to negotiate a modification to this Agreement that minimizes the adverse effect. Notwithstanding the provisions herein, if the parties fail to reach a negotiated modification concerning the adverse action, then the affected party may terminate this Agreement by giving at least one hundred eighty (180) calendar days' notice or may terminate sooner if agreed to by both parties.

29. SUBCONTRACTS

- A. CONTRACTOR shall not enter into any subcontract with any subcontractor who:
 - (1) Is presently debarred, suspended, proposed for debarment or suspension, or declared ineligible or voluntarily excluded from covered transactions by a federal department or agency;
 - (2) Has within a three-year period preceding this Agreement been convicted of or had a civil judgment rendered against them for the commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction, violation of federal or state anti-trust status, commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (3) Is presently indicted or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of any of the offenses enumerated in the paragraph above; or
 - (4) Has within a three-year period preceding this Agreement had one or more public transactions (federal, state or local) terminated for cause or default.
- B. CONTRACTOR shall be fully responsible for the acts or omissions of its subcontractors and the subcontractors' employees.

- C. CONTRACTOR shall insert clauses in all subcontracts to bind its subcontractors to the terms and conditions of this Agreement.
- D. Nothing contained in this Agreement shall create a contractual relationship between any subcontractor or supplier of CONTRACTOR and COUNTY.
30. SUPPLANTATION
CONTRACTOR shall not supplant any federal, state or COUNTY funds intended for the purpose of this Agreement with any funds made available under any other agreement. CONTRACTOR shall not claim reimbursement from COUNTY for any sums which have been paid by another source of revenue. CONTRACTOR agrees that it will not use funds received pursuant to this Agreement, either directly or indirectly, as a contribution or compensation for purposes of obtaining state funds under any state program or COUNTY funds under any COUNTY programs without prior approval of COUNTY.
31. ASSIGNMENT
CONTRACTOR shall not assign or transfer any interest in this Agreement without the prior written consent of COUNTY. Any attempt to assign or transfer any interest without written consent of COUNTY shall be deemed void and of no force or effect.
32. FORCE MAJEURE
If either party is unable to comply with any provision of this Agreement due to causes beyond its reasonable control and which could not have been reasonably anticipated, such as acts of God, acts of war, civil disorders, or other similar acts, such party shall not be held liable for such failure to comply.
33. GOVERNING LAW
This Agreement shall be governed by the laws of the State of California. Any legal action related to the interpretation or performance of this Agreement shall be filed only in the Superior Court for the State of California or the U.S. District Court located in Riverside, California.
34. DISPUTES
A. The parties shall attempt to resolve any disputes amicably at the working level. If that is not successful, the dispute shall be referred to the senior management of the parties. Any dispute relating to this Agreement which is not resolved by the parties shall be decided by COUNTY's Compliance Contract Officer who shall furnish the decision in writing. The decision of COUNTY's Compliance Contract Officer shall be final and conclusive unless determined by a court to have been fraudulent, capricious, arbitrary, or so grossly erroneous as necessarily to imply bad faith. CONTRACTOR shall proceed diligently with the performance of this Agreement pending resolution of a dispute.
- B. Prior to the filing of any legal action related to this Agreement, the parties shall be obligated to attend a mediation session in Riverside County before a neutral third party mediator. A second mediation session shall be required if the first session is not successful. The parties shall share the cost of the mediations.
35. ADMINISTRATIVE/CONTRACT LIAISON
Each party shall designate a liaison that will be the primary point of contact regarding this Agreement.

36. CIVIL RIGHTS COMPLIANCE

A. Assurance of Compliance

CONTRACTOR shall complete the "Assurance of Compliance with Riverside County Department of Public Social Services Non-Discrimination in State and Federally Assisted Programs," attached as Attachment II. CONTRACTOR will sign and date Attachment II and return it to COUNTY along with the executed Agreement. CONTRACTOR shall ensure that the administration of public assistance and social service programs are non-discriminatory. To the effect that no person shall because of ethnic group identification, age, sex, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance.

B. Client Complaints

CONTRACTOR shall further establish and maintain written referral procedures under which any person, applying for or receiving services hereunder, may seek resolution from Riverside County DPSS Civil Rights Coordinator of a complaint with respect to any alleged discrimination in the provision of services by CONTRACTOR's personnel. CONTRACTOR must distribute to social service clients that apply for and receive services, "Your Rights Under California Welfare Programs" brochure (Publication 13). For a copy of this brochure, visit the following website at:

<http://www.cdss.ca.gov/inforesources/Civil-Rights/Your-Rights-Under-California-Welfare-Programs>

Civil Rights Complaints should be referred to:

Civil Rights Coordinator
Assurance and Review Services
Riverside County Department of Public Social Services
10281 Kidd Street
Riverside, CA 92503
assuranceandreview@rivco.org

C. Services, Benefits and Facilities

CONTRACTOR shall not discriminate in the provision of services, the allocation of benefits, or in the accommodation in facilities on the basis of color, race, religion, national origin, sex, age, sexual preference, physical or mental handicap in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d and all other pertinent rules and regulations promulgated pursuant thereto, and as otherwise provided by State law and regulations, as all may now exist or be hereafter amended or changed. For the purpose of this Section, discrimination means denying a participant or potential participant any service, benefit, or accommodation that would be provided to another and includes, but is not limited to, the following:

- (1) Denying a participant any service or benefit or availability of a facility.

- (2) Providing any service or benefit to a participant which is different, or is provided in a different manner, or at a different time or place from that provided to other participants on the basis of race, color, creed or national origin.
- (3) Restricting a participant in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service or benefit. Treating a participant differently from others in satisfying any admission requirement or condition, or eligibility requirement or condition, which individuals must meet in order to be provided any service or benefit.

D. Cultural Competency

CONTRACTOR shall cause to be available bilingual professional staff or qualified interpreter to ensure adequate communication between clients and staff. Any individual with limited English language capability or other communicative barriers shall have equal access to services. For the purpose of this Section, a qualified interpreter is defined as someone who is fluent in English and in the necessary second language, can accurately speak, read and readily interpret the necessary second language and/or accurately sign and read sign language. A qualified interpreter must be able to translate in linguistically appropriate terminology necessary to convey information such as symptoms or instructions to the client in both languages.

37. NOTICES

All notices, claims, correspondence, or statements authorized or required by this Agreement shall be deemed effective three (3) business days after they are made in writing and deposited in the United States mail addressed as follows:

COUNTY:

Department of Public Social Services
Contracts Administration Unit
P.O. Box 7789
Riverside, CA 92513

Invoices and other financial documents:

Department of Public Social Services
Fiscal/Management Reporting Unit
Selfsufficiencycontracts@rivco.org

CONTRACTOR:

Riverside County Superintendent of Schools
Superintendent
3939 Thirteenth St.
Riverside, CA 92501

38. SIGNED IN COUNTERPARTS

This Agreement may be executed in any number of counterparts, each of which when executed shall constitute a duplicate original, but all counterparts together shall constitute a single agreement.

39. MODIFICATION OF TERMS

This Agreement may be modified only by a written amendment signed by authorized representatives of both parties. Requests to modify fiscal provisions shall be submitted no later than April 1.

40. ENTIRE AGREEMENT

This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. All prior or contemporaneous agreements of any kind or nature relating to the same subject matter shall be of no force or effect.

41. ELECTRONIC SIGNATURES

Each party of this Agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Agreement. The parties further agree that the electronic signature(s) included herein are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

Authorized Signature for Riverside County Superintendent of Schools	Authorized Signature for COUNTY <i>Chuck Washington</i>
Printed Name of Person Signing: Dr. Kristin Brooks	Printed Name of Person Signing: Chuck Washington
Title: <i>Amelia</i> Assistant Superintendent of Student Programs and Services	Title: Board of Supervisors, Chair
Date Signed: <i>5/23/24</i>	Date Signed: Jun 25, 2024

Approval as to Form
Minh C. Tran
County Counsel

By: *Katherine Wilkins*

Katherine Wilkins
Deputy County Counsel

Date: Jun 4, 2024

ATTEST:
Clerk of the Board

By: *Cindy Fernandez*



Schedule A
 Payment Provisions

A.1 MAXIMUM AMOUNTS –ANNUAL AND AGGREGATE TOTALS
 The total annual payments to CONTRACTOR shall not exceed:

FISCAL YEAR PERIOD	ANNUAL PAYMENT
December 10, 2019 through June 30, 2020	\$ 225,000.00
July 1, 2020 through June 30, 2021	\$ 225,000.00
July 1, 2021 through June 30, 2022	\$ 425,000.00
July 1, 2022 through June 30, 2023	\$ 450,000.00
July 1, 2023 through June 30, 2024	\$ 400,000.00
Total	\$ 1,725,000.00

A.2 UNIT OF SERVICE
 See Attachment V - RCOE Fee Schedule

A.3 LINE ITEM BUDGET
 Costs for items such as course registration, courses, and books will be reimbursed under this Agreement in accordance with the RCOE Fee Schedule as follows:

Fiscal Years: Effective Date through June 30, 2020
 July 1, 2020 through June 30, 2021

Expenses	MRA	Description
Vocational Education	\$ 206,077.50	Costs related to vocational training for eligible CalWORKs participants that lead to certification or a certification of completion in an occupational field
Indirect Cost	\$ 18,922.50	Agency-wide, general management costs consisting of administrative activities necessary for the general operation of the agency (i.e. accounting, budgeting, payroll preparation, personnel services, purchasing, and centralized data processing) The MRA is based on California Department of Education approved Indirect Cost Rates and applied to invoice amount

Fiscal Years: July 1, 2021 through June 30, 2022

Expenses	MRA	Description
Vocational Education	\$ 393,390.00	Costs related to vocational training for eligible CalWORKs participants that lead to certification or a certification of completion in an occupational field
Indirect Cost	\$ 31,610.00	Agency-wide, general management costs consisting of administrative activities necessary for the general operation of the agency (i.e. accounting, budgeting, payroll preparation, personnel services, purchasing, and centralized data processing) The MRA is based on California Department of Education approved Indirect Cost Rates and applied to invoice amount

