

WIOA TITLE I ADULT AND DISLOCATED WORKER PROGRAM SERVICES

Request for Proposals

PY2018

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I. GENERAL INFORMATION

A. PURPOSE OF THE RFP

The purpose of this Request for Proposals (RFP) is to solicit competitive proposals from qualified organizations for the delivery of Workforce Innovation and Opportunity Act (WIOA), Title I, Public Law 113-128 program services to Adults and Dislocated Workers under the Cape Fear Workforce Development Board (CFWDB) in the following counties: Brunswick, Columbus, New Hanover, and Pender.

Specifically, the Cape Fear Workforce Development Board is seeking innovative services to improve the skills of Adult and Dislocated Worker job-seekers through traditional and work-based learning activities, thereby improving their employability in the Cape Fear labor market. Responders to this RFP should propose a plan that includes employer engagement.

B. BACKGROUND OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT

The Workforce Innovation and Opportunity Act supersedes the Workforce Investment Act and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973 to strengthen the workforce development system through better alignment of employment, training, and education programs. WIOA helps job-seekers access services needed to succeed in the labor market and match employers with the skilled workers they need to compete in a global economy. WIOA strengthens the role of the One-stop Career Center system. Specifically, WIOA:

Aligns Federal Investments to Support Job Seekers and Employers: At the State level, WIOA establishes a unified strategic planning across “core” programs which include Wagner-Peyser Employment Service; and Title I of the Rehabilitation Act programs.

Strengthens the Governing Bodies that Establish State, Regional and Local Workforce Investment Priorities: WIOA streamlines membership of business-led, state and local workforce development boards. The Act emphasizes the role of boards in coordinating and aligning workforce programs and adds funds to develop strategies to meet worker and employer needs.

Helps Employers Find Workers with the Necessary Skills: WIOA emphasizes engaging employers across the workforce system to align training with needed skills and match employers with qualified workers. The Act adds flexibility at the local level to provide incumbent worker training and transitional jobs as allowable activities and promotes work-based training, for

example by increasing on-the-job training reimbursement rates to 75 percent. The law also emphasizes training that leads to industry recognized post-secondary credentials.

Aligns Goals and Increases Accountability and Information for Job Seekers and the Public:

WIOA aligns the performance indicators for core programs and adds new ones related to services to employers and postsecondary credential attainment. Performance goals must reflect economic conditions and customers characteristics. It makes available data on training providers' performance outcomes and requires third party evaluations of programs.

Proposers are strongly encouraged to follow the Department of Labor's WIOA resource page for WIOA information and latest updates: www.doleta.gov/wioa.

C. BACKGROUND OF THE CAPE FEAR WORKFORCE DEVELOPMENT BOARD

The Cape Fear Workforce Development Board (CFWDB) is appointed by the Cape Fear Workforce Development Consortium Board to provide policy guidance and program oversight for workforce development programs in the four counties. The Board is a group of volunteers representing local business and industry, educational agencies, community-based organizations, organized labor, rehabilitation agencies, economic development, and the public employment service.

Mission: Our Mission is to establish and promote workforce development policies that lead to a comprehensive workforce system in southeastern North Carolina resulting in a highly skilled, productive workforce that improves the social and economic quality of life in the community.

Vision: Our vision is a world class workforce meeting the demands of the 21st century workplace.

Strategic Plan: The Cape Fear WDB updates its strategic plan annually and shares with all interested parties.

Responsibilities: The Board is responsible for the workforce development system throughout the Cape Fear Local Area. This system must meet the needs of employers by preparing the local workforce to meet their hiring demands and meet the needs of job seekers transitioning to employment. The system must provide reliable and valid information so customers can make informed decisions about training and employment; connect customers to other service providers in the system and the community; help customers access diverse funding sources for training; and provide quality job matching services for the job seekers and employers.

The Board has the responsibility to oversee and evaluate the NCWorks Career Center system and business services integration throughout the local workforce investment area. As such, the Board is committed to the highest quality services and achievement of performance standards through

outstanding customer service and continuous improvement. The CFWDB staff will be available to provide the successful proposer the technical assistance and capacity building needed to achieve the highest level of performance combined with outstanding customer satisfaction. The responsibilities of the CFWDB include:

Federal Connection: Ensure that Federal procedures and guidelines are correctly implemented; allocate federal workforce development funds; provide data and reports as needed to satisfy Federal systems and participate in Federal funding opportunities that further the Board's vision for the NCWorks system.