Fiscal Years: July 1, 2022 through June 30, 2023

Expenses	MRA	Description
Vocational Education	\$ 416,531.00	Costs related to vocational training for eligible CalWORKs participants that lead to certification or a certification of completion in an occupational field
Indirect Cost	\$ 33,469.00	Agency-wide, general management costs consisting of administrative activities necessary for the general operation of the agency (i.e. accounting, budgeting, payroll preparation, personnel services, purchasing, and centralized data processing) The MRA is based on California Department of Education approved Indirect Cost Rates and applied to invoice amount

Fiscal Years: July 1, 2023 through June 30, 2024

Expenses	MRA	Description
Vocational Education	\$ 368,160.00	Costs related to vocational training for eligible CalWORKs participants that lead to certification or a certification of completion in an occupational field
Indirect Cost	\$ 31,840.00	Agency-wide, general management costs consisting of administrative activities necessary for the general operation of the agency (i.e. accounting, budgeting, payroll preparation, personnel services, purchasing, and centralized data processing) The MRA is based on California Department of Education approved Indirect Cost Rates and applied to invoice amount

A.4 METHOD, TIME, AND CONDITIONS OF PAYMENT

- a. CONTRACTOR will be paid the actual amount of each approved invoice in accordance with the RCOE Fee Schedule (Attachment V). COUNTY may delay payment if the required supporting documentation is not provided or other requirements are not met.
- b. All payment claims shall be submitted no later than 30 days after the end of each term in which the services were provided. All complete claims submitted in a timely manner shall be processed within forty-five (45) calendar days.
- c. As applicable for payment requests, CONTRACTOR shall submit completed DPSS Forms 2076A (Attachment III).
- d. CONTRACTOR shall bill DPSS Fiscal as follows:
 1. Continuing Education Classes \$3,000 or less, Tuition is collected in advance of the class start date; only the tuition minus the \$100 registration fee, will be refunded for students who drop on or before the first date of class. Students who drop on the second day of class are not eligible for a refund.
 2. Course fees, including books, uniforms, background checks and CPR are included in the tuition cost. These items will be billed as part of the tuition. Tuition will be billed no later than (30) days after the end of the term in which the student hits the 60% mark of the program.
 3. If a student drops before completing 60% of the program scheduled hours, payment will be pro-rated based on the number of program hours the student was scheduled to attend for the payment period plus any supplies and materials issued to the student and will be billed no later than thirty (30) days after the end of the term in which the student dropped the course. If the student drops prior to the first date of class, DPSS will only pay the \$100 registration fee.
 4. If a student will be CalWORKs ineligible by CalWORKs discontinuance in the following month, CONTRACTOR shall bill DPSS the remaining balance of the corresponding course fees listed in the RCOE Fee Schedule (Attachment V).
- e. CONTRACTOR shall indicate the amount of Pell Grants, or other additional funding received for each DPSS customer and reduce the billing amount appropriately.
- f. CONTRACTOR shall provide the following supporting documentation to justify line-item invoice amounts:
 - (1) Indirect Costs – Indirect cost schedule; Allocation basis to DPSS.
- g. CONTRACTOR invoice estimates for May and June are due no later than the first Friday in June. Actual CONTRACTOR invoices for May and June are due no later than July 30.

A.5 FINANCIAL RESOURCES

During the term of this Agreement, CONTRACTOR shall maintain sufficient financial resources necessary to fully perform its obligations. CONTRACTOR confirms there has been no material financial change in CONTRACTOR (including any parent company) since its last financial statement that has resulted in a negative impact to its financial condition.

A.6 DISALLOWANCE

If CONTRACTOR receives payment under this Agreement which is later disallowed by COUNTY for nonconformance with the Agreement, CONTRACTOR shall promptly refund the disallowed amount to COUNTY, or, at its option, COUNTY may offset the amount disallowed from any payment due to CONTRACTOR.

B.1 SCOPE OF SERVICES
The CONTRACTOR shall

1. Assign staff to be liaison(s) between the CONTRACTOR and DPSS.
2. Provide Vocational Training service to eligible CalWORKs participants as follows:

- a) Contact the CalWORKs Program Liaison(s) to provide input on the referral process.
- b) Respond to each Plan 109 Referral (Attachment IV) within fourteen (14) business days of receiving the form indicating whether or not the participant is accepted. Return completed referral forms via e-mail to:

VOCTraining@rivco.org

- c) Maintain attendance records on all CalWORKs participants.
- d) Implement the Attendance and Academic Policies (Attachment VII) for all CalWORKs participants.
- e) Email the following reports to VOCTraining@rivco.org :
 - (1) electronic attendance reports - once a month, no later than fifteen (15) business days following the end of the month for which the attendance is being reported
 - (2) outcome reports - 30 days after the end of the semester

Attendance report shall include the name of the education provider, education provider phone number, participant name, number of hours attended, and drop date, if applicable.

Provide verification of enrollment prior to student's start date. Must include name of education provider, name of program, customer name, start date and end date, class schedule including days and hours.

Outcome reporting shall include, list of students referred, enrolled (to include course name and date), drop date (if applicable), completion date, and employment information (if applicable). This information is required for program evaluation which is State and Federally mandated. Failure to report attendance and outcomes could impact this contract by either reduction in funding or termination.

- f) Monitor the progress of each participant.

- g) Provide electronic monthly attendance and progress reports for each student not meeting Satisfactory Academic Progress no later than fifteen (15) business days following the month for which the progress is being reported to:

VOCTraining@rivco.org
 - h) Attend Joint Operational Meetings (JOM) facilitated by DPSS and maintain open communication with the CalWORKs Liaison(s) to help facilitate participants' success.
 - i) Provide instructor led classroom instruction or Internet based online instruction, if available, to CalWORKs participants in compliance with a-j above.
3. Provide vocational training to eligible CalWORKs participants that leads to certification or a certification of completion in an occupational field approved by DPSS.
 4. Provide all CalWORKs participants with the Grievance Procedures (Attachment VIII).
 5. Provide DPSS with a copy of its academic calendar year course and RCOE Fee Schedule three months prior to the first day of class for each academic year.
 6. Provide written notification of changes in course start/end dates, schedules or cancellations at least five (5) business days prior to the effective date of the change.

ATTACHMENT I
PII Privacy and Security Standards

I. PHYSICAL SECURITY

The CONTRACTOR shall ensure PII is used and stored in an area that is physically safe from access by unauthorized persons at all times. The CONTRACTOR agrees to safeguard PII from loss, theft, or inadvertent disclosure and, therefore, agrees to:

- A. Secure all areas of the CONTRACTOR facilities where staff assist in the administration of their program and use, disclose, or store PII.
- B. These areas shall be restricted to only allow access to authorized individuals by using one or more of the following:
 - 1. Properly coded key cards
 - 2. Authorized door keys
 - 3. Official identification
- C. Issue identification badges to CONTRACTOR staff.
- D. Require CONTRACTOR staff to wear these badges where PII is used, disclosed, or stored.
- E. Ensure each physical location, where PII is used, disclosed, or stored, has procedures and controls that ensure an individual who is terminated from access to the facility is promptly escorted from the facility by an authorized employee and access is revoked.
- F. Ensure there are security guards or a monitored alarm system at all times at the CONTRACTOR facilities and leased facilities where five hundred (500) or more individually identifiable records of PII is used, disclosed, or stored. Video surveillance systems are recommended.
- G. Ensure data centers with servers, data storage devices, and/or critical network infrastructure involved in the use, storage, and/or processing of PII have perimeter security and physical access controls that limit access to only authorized staff. Visitors to the data center area must be escorted at all times by authorized staff.
- H. Store paper records with PII in locked spaces, such as locked file cabinets, locked file rooms, locked desks, or locked offices in facilities which are multi-use meaning that there are COUNTY and non-COUNTY functions in one building in work areas that are not securely segregated from each other. It is recommended that all PII be locked up when unattended at any time, not just within multi-use facilities.
- I. Use all reasonable measures to prevent non-authorized personnel and visitors from having access to, control of, or viewing PII.

II. TECHNICAL SECURITY CONTROLS

- A. Workstation/Laptop Encryption. All workstations and laptops, which use, store and/or process PII, must be encrypted using a FIPS 140-2 certified algorithm 128 bit or higher, such as Advanced Encryption Standard (AES). The encryption solution must be full disk. It is encouraged, when available and when feasible, that the encryption be 256 bit.

- B. **Server Security.** Servers containing unencrypted PII must have sufficient administrative, physical, and technical controls in place to protect that data, based upon a risk assessment/system security review. It is recommended to follow the guidelines documented in the latest revision of the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53, Security and Privacy Controls for Federal Information Systems and Organizations.
- C. **Minimum Necessary.** Only the minimum necessary amount of PII required to perform required business functions may be accessed, copied, downloaded, or exported.
- D. **Mobile Device and Removable Media.** All electronic files, which contain PII data, must be encrypted when stored on any mobile device or removable media (i.e. USB drives, CD/DVD, smartphones, tablets, backup tapes etc.). Encryption must be a FIPS 140-2 certified algorithm 128 bit or higher, such as AES. It is encouraged, when available and when feasible, that the encryption be 256 bit.
- E. **Antivirus Software.** All workstations, laptops and other systems, which process and/or store PII, must install and actively use an antivirus software solution. Antivirus software should have automatic updates for definitions scheduled at least daily.
- F. **Patch Management.**
 - 1. All workstations, laptops and other systems, which process and/or store PII, must have critical security patches applied, with system reboot if necessary.
 - 2. There must be a documented patch management process that determines installation timeframe based on risk assessment and vendor recommendations.
 - 3. At a maximum, all applicable patches deemed as critical must be installed within thirty (30) days of vendor release. It is recommended that critical patches which are high risk be installed within seven (7) days.
 - 4. Applications and systems that cannot be patched within this time frame, due to significant operational reasons, must have compensatory controls implemented to minimize risk.
- G. **User IDs and Password Controls.**
 - 1. All users must be issued a unique user name for accessing PII.
 - 2. Username must be promptly disabled, deleted, or the password changed upon the transfer or termination of an employee within twenty- four (24) hours. Note: Twenty-four (24) hours is defined as one (1) working day.
 - 3. Passwords are not to be shared.
 - 4. Passwords must be at least eight (8) characters.
 - 5. Passwords must be a non-dictionary word.
 - 6. Passwords must not be stored in readable format on the computer or server.
 - 7. Passwords must be changed every ninety (90) days or less. It is recommended that passwords be required to be changed every sixty (60) days or less.
 - 8. Passwords must be changed if revealed or compromised.
 - 9. Passwords must be composed of characters from at least three (3) of the following four (4) groups from the standard keyboard:
 - a. Upper case letters (A-Z)
 - b. Lower case letters (a-z)
 - c. Arabic numerals (0-9)
 - d. Special characters (!,@,#, etc.)

- H. Data Destruction. When no longer needed, all PII must be cleared, purged, or destroyed consistent with NIST SP 800-88, Guidelines for Media Sanitization, such that the PII cannot be retrieved.
 - I. System Timeout. The systems providing access to PII must provide an automatic timeout, requiring re-authentication of the user session after no more than twenty (20) minutes of inactivity.
 - J. Warning Banners. The systems providing access to PII must display a warning banner stating, at a minimum:
 - 1. Data is confidential;
 - 2. Systems are logged;
 - 3. System use is for business purposes only, by authorized users; and
 - 4. Users shall log off the system immediately if they do not agree with these requirements.
 - K. System Logging.
 - 1. The systems which provide access to PII must maintain an automated audit trail that can identify the user or system process which initiates a request for PII, or alters PII.
 - 2. The audit trail shall:
 - a. Be date and time stamped;
 - b. Log both successful and failed accesses;
 - c. Be read-access only; and
 - d. Be restricted to authorized users.
 - 3. If PII is stored in a database, database logging functionality shall be enabled.
 - 4. Audit trail data shall be archived for at least three (3) years from the occurrence.
 - L. Access Controls. The system providing access to PII shall use role-based access controls for all user authentications, enforcing the principle of least privilege.
 - M. Transmission Encryption.
 - 1. All data transmissions of PII outside of a secure internal network must be encrypted using a Federal Information Processing Standard (FIPS) 140-2 certified algorithm that is 128 bit or higher, such as Advanced Encryption Standard (AES) or Transport Layer Security (TLS). It is encouraged, when available and when feasible, that 256 bit encryption be used.
 - 2. Encryption can be end to end at the network level, or the data files containing PII can be encrypted.
 - 3. This requirement pertains to any type of PII in motion such as website access, file transfer, and email.
 - N. Intrusion Prevention. All systems involved in accessing, storing, transporting, and protecting PII, which are accessible through the Internet, must be protected by an intrusion detection and prevention solution.
- III. AUDIT CONTROLS
- A. System Security Review.
 - 1. The CONTRACTOR must ensure audit control mechanisms are in place.

2. All systems processing and/or storing PII must have at least an annual system risk assessment/security review that ensures administrative, physical, and technical controls are functioning effectively and provide an adequate level of protection.
 3. Reviews should include vulnerability scanning tools.
- B. Log Reviews. All systems processing and/or storing PII must have a process or automated procedure in place to review system logs for unauthorized access.
- C. Change Control. All systems processing and/or storing PII must have a documented change control process that ensures separation of duties and protects the confidentiality, integrity and availability of data.
- IV. BUSINESS CONTINUITY / DISASTER RECOVERY CONTROLS
- A. Emergency Mode Operation Plan. The CONTRACTOR must establish a documented plan to enable continuation of critical business processes and protection of the security of PII kept in an electronic format in the event of an emergency. Emergency means any circumstance or situation that causes normal computer operations to become unavailable for use in performing the work required under this Agreement for more than twenty-four (24) hours.
- B. Data Centers. Data centers with servers, data storage devices, and critical network infrastructure involved in the use, storage and/or processing of PII, must include environmental protection such as cooling, power, and fire prevention, detection, and suppression.
- C. Data Backup and Recovery Plan.
1. The CONTRACTOR shall have established documented procedures to backup PII to maintain retrievable exact copies of PII.
 2. The documented backup procedures shall contain a schedule which includes incremental and full backups.
 3. The procedures shall include storing backups offsite.
 4. The procedures shall ensure an inventory of backup media.
 5. The CONTRACTOR shall have established documented procedures to recover PII data.
 6. The documented recovery procedures shall include an estimate of the amount of time needed to restore the PII data.
- V. PAPER DOCUMENT CONTROLS
- A. Supervision of Data. The PII in paper form shall not be left unattended at any time, unless it is locked in a file cabinet, file room, desk or office. Unattended means that information may be observed by an individual not authorized to access the information.
- B. Data in Vehicles. The CONTRACTOR shall have policies that include, based on applicable risk factors, a description of the circumstances under which staff can transport PII, as well as the physical security requirements during transport. A CONTRACTOR that chooses to permit its staff to leave records unattended in vehicles must include provisions in its policies to ensure the PII is stored in a non-visible area such as a trunk, that the vehicle is locked, and under no circumstances permit PII be left unattended in a vehicle overnight or for other extended periods of time.

- C. Public Modes of Transportation. The PII in paper form shall not be left unattended at any time in airplanes, buses, trains, etc., including baggage areas. This should be included in training due to the nature of the risk.
- D. Escorting Visitors. Visitors to areas where PII is contained shall be escorted, and PII shall be kept out of sight while visitors are in the area.
- E. Confidential Destruction. PII must be disposed of through confidential means, such as cross cut shredding or pulverizing.
- F. Removal of Data. The PII must not be removed from the premises except for identified routine business purposes or with express written permission of the COUNTY.
- G. Faxing.
 - 1. Faxes containing PII shall not be left unattended and fax machines shall be in secure areas.
 - 2. Faxes shall contain a confidentiality statement notifying persons receiving faxes in error to destroy them and notify the sender.
 - 3. Fax numbers shall be verified with the intended recipient before sending the fax.
- H. Mailing.
 - 1. Mailings containing PII shall be sealed and secured from damage or inappropriate viewing of PII to the extent possible.
 - 2. Mailings that include five hundred (500) or more individually identifiable records containing PII in a single package shall be sent using a tracked mailing method that includes verification of delivery and receipt, unless the CONTRACTOR obtains prior written permission from the COUNTY to use another method.

VI. NOTIFICATION AND INVESTIGATION OF BREACHES AND SECURITY INCIDENTS
During the term of this Agreement, the CONTRACTOR agrees to implement reasonable systems for the discovery and prompt reporting of any Breach or Security Incident, and to take the following steps:

The CONTRACTOR shall immediately notify the COUNTY when it discovers that there may have been a breach in security which has or may have resulted in compromise to confidential data. For purposes of this section, immediately is defined as within two hours of discovery. The COUNTY contact for such notification is as follows:

Breaches should be referred to:

DPSS Privacy Officer
Assurance and Review Services
Riverside County Department of Public Social Services
10281 Kidd Street
Riverside, CA 92503
privacyincident@rivco.org

ATTACHMENT II
Assurance of Compliance

**ASSURANCE OF COMPLIANCE WITH
THE RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
NONDISCRIMINATION IN STATE AND FEDERALLY ASSISTED PROGRAMS**

Riverside County Superintendent of Schools

HEREBY AGREES THAT it will comply with Title VI and VII of the Civil Rights Act of 1964 as amended; Section 504 of the Rehabilitation Act of 1973 as amended; the Age Discrimination Act of 1975 as amended; the Food Stamp Act of 1977, as amended and in particular section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code Section 51 et seq., as amended; California Government Code section 11135-11139.5, as amended; California Government Code section 12940 (c), (h) (1), (i), and (j); California Government Code section 4450; Title 22, California Code of Regulations section 98000 – 98413; Title 24 of the California Code of Regulations, Section 3105A(e); the Dymally-Alatorre Bilingual Services Act (California Government Code Section 7290-7299.8); Section 1808 of the Removal of Barriers to Interethnic Adoption Act of 1996; and other applicable federal and state laws, as well as their implementing regulations [including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42], by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of ethnic group identification, age, sex, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this Agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and THE VENDOR/RECIPIENT HEREBY GIVES ASSURANCE THAT administrative methods/ procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Chapter 21, will be prohibited.

BY ACCEPTING THIS ASSURANCE, the vendor/recipient agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws, rules and regulations and permit authorized CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, CDSS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code section 10605, or Government Code section 11135-11139.5, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

THIS ASSURANCE is binding on the vendor/recipient directly or through contract, license, or other provider services, as long as it receives federal or state assistance.

Date

Director's Signature

Address of Vendor/Recipient
(08/13/01)

CR50-Vendor Assurance of Compliance

COUNTY OF RIVERSIDE
DEPARTMENT OF PUBLIC SOCIAL SERVICES

CONTRACTOR PAYMENT REQUEST

To: Riverside County
Department of Public Social Services
Attn: Management Reporting Unit
4060 County Circle Drive
Riverside, CA 92503

From: Riverside County Superintendent of Schools
Remit to Name _____
Address _____
Contractor Name _____
Contract Number _____

Total amount requested _____ for the period of _____ 20 _____

Select Payment Type(s) Below:

- Advance Payment \$ _____ (if allowed by Contract/MOU)
- Actual Payment \$ _____
- Unit of Service Payment \$ _____ # of Units) X _____ (\$) _____
- _____ # of Units) X (\$) _____ # of Units) X _____ (\$) _____
- _____ # of Units) X (\$) _____ # of Units) X _____ (\$) _____

Any questions regarding this request should be directed to: _____ Name _____ Phone Number _____

I hereby certify under penalty of perjury that to the best of my knowledge the above is true and correct

Authorized Signature Title _____ Date _____

FOR DPSS USE ONLY (DO NOT WRITE BELOW THIS LINE)

Business Unit (5)	Purchase Order # (10)	Invoice #
Account (6)	Amount Authorized	
Fund (5)	If amount authorized is different from amount request, please explain:	
Dept ID (10)		
Program (5)	Program (if applicable)	Date
Class (10)	Management Reporting Unit	Date
Project/Grant (15)	Contracts Administration Unit	Date
Vendor Code (10)	General Accounting Section	Date

DEPARTMENT OF PUBLIC SOCIAL SERVICES FORMS

Mailing Instructions: When completed, these forms will summarize all of your claims for payment. Your Claims Packet will include DPSS 2076A. invoices, payroll verification, and copies of canceled checks attached, receipts, bank statements, sign-in sheets, daily logs, mileage logs, and other back-up documentation needed to comply with Contract/MOU.