State Connection: Ensure that State policies, procedures and guidelines are correctly implemented; allocate State workforce development funds; provide data and reports as needed to satisfy Federal and State systems and participate in State funding opportunities that further the Board's vision for the NCWorks system.

Local Connection: Comply with local government policies (the WDB's fiscal agent) and regulations; serve as the convener for workforce development in the Cape Fear Region and partner with local organizations on community needs.

Technological Connection: Ensure NCWorks Career Centers are equipped with current technology to better serve and assist all customers; manage the local information system for the Workforce Innovation and Opportunity Act programs and activities.

Evaluation and Measurement Metrics: Approve customer satisfaction survey tools throughout the system and other evaluation tools; measure metrics set for NCWorks Career Centers to ensure quality services are being provided and continuous improvement; designate the successful operator of the NCWorks Career Centers; maintain a grievance procedure for customers to access if the Operator grievance procedures do not produce a resolution; meet with the NCWorks Career Center Operator regularly to listen to suggestions, discuss issues and resolve concerns; and monitor and report on quality, performance and cost effectiveness, through on-site visits, records review, evaluations, expenditure review and other methods as needed.

Outreach: Approve site location, facilities and equipment that contribute to a center of excellence and customer satisfaction; approve outreach materials funded by the Board or containing information about the Board's programs; provide NCWorks Career Centers with a common name, logo and signage to promote the identity of the NCWorks Career Centers and ensure connectivity between the NCWorks Operator and local and regional entities such as Chambers of Commerce, public education institutions, economic development entities, etc.

Performance and Compliance: Provide technical assistance on all policies, procedures and rules that impact the operation of centers and provide assistance as needed for compliance; develop and provide technical assistance to build capacity to help operator meet quality and consistency standards as well as to meet or exceed performance goals within the NCWorks system; ensure compliance with all rules, regulations and procedures issued by all funding sources.

Perform fiscal and programmatic monitoring for compliance in accordance with Federal, State and local standards; track and maintain documentation of each performance measure and approve regional education/training providers for inclusion on the State Training Provider List.

Fiscal: Ensure that administrative and programmatic cost categories are properly implemented; confirm that costs are correctly allocated to the associated funding stream; verify that NCWorks system costs are allocated according to the MOUs and provide technical assistance to the fiscal staff.

The roles and responsibilities may be refined and changed as the WIOA regulations and procedures are changed by the US Department of Labor; State policy and requirements are created and implemented throughout the State's workforce development system and local direction and procedures are adopted or revised by the Board.

The **Cape Fear Council of Governments** is the administrative entity and grant recipient for the Cape Fear Workforce Development Consortium. The Cape Fear Council of Governments through an agreement with the Cape Fear Workforce Development Consortium and the Cape Fear Workforce Development Board is authorized to receive Workforce Innovation and Opportunity Act funds and to administer programs. With consultation and direction from the Cape Fear Workforce Development Board, workforce development programs are designed through a "partnership" approach.

Contracts entered into with successful WIOA bidders will be contracts with the Cape Fear Council of Governments. All contracts resulting from this RFP are contingent upon the availability of funds and are subject to amendment or termination due to the lack of or reduced funding. All parties contracting with the Cape Fear Council of Governments must comply with the USDOL regulations and any other interpretations published by the USDOL. Administration and operation of this program is subject to compliance with the federal Workforce Innovation and Opportunity Act of 2014, State policies and procedures as issued from the Department of Commerce/Division of Workforce Solutions, and local policies and procedures as issued by the Cape Fear Workforce Development Board.

II. SELECTION PROCESS AND TERMS

A. CONTRACT INFORMATION

Type of Contract

Bidders must propose a cost-reimbursement contract. A cost-reimbursement contract is one that establishes an estimate of total costs for the purpose of obligating funds and a ceiling that the contractor may not exceed (except at contractor's risk) unless the awarding party agrees to amend the contract to provide additional funds. A line item budget shall be based on all legitimate costs to be incurred by the contractor in carrying out the training activity. The contractor is reimbursed for the actual expenses according to the approved line item budget.