Mail Claims Packet to address shown on upper left corner of DPSS 2076A.
[see method, time, and schedule/condition of payments].
(Please type or print information on all DPSS Forms.)

DPSS 2076A
CONTRACTOR PAYMENT REQUEST

"Remit to Name"
The legal name of your agency.

"Address"
The remit to address used when this contract was established for your agency. All address changes must be submitted for processing prior to use.

"Contractor Name"
Business name, if different than legal name (if not leave blank).

"Contract Number"
Can be found on the first page of your contract.

"Amount Requested"
Fill in the total amount and billing period you are requesting payment for.

"Payment Type"
Check the box and enter the dollar amount for the type(s) of payment(s) you are requesting payment for.

"Any questions regarding..."
Fill in the name and phone number of the person to be contacted should any questions arise regarding your request for payment.

"Authorized Signature, Title, and Date (Contractor's)
Self-explanatory (required). Original Signature needed for payment.
EVERYTHING BELOW THE THICK SOLID LINE IS FOR DPSS USE ONLY AND SHOULD BE LEFT BLANK.

County of Riverside – Eligibility Services

Phone: (951) 358-3000
Worker Name: _____
Worker ID: _____
Worker Phone Number: _____
Date: _____
Case Name: _____
Case Number: _____

Referral To Activity

Customer Information

Name: _____ Social Security Number: _____
Contact Number: _____ Primary Language: _____
Goals: _____
Test Scores: Math _____ Reading: _____
 Enroll participant in the following activity. Remove participant from the following activity.
Activity Name: _____ Activity Number: _____
Days Per Week: _____ Hours: From _____ To _____
Start Date: _____ Expected End Date: _____

Comments: _____

Provider Information

Name: _____ Phone: _____
Address: _____ Fax: _____
Contact Person: _____
Contract Number: _____

TO BE COMPLETED BY PROVIDER

Participant: _____ Accepted: Yes No
If not accepted, please explain: _____
Training Site: _____ Contact Person: _____
Phone: _____
Fax: _____
E-mail: _____
Authorized Provider Signature: _____

FOR COUNTY USE ONLY

Employment Services Worker: _____ Worker ID: _____
Authorized Signature: _____ Date: _____
(If Required)
Supervisors Signature: _____ Date: _____

19/20 Program Fee Schedule

Contractual Agreement between RCSS, School of Career Education and DPSS

Exhibit C		Page 1 of 4		
Effective 7/1/2019 to 6/30/2020		Revised 5/23/2019		
Program Name	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
Dental Assisting RDA Eligible (1001 hours, 34 weeks)	\$10,600			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9780323100120 Mosby's
	Book fees	\$ 519.00	\$ -	Dental Dictionary, 3rd Edition
	Class fees / Consumables	\$ 9,700.00	\$ -	ISBN: 9781467557252 California RDA Law & Ethics
	Uniform	\$ 156.00	\$ -	Examination Prep Book, 4th Edition
	Est. CPR Fees	\$ 25.00	\$ -	
	DOJ Background	\$ 100.00		ISBN: 7981467557269 California RDA Written
	Testing fees		\$ -	Examination Prep Book, 3rd Edition
Total	\$ 10,600.00	\$ 100.00		
Administrative Office Professional (680 hours, 36 weeks)	\$6,175			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781591363439 Microsoft Office 2010: Comprehensive, Introductory
	Book fees	\$ 506.00	\$ -	ISBN: 9781591366867 Quickbooks Pro 2014, Comprehensive with 140-day Trail software
	Class fees / Consumables	\$ 5,396.00	\$ -	ISBN: 9781591366928 Accounting Basics, An Introduction for Non-Accounting Majors
	Uniform	\$ -	\$ -	
	Est. CPR Fees	\$ -	\$ -	ISBN: 9780028138312 Filing Made Easy, 4th Edition
	Testing fees	\$ 173.00	\$ -	
	Total	\$ 6,175.00	\$ 100.00	
Administrative Office Professional Bootcamp (360 hours, 14 weeks)	\$3,840			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781591363462 Microsoft Office 2010: Comprehensive, Introductory with eLab CMS License Key
	Book fees	\$ 506.00	\$ -	ISBN: 9781591366867 Quickbooks Pro 2014, Comprehensive with 140-day Trail software
	Class fees / Consumables	\$ 3,061.00	\$ -	
	Uniform	\$ -	\$ -	ISBN: 9780028138312 Filing Made Easy, 4th Edition
	Est. CPR Fees	\$ -	\$ -	
	Testing fees	\$ 173.00	\$ -	
	Total	\$ 3,840.00	\$ 100.00	
Medical Clinical Administrative Professional (720 hours, 24 weeks)	\$6,770			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	Administrative/Clinical Competencies + MindTap eBook 1 year (Digital Code)
	Book fees	\$ 416.00	\$ -	ISBN: 9782406220854 Student Workbook for Blesis's Medical Assisting Administrative and Clinical Competencies, 8th Edition
	Class fees / Consumables	\$ 6,025.00	\$ -	ISBN: 9781435438897 Medical Terminology: A Programmed Systems Approach, 10th Edition
	Uniform	\$ 104.00	\$ -	ISBN: 0077438523 Electronic Health Records 3rd Edition, Connect Plus Access Card
	Est. CPR Fees	\$ 25.00	\$ -	
	Testing fees	\$ 100.00	\$ -	
	Total	\$ 6,770.00	\$ 100.00	

Exhibit C			Page 2 of 4		
Effective 7/1/2019 to 6/30/2020			Revised 5/23/2019		
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information	
	\$3,840				
Medical Assistant Bootcamp (360 hours, 12 weeks)	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781305898905 Blesi's Medical Assisting Administrative/Clinical Competencies + MindTap eBook 1Year (Digital Code)	
	Book fees	\$ 416.00	\$ -		
	Class fees / Consumables	\$ 3,095.00	\$ -		
	Uniform	\$ 104.00	\$ -		
	Est. CPR Fees	\$ 25.00	\$ -		
	Testing fees	\$ 100.00	\$ -		
	Total	\$ 3,840.00	\$ 100.00		
Pharmacy Technician (630 hours, 22 weeks)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information	
	\$6,450				
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9780763871086 Pharmacology for Technicians, 6th Edition-Text, eBook, with Course Navigator	
	Book fees	\$ 388.00	\$ -	ISBN: 9780763867403 Pharmacology for Technicians, 6th Edition-Workbook	
	Class fees / Consumables	\$ 5,693.00	\$ -	ISBN: 9780763877293 Pharmacy Practice for Technicians, 6th Edition- Text, eBook & Course Navigator. Duplicate with different ISBN #	
	Uniform	\$ 104.00	\$ -	ISBN: 9780763877224 Pharmacy Calculations for Technicians, 6th Edition-Text, eBook & Course Navigator. Is this different from the first textbook listed?	
	Est. CPR Fees	\$ 25.00	\$ -	ISBN: 9781284118995 Tarascon Pharmacopoeia 2017 Clasic Shirt Pocket Edition	
	Testing fees	\$ 140.00	\$ -	ISBN: 9780763852177 Certification Exam Review 3rd Edition- Text with Study Partner CD	
Total	\$ 6,450.00	\$ 100.00			
Pharmacy Technician Bootcamp (390 hours, 14 weeks)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information	
	\$4,040				
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9780763877521 Pharmacology for Technicians Package: Textbook, eBook, Drug Guide, Workbook, & Navigator *ISBN # and title differs from Fall book	
	Book fees	\$ 388.00	\$ -	ISBN: 9781284118995 Tarascon Pharmacopoeia 2017 Clasic Shirt Pocket Edition	
	Class fees / Consumables	\$ 3,283.00	\$ -	ISBN: 9780763834609 Pharmacy Practice for Technicians: Mastering Community & Hospital Competencies, 4th Edition	
	Uniform	\$ 104.00	\$ -	ISBN: 9781437723663 Math Calculations for Pharmacy Technicians: A worktext, 2nd Edition	
	Est. CPR Fees	\$ 25.00	\$ -		
	Testing fees	\$ 140.00	\$ -		
Total	\$ 4,040.00	\$ 100.00			
Welding for Skills Upgrade (9 weeks)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information	
	\$750				
	Non-Refundable Registration Fee	\$ 100.00	\$ 750.00		N/A
	Class Fee / Consumables	\$ 650.00	\$ -		
Total	\$ 750.00	\$ 750.00			

Exhibit C				Page 3 of 4
Effective 7/1/2019 to 6/30/2020				Revised 5/23/2019
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
Emergency Medical Technician (318 hours, 20 weeks)	\$3,040			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9780134191324 Emergency Care 13th Edition Bundle, Includes Textbook, Workbook, & My Brady Lab Access Card
	Book fees	\$244.00		
	Class fees / Consumables	\$2,387.00		
	Uniform	\$ 104.00	\$ -	
	Est. CPR Fees	\$ 25.00	\$ -	
	DOJ Background	\$ 50.00	\$ -	
	Testing fees	\$ 130.00		
	Total	\$ 3,040.00	\$ 100.00	
Nursing Services and Support Occupations (CNA and CHHA Eligible) (600 hours, 22 weeks)	\$5,800			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781496323514 Lippincott's Textbook for Nursing Assistants-Text, Workbook, Student DVD, 4th Edition
	Book fees	\$348.00	\$ -	ISBN: 9781604250565 The Home Health Aide Handbook, 4th Edition
	Class fees / Consumables	\$5,008.00	\$0.00	
	Uniform	\$ 104.00	\$ -	
	Est. CPR Fees	\$ 25.00	\$ -	
	DOJ Background	\$100.00	\$0.00	
	Testing fees	\$115.00		
	Total	\$ 5,800.00	\$ 100.00	
Phlebotomy (312 hours, 16 weeks)	\$2,780			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781496322852 McCall Phlebotomy Essentials 6th Edition, Book & Workbook Package
	Book fees	\$229.00	\$ -	
	Class fees / Consumables	\$2,247.00	\$0.00	
	Uniform	\$ 104.00	\$ -	
	Testing fees	\$ 100.00	\$ -	
	Total	\$ 2,780.00	\$ 100.00	
	CDPA & Infection Control CE Dental Class available for those currently in the field. (4 hours, 1 day)	\$75		
Registration			\$ 75.00	
Book fees				
Class fees		\$ 75.00		
Uniform				
Est. CPR Fees				
Total		\$ 75.00	\$ 75.00	
Coronal Polishing CE Dental Class available for those currently in the field. (24 hours, 3 days)	\$360			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 360.00		
	Uniform			
	Est. CPR Fees			
	Total	\$ 360.00	\$ 100.00	
Pit & Fissure Sealant CE Dental Class available for those currently in the field. (16 hours, 4 days)	\$360			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 360.00		
	Uniform			
	Est. CPR Fees			
	Total	\$ 360.00	\$ 100.00	

Exhibit C			Page 4 of 4	
Effective 7/1/2019 to 6/30/2020			Revised 5/23/2019	
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
Ultrasonic Scaling CE Dental Class available for those currently in the field. (4 hours, 2 days)	\$250			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 250.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
	Total	\$ 250.00	\$ 100.00	
Licensure Prep Course RDA Written Review CE Dental Class available for those currently in the field. (8 hours, 1 day)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$300			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 300.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 300.00	\$ 100.00		
Orthodontic Assistant Permit CE Dental Class available for those currently in the field. (48 hours, 7 days)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$1,195			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 1,195.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 1,195.00	\$ 100.00		
CPR Certification (8 hours, 1 day)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$50			
	Registration	\$ 50.00	\$ 50.00	
	Book fees			
	Class fees			
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 50.00	\$ 50.00		
First Aid (8 hours, 1 day)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$50			
	Registration		\$ 50.00	
	Book fees			
	Class fees	\$ 50.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 50.00	\$ 50.00		
Emergency Medical Technician Refresher 24 hours, 3 days)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$250			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 250.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 250.00	\$ 100.00		

20/21 Program Fee Schedule

Contractual Agreement between RCOE, School of Career Education and DPSS

Page 1 of 3

Effective 7/1/2020 to 6/30/2021

Revised 4/24/2020

Program Name	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
Dental Assisting RDA Eligible (1001 hours, 34 weeks)	\$16,500			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	
	Book fees	\$ 452.00	\$ -	ISBN: 9780323100120 Mosby's Dental Dictionary, 3rd Edition
	Class Fees / Consumables	\$ 15,667.00	\$ -	
	Uniform	\$ 156.00	\$ -	ISBN: 9781467557252 California RDA Law & Ethics Examination Prep Book, 4th Edition
	Est. CPR Fees	\$ 25.00	\$ -	
	DOJ Background	\$ 100.00	\$ -	
	Testing fees	\$ -	\$ -	ISBN: 9781467557269 California RDA Written Examination Prep Book, 3rd Edition
Total	\$ 16,500.00	\$ 100.00		
Administrative Office Professional (680 hours, 36 weeks)	\$9,200			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	
	Book fees	\$ 377.00	\$ -	ISBN: 9781591363439 Microsoft Office 2010: Comprehensive, Introductory
	Class Fees / Consumables	\$ 8,550.00	\$ -	ISBN: 9781591366867 Quickbooks Pro 2014, Comprehensive with 140-day Trail software
	Uniform	\$ -	\$ -	ISBN: 9781591366928 Accounting Basics, An Introduction for Non-Accounting Majors
	Est. CPR Fees	\$ -	\$ -	ISBN: 9780028138312 Filing Made Easy, 4th Edition
	Testing fees	\$ 173.00	\$ -	
	Total	\$ 9,200.00	\$ 100.00	
Administrative Office Professional Bootcamp (360 hours, 14 weeks)	\$3,925			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	
	Book fees	\$ 377.00	\$ -	ISBN: 9781591363462 Microsoft Office 2010: Comprehensive, Introductory with eLab CMS License Key
	Class Fees / Consumables	\$ 3,275.00	\$ -	ISBN: 9781591366867 Quickbooks Pro 2014, Comprehensive with 140-day Trail software
	Uniform	\$ -	\$ -	ISBN: 9780028138312 Filing Made Easy, 4th Edition
	Est. CPR Fees	\$ -	\$ -	
	Testing fees	\$ 173.00	\$ -	
	Total	\$ 3,925.00	\$ 100.00	
Medical Clinical Administrative Professional (720 hours, 24 weeks)	\$11,800			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781305898905 Blesi's Medical Assisting Administrative/Clinical Competencies + MindTap eBook 1 year (Digital Code)
	Book fees	\$ 355.00	\$ -	ISBN: 9782406220854 Student Workbook for Blesi's Medical Assisting Administrative and Clinical Competencies, 8th Edition
	Class fees / Consumables	\$ 11,116.00	\$ -	ISBN: 9781435438897 Medical Terminology: A Programmed Systems Approach, 10th Edition
	Uniform	\$ 104.00	\$ -	ISBN: 0077438523 Electronic Health Records 3rd Edition, Connect Plus Access Card
	Est. CPR Fees	\$ 25.00	\$ -	
	Testing fees	\$ 100.00	\$ -	
	Total	\$ 11,800.00	\$ 100.00	
Medical Assistant Bootcamp (360 hours, 12 weeks)	\$3,850			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781305898905 Blesi's Medical Assisting Administrative/Clinical Competencies + MindTap eBook 1Year (Digital Code)
	Book fees	\$ 355.00	\$ -	
	Class Fees / Consumables	\$ 3,166.00	\$ -	
	Uniform	\$ 104.00	\$ -	
	Est. CPR Fees	\$ 25.00	\$ -	
	Testing fees	\$ 100.00	\$ -	
	Total	\$ 3,850.00	\$ 100.00	
Pharmacy Technician (630 hours, 22 weeks)	\$8,900			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9780763871086 Pharmacology for Technicians, 6th Edition-Text, eBook, with Course Navigator
	Book fees	\$ 509.00	\$ -	ISBN: 9780763867403 Pharmacology for Technicians, 6th Edition-Workbook
	Class fees / Consumables	\$ 8,022.00	\$ -	ISBN: 9780763877293 Pharmacy Practice for Technicians, 6th Edition- Text, eBook & Course Navigator. Duplicate with different ISBN #
	Uniform	\$ 104.00	\$ -	ISBN: 9780763877224 Pharmacy Calculations for Technicians, 6th Edition-Text, eBook & Course Navigator. Is this different from the first textbook listed?
	Est. CPR Fees	\$ 25.00	\$ -	ISBN: 9781284118995 Tarascon Pharmacopoeia 2017 Classic Shirt Pocket Edition
	Testing fees	\$ 140.00	\$ -	ISBN: 9780763852177 Certification Exam Review 3rd Edition- Text with Study Partner CD
	Total	\$ 8,900.00	\$ 100.00	
Welding for Skills Upgrade (9 weeks)	\$1,275			
	Non-Refundable Registration Fee	\$ 100.00	\$ 750.00	
	Class Fee / Consumables	\$ 1,175.00	\$ -	N/A
	Total	\$ 1,275.00	\$ 750.00	

Effective 7/1/2020 to 6/30/2021				Page 2 of 3
				Revised 4/24/2020
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
Emergency Medical Technician (318 hours, 20 weeks)	\$3,050			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9780134191324 Emergency Care 13th Edition Bundle, Includes Textbook, Workbook, & My Brady Lab Access Card
	Book fees	\$310.00		
	Class fees / Consumables	\$2,331.00		
	Uniform	\$ 104.00	\$ -	
	Est. CPR Fees	\$ 25.00	\$ -	
	DOJ Background	\$ 50.00	\$ -	
	Testing fees	\$ 130.00		
	Total	\$ 3,050.00	\$ 100.00	
Nursing Services and Support Occupations (CNA and CHHA Eligible) (600 hours, 22 weeks)	\$9,900			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781496323514 Lippincott's Textbook for Nursing Assistants-Text, Workbook, Student DVD, 4th Edition
	Book fees	\$178.00	\$ -	ISBN: 9781604250565 The Home Health Aide Handbook, 4th Edition
	Class fees / Consumables	\$9,278.00	\$0.00	
	Uniform	\$ 104.00	\$ -	
	Est. CPR Fees	\$ 25.00	\$ -	
	DOJ Background	\$100.00	\$0.00	
	Testing fees	\$115.00		
	Total	\$ 9,900.00	\$ 100.00	
Phlebotomy (312 hours, 16 weeks)	\$2,800			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781496322852 McCall Phlebotomy Essentials 6th Edition, Book & Workbook Package
	Book fees	\$141.00	\$ -	
	Class fees / Consumables	\$2,355.00	\$0.00	
	Uniform	\$ 104.00	\$ -	
	Testing fees	\$ 100.00	\$ -	
	Total	\$ 2,800.00	\$ 100.00	
CDPA & Infection Control Dental Class available for those currently in the field. (4 hours, 1 day)	\$295			
	Registration		\$ 75.00	
	Book fees			
	Class fees	\$ 295.00		
	Uniform			
	Est. CPR Fees			
	Total	\$ 295.00	\$ 75.00	
Coronal Polishing Dental Class available for those currently in the field. (24 hours, 3 days)	\$360			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 360.00		
	Uniform			
	Est. CPR Fees			
	Total	\$ 360.00	\$ 100.00	
Pit & Fissure Sealant Dental Class available for those currently in the field. (16 hours, 4 days)	\$360			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 360.00		
	Uniform			
	Est. CPR Fees			
	Total	\$ 360.00	\$ 100.00	
Ultrasonic Scaling Dental Class available for those currently in the field. (4 hours, 2 days)	\$250			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 250.00		
	Uniform			
	Est. CPR Fees			
	Total	\$ 250.00	\$ 100.00	
Licensure Prep Course RDA Written Review Dental Class available for those currently in the field. (8 hours, 1 day)	\$300			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 300.00		
	Uniform			
	Est. CPR Fees			
	Total	\$ 300.00	\$ 100.00	