If any part of the work covered by this request is to be subcontracted, the grantee shall identify the subcontracting organization, and a subcontract agreement must be entered into between the two parties. Written approval from the Cape Fear Council of Governments – Workforce Development prior to initiating any subcontract agreements is required. Copies of the agreements must be submitted to the Cape Fear Workforce Development Board.

Eligible Service Providers

Any governmental, education, community-based organization or non-profit agency engaged in public service. Private-for-profit agencies engaged in providing employment, training and educational opportunities for adults and/or youth may apply.

Workforce development minded organizations with or without previous experience as a contractor are encouraged to submit proposals; however, only proposals from organizations that can thoroughly demonstrate that they have the ability to provide workforce development services within the Cape Fear Local Area will be accepted. Services offered shall be delivered through the established and designated One-Stop Delivery system known as NCWorks Career Centers and made available through the four NCWorks Centers. For WIOA contracts, efficiency in operation and cost effectiveness is a paramount policy consideration for the Board.

An entity may not compete for funds if:

- the entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental agency;
- the entity's previous contract with the Cape Fear Workforce Development Board was terminated for cause;

- the entity has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services; or
- the entity's name appears on the convicted vendors list.

Outstanding Monitoring, Audit or Legal Concerns – respondents must disclose and rectify any and all outstanding monitoring and/or audit concerns from any of the respondent's other contracts prior to receiving a contract resulting from this RFP. Additionally, respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, or principals.

Competency – respondents are expected to have the technical competence, knowledge and expertise in management and administration, the professional staff, and the administrative and fiscal management systems to accomplish the scope of work and the goals and objectives stated in this RFP and must meet high standards of public service and fiduciary responsibility. Respondents are responsible for being knowledgeable of all laws, regulations, rules, and policies of the specific funding sources involved and applying them in developing the RFP response.

Contract Period

The bidders selected will be awarded a two-year contract (July 1, 2018 – June 30, 2020); however, the initial funding period is for one year (July 1, 2018 – June 30, 2019). A fully-executed contract must be in place within the first thirty days of the contract period. No funds will be exchanged until after the contract is executed by both parties agreeing to the terms outlined in the contract. The CFWDB reserves the right to modify all contracts year-to-year. A contractor must meet the performance requirements as outlines in the contract; however, the CFWDB is not bound to exercise additional contracts solely on stated performance criteria. Continuation is subject to future funding and legislative authority.

Contracts will be reviewed annually and will be extended for each additional program year based on the following:

- Funding is sufficient to allow an extension for a longer time period
- Performance expectations under the existing criteria were met
- There have been no serious issues related to performance or invoicing
- Services being provided remain valuable to participants or the need remains
- Contractor has met all external audit requirements

Anticipated Funding

All funding is contingent on the availability of federal funds and continued federal authorization

for program activities. Any contract hereto is subject to the amendment or termination due to lack of funds or authorization due to statutory or regulatory changes.

The below amounts are based on PY2017 allocations and take into consideration proposed infrastructure expenses. The amounts are for planning purposes only. The proposed allocation is subject to change based on actual PY2018 allocations and infrastructure costs. Respondent’s proposed budgets must be within the amounts indicated and must be reasonably based on proposed service level and service delivery plans. Subsequent revisions and negotiations of final contract budgets may be required due to actual allocations received, actual infrastructure costs, and funding award decisions.

All amounts are estimates for planning purposes and are subject to increase or decrease once PY18 allocations are released.

Bidders’ budgets should not exceed:

COUNTY	Adult	Dislocated Worker
Brunswick	\$246,750	\$189,900
Columbus	\$141,000	\$94,950
New Hanover	\$246,750	\$278,520
Pender	\$70,500	\$69,630
TOTALS:	\$705,000	\$633,000

B. SCHEDULE FOR SELECTION

Important Dates

Friday, April 6		RFP Released
Wednesday, April 18	10:00 a.m.	Mandatory Bidders’ Conference
Wednesday, April 18	4:00 p.m.	Intent to Bid Due
Friday, May 4	4:00 p.m.	Proposals Due
May – June		Board Review
Wednesday, June 12	3:00 p.m.	Board Action
Friday, June 15		Notice of Selection
Monday, July 2		Contract Period Begins

Mandatory Intent to Bid

Respondents must submit an Intent to Bid. Notices of Intent to Bid are due no later than 4:00 p.m. on Wednesday, April 18, 2018.