Effective 7/1/2020 to 6/30/2021				Page 3 of 3
Revised 4/24/2020				
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
Orthodontic Assistant Permit CE Dental Class available for those currently in the field. (48 hours, 7 days)	\$1,195			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 1,195.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
	Total	\$ 1,195.00	\$ 100.00	
CPR Certification (8 hours, 1 day)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$50			
	Registration	\$ 50.00	\$ 50.00	
	Book fees			
	Class fees			
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 50.00	\$ 50.00		
First Aid (8 hours, 1 day)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$50			
	Registration		\$ 50.00	
	Book fees			
	Class fees	\$ 50.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 50.00	\$ 50.00		
Emergency Medical Technician Refresher (24 hours, 3 days)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$250			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 250.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 250.00	\$ 100.00		
Medical Assistant Bootcamp w/ Phlebotomy (672 Hours, 24 Weeks)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$6,650			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781305898905 Blesi's Medical Assisting Administrative/Clinical Competencies + MindTap eBook 1Year (Digital Code)
	Book fees	\$ 496.00	\$ -	ISBN: 9781496322852 McCall Phlebotomy Essentials 6th Edition, Book & Workbook Package
	Class fees / Consumables	\$ 5,621.00	\$ -	
	Uniform	\$ 208.00	\$ -	
	Est. CPR Fees	\$ 25.00	\$ -	
	Testing fees	\$ 200.00	\$ -	
	Total	\$ 6,650.00	\$ 100.00	
	Medical Clinical Administrative Professional w/ Phlebotomy (1032 Hours/ 36 Weeks)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day
\$14,600				
Non-Refundable Registration Fee		\$ 100.00	\$ 100.00	ISBN: 9781305898905 Blesi's Medical Assisting Administrative/Clinical Competencies + MindTap eBook 1 year (Digital Code)
Book fees		\$ 496.00	\$ -	ISBN: 9782406220854 Student Workbook for Blesi's Medical Assisting Administrative and Clinical Competencies, 8th Edition
Class fees / Consumables		\$ 13,571.00	\$ -	ISBN: 9781435438897 Medical Terminology: A Programmed Systems Approach, 10th Edition
Uniform		\$ 208.00	\$ -	ISBN: 0077438523 Electronic Health Records 3rd Edition, Connect Plus Access Card
Est. CPR Fees		\$ 25.00	\$ -	ISBN: 9781496322852 McCall Phlebotomy Essentials 6th Edition, Book & Workbook Package
Testing fees		\$ 200.00	\$ -	
Total		\$ 14,600.00	\$ 100.00	

21/22 Program Fee Schedule

Contractual Agreement between RCOE, School of Career Education and DPSS

Attachment V		Page 1 of 3		
Effective 7/1/2021 to 6/30/2022		Revised 07/30/2021		
Program Name	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
Dental Assistant / RDA Eligible (1001 hours, 34 weeks)	\$16,500			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	
	Book fees	\$ 452.00	\$ -	ISBN: 9780323100120 Mosby's Dental Dictionary, 3rd Edition
	Class fees / Consumables	\$ 15,587.00	\$ -	
	Uniform	\$ 156.00	\$ -	ISBN: 9781467557252 California RDA Law & Ethics Examination Prep Book, 4th Edition
	Est. CPR Fees	\$ 25.00	\$ -	
	DOJ Background	\$ 60.00	\$ -	
	Application Fee	\$ 120.00	\$ -	ISBN: 9781467557269 California RDA Written Examination Prep Book, 3rd Edition
Total	\$ 16,500.00	\$ 100.00	\$ 100.00	
Business Administration (600 hours, 20 weeks)	\$9,200			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	
	Book fees	\$ 377.00	\$ -	ISBN: 9781591363439 Microsoft Office 2010: Comprehensive, Introductory
	Class fees / Consumables	\$ 8,550.00	\$ -	ISBN: 9781591366867 Quickbooks Pro 2014, Comprehensive with 140-day Trail software
	Uniform	\$ -	\$ -	ISBN: 9781591366928 Accounting Basics, An Introduction for Non-Accounting Majors
	Est. CPR Fees	\$ -	\$ -	ISBN: 9780028138312 Filing Made Easy, 4th Edition
	Testing fees	\$ 173.00	\$ -	
	Total	\$ 9,200.00	\$ 100.00	\$ 100.00
Medical Assistant (630 hours, 21 weeks)	\$11,800			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781305898905 Blesi's Medical Assisting Administrative/Clinical Competencies + MindTap eBook 1 year (Digital Code)
	Book fees	\$ 355.00	\$ -	ISBN: 9782406220854 Student Workbook for Blesi's Medical Assisting Administrative and Clinical Competencies, 8th Edition
	Class fees / Consumables	\$ 11,116.00	\$ -	ISBN: 9781435438897 Medical Terminology: A Programmed Systems Approach, 10th Edition
	Uniform	\$ 104.00	\$ -	ISBN: 0077438523 Electronic Health Records 3rd Edition, Connect Plus Access Card
	Est. CPR Fees	\$ 25.00	\$ -	
	Testing fees	\$ 100.00	\$ -	
	Total	\$ 11,800.00	\$ 100.00	\$ 100.00
Pharmacy Technician (600 hours, 20 weeks)	\$8,900			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9780763871086 Pharmacology for Technicians, 6th Edition-Text, eBook, with Course Navigator
	Book fees	\$ 509.00	\$ -	ISBN: 9780763867403 Pharmacology for Technicians, 6th Edition-Workbook
	Class fees / Consumables	\$ 7,907.00	\$ -	ISBN: 9780763877293 Pharmacy Practice for Technicians, 6th Edition- Text, eBook & Course Navigator. Duplicate with different ISBN #
	Uniform	\$ 104.00	\$ -	ISBN: 9780763877224 Pharmacy Calculations for Technicians, 6th Edition-Text, eBook & Course Navigator. Is this different from the first textbook listed?
	Est. CPR Fees	\$ 25.00	\$ -	ISBN: 9781284118995 Tarascon Pharmacopoeia 2017 Clasic Shirt Pocket Edition
	DOJ Background	\$ 60.00	\$ -	
	Application Fees	\$ 195.00	\$ -	ISBN: 9780763852177 Certification Exam Review 3rd Edition- Text with Study Partner CD
Total	\$ 8,900.00	\$ 100.00	\$ 100.00	
Patient Care Technician (600 hours, 20 weeks)	\$9,900			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781496323514 Lippincott's Textbook for Nursing Assistants-Text, Workbook, Student DVD, 4th Edition
	Book fees	\$ 178.00	\$ -	ISBN: 9781604250565 The Home Health Aide Handbook, 4th Edition
	Class fees / Consumables	\$ 9,318.00	\$ 0.00	
	Uniform	\$ 104.00	\$ -	
	Est. CPR Fees	\$ 25.00	\$ -	
	DOJ Background	\$ 60.00	\$ 0.00	
	Testing fees	\$ 115.00	\$ -	
Total	\$ 9,900.00	\$ 100.00	\$ 100.00	
Phlebotomy (180 hours, 6 weeks)	\$2,800			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781496322852 McCall Phlebotomy Essentials 6th Edition, Book & Workbook Package
	Book fees	\$ 141.00	\$ -	
	Class fees / Consumables	\$ 2,355.00	\$ 0.00	
	Uniform	\$ 104.00	\$ -	
	Testing fees	\$ 100.00	\$ -	
Total	\$ 2,800.00	\$ 100.00	\$ 100.00	

Attachment V				Page 2 of 3
Effective 7/1/2021 to 6/30/2022				Revised 07/30/2021
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
CDPA & Infection Control CE Dental Class available for those currently in the field. (10 hours, 2 day)	\$295			
	Registration		\$ 75.00	
	Book fees			
	Class fees	\$ 295.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
	Total	\$ 295.00	\$ 75.00	
Coronal Polishing CE Dental Class available for those currently in the field. (24 hours, 3 days)	\$360			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 360.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
	Total	\$ 360.00	\$ 100.00	
Pit & Fissure Sealant CE Dental Class available for those currently in the field. (16 hours, 2 days)	\$360			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 360.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
	Total	\$ 360.00	\$ 100.00	
Ultrasonic Scaling CE Dental Class available for those currently in the field. (4 hours, 2 days)	\$250			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 250.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
	Total	\$ 250.00	\$ 100.00	
Licensure Prep Course RDA Written Review CE Dental Class available for those currently in the field. (8 hours, 1 day)	\$300			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 300.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
	Total	\$ 300.00	\$ 100.00	
Orthodontic Assistant Permit CE Dental Class available for those currently in the field. (48 hours, 7 days)	\$1,195			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 1,195.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
	Total	\$ 1,195.00	\$ 100.00	
CPR Certification (4 hours, 1 day)	\$25 (\$65 non SCE Student)			
	Registration	\$ 25.00	\$ 25.00	
	Book fees			
	Class fees			
	Uniform			
	Est. CPR Fees			
	DOJ Background			
	Total	\$ 25.00	\$ 25.00	

Attachment V				Page 3 of 3
Effective 7/1/2021 to 6/30/2022				Revised 07/30/2021
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
Medical Assistant w/ Phlebotomy (810 Hours, 27 Weeks)	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781305898905 Blesi's Medical Assisting Administrative/Clinical Competencies + MindTap eBook 1Year (Digital Code)
	Book fees	\$ 496.00	\$ -	ISBN: 9781496322852 McCall Phlebotomy Essentials 6th Edition, Book & Workbook Package
	Class fees / Consumables	\$ 13,475.00	\$ -	
	Uniform	\$ 204.00	\$ -	
	Est. CPR Fees	\$ 25.00	\$ -	
	Testing fees	\$ 200.00	\$ -	
	Total	\$ 14,500.00	\$ 100.00	
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$12,600			
Patient Care Technician w/ Phlebotomy (780 Hours/ 26 Weeks)	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781305898905 Blesi's Medical Assisting Administrative/Clinical Competencies + MindTap eBook 1 year (Digital Code)
	Book fees	\$ 319.00	\$ -	ISBN: 9782406220854 Student Workbook for Blesi's Medical Assisting Administrative and Clinical Competencies, 8th Edition
	Class fees / Consumables	\$ 11,677.00	\$ -	ISBN: 9781435438897 Medical Terminology: A Programmed Systems Approach, 10th Edition
	DOJ Background	\$ 60.00		ISBN: 0077438523 Electronic Health Records 3rd Edition, Connect Plus Access Card
	Uniform	\$ 204.00	\$ -	ISBN: 9781496322852 McCall Phlebotomy Essentials 6th Edition, Book & Workbook Package
	Est. CPR Fees	\$ 25.00	\$ -	
	Testing fees	\$ 215.00	\$ -	
	Total	\$ 12,600.00	\$ 100.00	
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$1,275			
Welding for Skills Upgrade (63 Hours/ 9 Weeks)	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	N/A
	Class fees / Consumables	\$ 1,175.00	\$ -	
	Total	\$ 1,275.00	\$ 100.00	
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$2,100			
Ultimate Microsoft Summer Program: Word & Excel (180 Hours/ 16 Weeks)	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 9781591363439 Microsoft Office 2010: Comprehensive, Introductory
	Class fees / Consumables	\$ 1,618.00		
	Book fees	\$ 209.00		
	Testing fees	\$ 173.00	\$ -	
	Total	\$ 2,100.00	\$ 100.00	

22/23 Program Fee Schedule

Contractual Agreement between RCOE, School of Career Education and DPSS

Exhibit C		Page 1 of 3		
Effective 7/1/2022 to 6/30/2023		Revised 4/19/2022		
Comprehensive Courses				
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
Business Administration (600 hours, 20 weeks)	\$9,400			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 978-0-76386-980-9 Benchmark Series: Microsoft Office 2016 - Text and SNAP 2016 + eBook with Command Card
	Book fees	\$ 445.00	\$ -	ISBN: 978-0-73569-943-4 MOS 2016 Study Guide for Microsoft Excel
	Class fees / Consumables	\$ 8,659.00	\$ -	ISBN: 978-0-73569-941-0 MOS 2016 Study Guide for Microsoft Word
	Uniform	\$ -	\$ -	ISBN: 978-1-64061-042-2 QuickBooks 2019 Comprehensive: Printed Textbook, eBook, eLab License
	Est. CPR Fees	\$ -	\$ -	ISBN: 978-1-59136-692-8 Accounting Basics, An Introduction for Non-Accounting Majors
	Testing fees	\$ 196.00	\$ -	
	Total	\$ 9,400.00	\$ 100.00	
Dental Assistant / RDA Eligible (1001 hours, 34 weeks)	\$16,700			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 978-0-32376-461-2 Modern Dental Assisting Textbook (Access Code textbook), 13th Edition and dental Instruments: A Pocket Guide, 7th Edition Bundle - Text, Workbook, and Boyd: Dental Instruments Bundle
	Book fees	\$ 340.00	\$ -	ISBN: 978-0-57863-343-5 California RDA Written and Law Exam Book & Student Study Card Set, Blended Ed. 1st Edition
	Class fees / Consumables	\$ 15,899.00	\$ -	
	Uniform	\$ 156.00	\$ -	
	Est. CPR Fees	\$ 25.00	\$ -	
	DOJ Background	\$ 60.00		
	Application Fee	\$ 120.00	\$ -	
Total	\$ 16,700.00	\$ 100.00		
Medical Assistant (630 hours, 21 weeks)	\$12,000			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 978-1-33790-984-6 IAC MindTap - Blesi's Medical Assisting Administrative/Clinical Competencies (Online Platform), 8th edition
	Book fees	\$ 90.00	\$ -	
	Class fees / Consumables	\$ 11,497.00	\$ -	
	Uniform	\$ 104.00	\$ -	
	Est. CPR Fees	\$ 25.00	\$ -	
	Testing fees	\$ 184.00	\$ -	
	Total	\$ 12,000.00	\$ 100.00	
Patient Care Technician (600 hours, 20 weeks)	\$10,100			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 978-1-94162-603-0 CNA: Nursing Assistant Certification, California Edition
	Book fees	\$ 172.00	\$ -	ISBN: 978-1-94162-616-0 Workbook to Accompany CNA: Nursing Assistant Certification, California Edition
	Class fees / Consumables	\$ 9,504.00	\$ 0.00	ISBN: 978-1-60425-125-8 Providing Home Care, 6th Edition Textbook
	Uniform	\$ 104.00	\$ -	ISBN: 978-1-60425-126-5 Providing Home Care, 6th Edition Workbook
	Est. CPR Fees	\$ 25.00	\$ -	ISBN: 978-1-60425-108-1 The Home Health Aid Handbook, 5th Edition
	DOJ Background	\$ 60.00	\$ 0.00	
	Testing fees	\$ 135.00		
Total	\$ 10,100.00	\$ 100.00		
Pharmacy Technician (600 hours, 20 weeks)	\$9,400			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 978-0-32343-088-3 Math Calculations for Pharmacy Technicians, 3rd edition
	Book fees	\$ 372.00	\$ -	ISBN: 978-0-32373-407-3 Mosby's Pharmacy Technician, 6th edition Paperback
	Class fees / Consumables	\$ 8,544.00	\$ -	ISBN: 978-0-32349-722-0 Pharmacology for Pharmacy Technicians, 3rd edition
	Uniform	\$ 104.00	\$ -	ISBN: 978-0-32344-357-9 Workbook and Lab Manual for Mosby's Pharmacy Technician, 5th edition
	Est. CPR Fees	\$ 25.00	\$ -	ISBN: 978-0-32349-724-4 Mosby's Pharmacy Technician Exam Review, 4th edition
	DOJ Background	\$ 60.00		
	Application Fees	\$ 195.00	\$ -	
Total	\$ 9,400.00	\$ 100.00		

Exhibit C		Page 2 of 3		
Effective 7/1/2022 to 6/30/2023		Revised 4/19/2022		
Job Skills Upgrade Courses				
Continuing Education Classes				
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
CDPA & Infection Control Dental Class available for those currently in the field. (4 hours, 1 day)	CE			
	\$75			
	Registration		\$ 75.00	
	Book fees			
	Class fees	\$ 75.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 75.00	\$ 75.00		
CDPA & Infection Control Dental Class available for those currently in the field. (10 hours, 2 days)	CE			
	\$295			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 295.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 295.00	\$ 100.00		
Coronal Polishing CE Dental Class available for those currently in the field. (24 hours, 3 days)	CE			
	\$360			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 360.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 360.00	\$ 100.00		
Pit & Fissure Sealant CE Dental Class available for those currently in the field. (16 hours, 2 days)	CE			
	\$360			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 360.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 360.00	\$ 100.00		
Ultrasonic Scaling CE Dental Class available for those currently in the field. (4 hours, 1 day)	CE			
	\$250			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 250.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 250.00	\$ 100.00		
Licensure Prep Course RDA Written Review CE Dental Class available for those currently in the field. (4 hours, 1 day)	CE			
	\$300			
	Registration		\$ 100.00	ISBN: 9780578633435 California RDA Written and Law Exam Prep Book & Student Study Card Set, Blended
	Book fees	\$92.00		
	Class fees	\$ 208.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 300.00	\$ 100.00		

Exhibit C			Page 3 of 3	
Effective 7/1/2022 to 6/30/2023			Revised 4/19/2022	
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
Orthodontic Assistant Permit CE Dental Class available for those currently in the field. (85 hours, 11 days)	\$1,195			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 1,195.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
	Total	\$ 1,195.00	\$ 100.00	
CPR Certification (4 hours, 1 day)	\$25 (\$65 non SCE Student)			
	Registration	\$ 25.00	\$ 25.00	
	Book fees			
	Class fees			
	Uniform			
	Est. CPR Fees			
	DOJ Background			
	Total	\$ 25.00	\$ 25.00	
Welding for Skills Upgrade (63 Hours/ 9 Weeks)	\$1,350			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	N/A
	Class fees / Consumables	\$ 1,250.00	\$ -	
	Total	\$ 1,350.00	\$ 100.00	