Mandatory Bidders' Conference

There will be a mandatory Bidders' Conference for those organizations with an intention to bid. The Bidders' Conference will be held on Wednesday, April 18, 2018 at 10:00 a.m. at the Cape Fear Council of Governments at 1480 Harbour Drive, Wilmington, NC 28401. Bidders may participate via telephone. If you would like to participate telephonically, arrangements must be made in advance by contacting April Johnson ajohnson@capefearcog.org no later than Monday, April 16, 2018. The mandatory Intent to Bid will be accepted at the Bidders' Conference.

Mandatory Reference Forms

Upon receipt of the Intent to Bid, respondents will receive three copies of the CFWDB Reference Form. The respondent must solicit references via this form. The Reference Form must be submitted in a sealed envelope to the Cape Fear Council of Governments by May 4, 2018.

Contact Information for RFP Questions

The CFWDB or staff cannot assist proposers with actual preparation of their proposal. During the period of time between the publication date of the RFP and the deadline to submit technical RFP questions, the CFWDB will only respond to technical questions about the RFP submitted by email. No telephone inquiries will be accepted.

All RFP technical assistance questions will be answered at the mandatory Bidders' Conference and/or included with official responses to questions received at the mandatory Bidders' Conference, which will be posted on the CFCOG website. All proposers will be notified by email when questions concerning RFP technical assistance are answered and posted on the website.

During the proposal process, the individual identified below is the contact for any inquiries or Information relating to this RFP. Questions concerning this RFP, the application process, or programmatic issues should be submitted in writing by email or addressed as listed below.

Ginger Brick, Director
Cape Fear Workforce Development Board
Cape Fear Council of Governments
1480 Harbour Drive, Wilmington, NC 28401
gbrick@capefearcog.org

C. INSTRUCTIONS

General Instructions for Submission

All proposals must be sealed and addressed as directed per these instructions. Failure to do so may result in a premature opening of, or failure to open, such a proposal. Sealed modifications of proposals already submitted will be considered if received at the office by the final date.

Budgets must be submitted as an attachment to the proposal and clearly labeled.

Please submit one original in a three-ring binder, with sections and required attachments clearly marked, and four copies of proposal, no later than 4:00 p.m. on Friday, May 4, 2018 to:

Ginger Brick, Workforce Development Director
Cape Fear Workforce Development Board
Cape Fear Council of Governments
1480 Harbour Drive, Wilmington, NC 28401

Please also submit an email PDF to gbrick@capefearcog.org with the subject "CONFIDENTIAL PROPOSAL" no later than 4:00 p.m. on Friday, May 4, 2018.

Proposal Format

Proposals should include all items, in the order shown, as listed in the Section IV of this RFP. Submissions must be numbered and labeled as indicated. All forms should be completed with all information requested and executed properly. Omissions, inaccurate submissions, or out-of-order responses may result in a section being deemed incomplete or non-responsive, and therefore, receiving a low rating during the review process. Proposals that fail to include all applicable forms and information will not be considered. Forms are attached unless otherwise indicated.

D. SELECTION AND APPEALS

Terms of Selection

The CFWDB reserved the right to accept or reject any or all proposals received. The CFWDB reserves the right to waive informalities and minor irregularities in offers received. All solicitations are contingent upon availability of funds.

The CFWDB may accept any item or group of items of any offer, or award more or fewer slots at the same price bid, unless the proposer qualifies its offer by specific limitations.

The CFWDB may select a service provider based on initial offers received without discussion of such offers. Accordingly, each initial offer should be submitted on the most favorable terms from a price and technical standpoint that the proposer can submit to the CFWDB. However, the CFWDB reserves the right to request additional data or oral discussion or documentation in support of written offers.

Any proposer may be requested to make an oral presentation of their proposal(s) to the CFWDB. If requested, staff will schedule the time and location for these presentations.