23/24 Program Fee Schedule

Contractual Agreement between RCOE, School of Career Education and DPSS

Exhibit C		Page 1 of 3			
Effective 7/1/2023 to 6/30/2024		Revised 05/12/2023			
Comprehensive Courses					
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information	
	Dental Assistant / RDA Eligible (1001 hours, 34 weeks)	\$16,800			
Non-Refundable Registration Fee		\$ 100.00	\$ 100.00	ISBN: 978-0-32376-461-2 Modern Dental Assisting Textbook (Access Code textbook), 13th Edition and dental Instruments: A Pocket Guide, 7th Edition Bundle - Text, Workbook, and Boyd: Dental Instruments Bundle	
Book fees		\$ 340.00	\$ -	ISBN: 978-0-57863-343-5 California RDA Written and Law Exam Book & Student Study Card Set, Blended Ed. 1st Edition	
Class fees / Consumables		\$ 15,999.00	\$ -		
Uniform		\$ 156.00	\$ -		
Est. CPR Fees		\$ 25.00	\$ -		
DOJ Background		\$ 60.00			
Application Fee		\$ 120.00	\$ -		
Total		\$ 16,800.00	\$ 100.00		
Medical Assistant (630 hours, 21 weeks)	\$12,300				
	Fee	\$ 100.00	\$ 100.00	ISBN: 978-1-33790-984-6 IAC MindTap - Bliss's Medical Assisting Administrative/Clinical Competencies (Online Platform), 8th edition	
	Book fees	\$ 90.00	\$ -		
	Class fees / Consumables	\$ 11,797.00	\$ -		
	Uniform	\$ 104.00	\$ -		
	Est. CPR Fees	\$ 25.00	\$ -		
	Testing fees	\$ 184.00	\$ -		
	Total	\$ 12,300.00	\$ 100.00		
	Patient Care Technician (600 hours, 20 weeks)	\$10,100			
Non-Refundable Registration Fee		\$ 100.00	\$ 100.00	ISBN: 978-1-94162-603-0 CNA: Nursing Assistant Certification, California Edition	
Book fees		\$ 172.00	\$ -	ISBN: 978-1-94162-616-0 Workbook to Accompany CNA: Nursing Assistant Certification, California Edition	
Class fees / Consumables		\$ 9,504.00	\$ 0.00	ISBN: 978-1-60425-125-8 Providing Home Care, 6th Edition Textbook	
Uniform		\$ 104.00	\$ -	ISBN: 978-1-60425-126-5 Providing Home Care, 6th Edition Workbook	
Est. CPR Fees		\$ 25.00	\$ -	ISBN: 978-1-60425-108-1 The Home Health Aid Handbook, 5th Edition	
DOJ Background		\$ 60.00	\$ 0.00		
Testing fees		\$ 135.00			
Total		\$ 10,100.00	\$ 100.00		
Pharmacy Technician (600 hours, 20 weeks)	\$9,800				
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	ISBN: 978-0-32343-088-3 Math Calculations for Pharmacy Technicians, 3rd edition	
	Book fees	\$ 372.00	\$ -	ISBN: 978-0-32373-407-3 Mosby's Pharmacy Technician, 6th edition Paperback	
	Class fees / Consumables	\$ 8,944.00	\$ -	ISBN: 978-0-32344-722-0 Pharmacology for Pharmacy Technicians, 3rd edition	
	Uniform	\$ 104.00	\$ -	ISBN: 978-0-32344-357-9 Workbook and Lab Manual for Mosby's Pharmacy Technician, 5th edition	
	Est. CPR Fees	\$ 25.00	\$ -	ISBN: 978-0-32344-724-4 Mosby's Pharmacy Technician Exam Review, 4th edition	
	DOJ Background	\$ 60.00			
	Application Fees	\$ 195.00	\$ -		
	Total	\$ 9,800.00	\$ 100.00		

Exhibit C		Page 2 of 3		
Effective 7/1/2023 to 6/30/2024		Revised 05/12/2023		
Job Skills Upgrade Courses				
Continuing Education Classes				
	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$75			
CDPA & Infection Control Dental Class available for those currently in the field. (4 hours, 1 day)	CE			
	Registration		\$ 75.00	
	Book fees			
	Class fees	\$ 75.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 75.00	\$ 75.00		
CDPA & Infection Control Dental Class available for those currently in the field. (10 hours, 2 days)	CE			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 295.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 295.00	\$ 100.00		
Coronal Polishing CE Dental Class available for those currently in the field. (24 hours, 3 days)	CE			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 360.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 360.00	\$ 100.00		
Pit & Fissure Sealant CE Dental Class available for those currently in the field. (16 hours, 2 days)	CE			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 360.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 360.00	\$ 100.00		
Ultrasonic Scaling CE Dental Class available for those currently in the field. (4 hours, 1 day)	CE			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 250.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 250.00	\$ 100.00		
Licensure Prep Course RDA Written Review CE Dental Class available for those currently in the field. (4 hours, 1 day)	CE			
	Registration		\$ 100.00	ISBN: 9780578633435 California RDA Written and Law Exam Prep Book & Student Study Card Set, Blended
	Book fees	\$92.00		
	Class fees	\$ 208.00		
	Uniform			
	Est. CPR Fees			
	DOJ Background			
Total	\$ 300.00	\$ 100.00		

Exhibit C			Page 3 of 3	
Effective 7/1/2023 to 6/30/2024			Revised 05/12/2023	
Orthodontic Assistant Permit CE Dental Class available for those currently in the field. (85 hours, 11 days)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$1,195			
	Registration		\$ 100.00	
	Book fees			
	Class fees	\$ 1,195.00		
	Uniform			
	Est. CPR Fees			
	DOI Background			
Total	\$ 1,195.00	\$ 100.00		
CPR Certification (4 hours, 1 day)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$25 (\$65 non SCE Student)			
	Registration	\$ 25.00	\$ 25.00	
	Book fees			
	Class fees			
	Uniform			
	Est. CPR Fees			
	DOI Background			
Total	\$ 25.00	\$ 25.00		
Welding for Skills Upgrade (63 Hours/ 9 Weeks)	Program Cost	Itemized Costs	Student No Shows, or Drops Prior to 1st Day	Textbook Information
	\$1,350			
	Non-Refundable Registration Fee	\$ 100.00	\$ 100.00	N/A
	Class fees / Consumables	\$ 1,250.00	\$ -	
	Total	\$ 1,350.00	\$ 100.00	

DPSS Vocational Training Monthly Billing Form Instructions

"Contract Number"

The contract number (Ex: DPSS-0001155B-05).

"Course Title"

The course name (in full).

"Billing Month"

The billing month and year.

"Student Number"

Unique count of student(s).

"Student Name"

The student's legal name.

"Date Started"

The student's start date.

"109 Form"

Yes/No

"Dropped Day 1 – Day 2"

Yes/No

"Hours of Attendance"

The number of hours the student has attended in the billing month.

Note: Only applicable if student has NOT dropped in Day 1 – Day 2.

"Additional Expenses"

The type(s) of additional expense(s) incurred in the billing month (i.e. Uniform, Est. CPR Fees, Lab/Consumables, Certification Exam Fee)

Note: If applicable, list one expense per line.

"Current Month Expenditure"

Formula = (Hours of Attendance for the billing month * Cost per Hour of Attendance)

OR

If student drops in Day 1 – Day 2, Formula = Registration Fee

Note: Cost per Hour of Attendance will vary from course to course. List expenditures in accordance to their expense name. Sum on next line down if student has more than one Current Month Expenditure.

"YTD Hours of Attendance"

The number of hours the student has attended Year-To-Date.

"YTD Expenditures"

Total Expenditures Year-To-Date.

ATTENDANCE AND ACADEMIC POLICIES

The School of Career Education emphasizes the need for all students to attend classes. Attendance is important for academic success and prepares students to meet the demands of future employment. Regular attendance and punctuality will help students develop good habits and attitudes necessary to compete in today's competitive job market. Attendance is considered in the evaluation of the student's academic performance according to the guidelines listed below:

1. If any student is absent from a School of Career Education course for more than five consecutive calendar days and no contact by the student has been made during that period, the student will be withdrawn from the School of Career Education course.
2. To maintain satisfactory academic standing, a student must maintain a minimum of 76 percent grade average and 93 percent attendance rate. Minimum hours for program certification will vary by course.
3. School of Career Education measures progress in clock hours and is, therefore, a non-term program.

DAILY ATTENDANCE AND ABSENCE REPORTING

Daily record of attendance will be kept. Students are required to sign in on a daily basis. If a student forgets to sign in, an absence will be recorded in the roll book. The instructor determines actual attendance recorded.

GRADING SYSTEM

All training at School of Career Education is competency-based. Competency-based education is learner centered, allowing student to progress as skills and competencies are mastered. Employment competencies are defined by performance standards established by employer teams specific to each program. Teachers monitor completion time and evaluate student performance as outlined on the course competency lists and the program syllabus. Refer to the program syllabus for specific details.

DENTAL PROGRAM GRADING SYSTEM		STANDARD GRADING SYSTEM	
GRADE	PERCENTAGE	GRADE	PERCENTAGE
A (EXCELLENT)	92-100	A (EXCELLENT)	90-100
B (GOOD)	85-91	B (GOOD)	80-90
C (FAIR)	76-84	C (FAIR)	70-80
D (POOR)	67-75	D (POOR)	60-70
F (FAILURE)	-66	F (FAILURE)	-60

GRIEVANCE PROCEDURES

The purpose of a student grievance procedure is to provide a process by which student related issues may be resolved in a fair and efficient manner following due process. The procedure is intended to achieve an equitable solution to an issue with due regard for the rights of the student, the faculty, and the School of Career Education. For a complaint to be considered a grievance, the action that is alleged must be a violation of federal or state law, and applicable to School of Career Education's policy or procedure. The purpose of the complaint and grievance procedure is to provide an impartial review process and to ensure that the rights of students are properly recognized and protected.

The staff identified below is available to explain School of Career education's complaint and grievance procedures to students and as well as provide appropriate forms.

- Instructors
- Registration Clerk
- Admissions Technician
- Student Accounts Technician
- School Manager
- Coordinator/Principal
- Executive Director

OVERVIEW OF GRIEVANCE PROCEDURE

Step One:

Prior to any formal, written allegation, a student shall contact the appropriate staff member (instructor or other appropriate staff member involved) and attempt, in good faith, to resolve the concern through the consultation process. If the student is dissatisfied with the response or the solution after completing this, the student may elevate this to the next Step.

Step Two:

If the issue is not resolved with affected parties, the student may request an informal conference with the Coordinator/Principal who shall schedule a meeting within ten (10) school days of receiving the concern. The Coordinator/Principal has five (5) school days to investigate the matter, gather pertinent information and provide a response.

If the student is dissatisfied with the response or the solution after completing Step Two, the student may elevate the process to the next Step.

Step Three:

If the issue is not resolved at the informal level, the student may file a formal, written grievance. The student shall direct this letter to the Executive Director of School of Career Education. The written complaint or the concern must: a) be in writing using the Student complaint form; b) describe the nature of the complaint or concern and alleged violation(s); c) describe the steps the student has taken to resolve the matter. Please submit your complaint form to:

Riverside County Office of Education
Division of Student Programs and Services
School of Career Education
3939 Thirteenth Street
P.O. Box 868
Riverside, CA 92502-0868