The primary consideration in selecting organizations to deliver services will be the effectiveness of the organization in delivering comparable or related needs based on demonstrated performance, in terms of the likelihood of meeting performance goals, cost, quality of training, and characteristics of participants. Selection in considering agencies or organizations shall also include time management of participant files and NCWorks.

Determinations will take into consideration such matters as whether the organization has:

- Adequate financial resources or the ability to attain them;
- The ability to meet the program design specifications at a reasonable cost, as well as the ability to meet performance goals;
- A satisfactory record of past performance in employment and training related activities, including demonstrated quality of training, the ability to provide or arrange for appropriate supportive services, retention in employment at follow-up, and earning rates of participants;
- The ability to provide services that can lead to long-term, unsubsidized employment for participants with identified deficiencies'
- A satisfactory record of integrity, business ethics, and fiscal accountability;
- The necessary organization, experience, accounting, and operational controls;
- The technical skills and time to perform the work; and
- An adequate plan to provide services and all related aspects of providing services as described in the offeror's proposal.

Terms of Contract

After the CFWDB has determined the most qualified proposals, an attempt to negotiate the final terms of the contract will begin. If negotiations with the first applicant are unsuccessful, the

CFWDB will stop all negotiations with the first applicant and proceed to negotiate contract terms with the second applicant. The same procedure will occur with the third applicant if negotiations fail with the second applicant. If an agreement is not negotiated with any of the first three applicants, additional applicants may be selected.

Appeals

Appeals by proposing organizations denied funding are limited to procedural appeals only. Such appeals shall be based solely on allegations of irregularities in the solicitation and awards procedure and not on the relative merit of the offers submitted. If a proposer believes to have been harmed by the violation or misapplication of procedure or regulation of this program, the proposer has the right to file grievance. This grievance should be filed according to the written procedures established by the CFWDB and may be obtained by contacting the CFWDB Director, Ginger Brick, by emailing gbrick@capefearcog.org.

E. GENERAL REQUIREMENTS

- This RFP does not commit the CFWDB to award a grant.
- No costs will be paid to cover the expense of preparing a proposal or to procure a contract for services or supplies under WIOA.
- Ownership of all data, material, and documentation originated and prepared by the service provider pursuant to the contract shall belong exclusively to the CFWDB.
- Proposals should be submitted in the format set forth in this RFP and should adhere to the minimum requirements specified herein.
- Formal notification to award a contract and the actual execution of a contract are subject to the following:
 - Receipt of WIOA funds granted under the WIOA plan;
 - Results of negotiations between selected service providers and CFWDB administrative staff; and
 - Continued availability of WIOA funds.
- Any changes to the WIOA program, the State of North Carolina WIOA Plan, or the CFWDB WIOA Plan, may result in a change in contracting. In such instances, the CFWDB will not be held liable for what is in the Offeror's proposal or this Request for Proposal package.
- Each offeror submitting a proposal will be notified in writing of the CFWDB's decision regarding its proposal.
- Proposals submitted for funding consideration must be consistent with the federal WIOA legislation, all applicable Federal Regulations, the North Carolina Division of Workforce Solutions policies, and the CFWDB policies and procedures.

- Offerors selected for funding must also ensure compliance with the following: USDOL Regulations 20 CFR Part 652, Office of Management and Budget Circulars A-21, A-87, A-110, A-122, A-133 or 48CFR Part 31, whichever is applicable.
- The CFWDB may require selected service providers to participate in negotiations and to rewrite their proposals as agreed upon during negotiations.
- Additional funds received by the WDB may be contracted by expanding existing programs, or by consideration of proposals not initially funded under this RFP, if such proposals were rated in the competitive range. These decisions shall be at the discretion of the CFWDB.
- The CFWDB may decide not to fund part or all of a proposal even though it is found to be in the competitive range if, in the opinion of the CFWDB, the services proposed are not needed, or the costs are higher than the CFWDB finds reasonable in relation to the overall funds available, or if past management concerns lead the CFWDB to believe that the service provider has undertaken more services than it can successfully handle.
- Any proposal approved for funding is contingent on the results of a pre-award survey that may be conducted by the CFWDB administrative staff. This survey will establish, to the CFWDB's satisfaction, whether the proposed service provider is capable of conducting and carrying out the provisions of the proposed contract. If the results of the survey indicate, in the opinion of the CFWDB, that the proposed service provider may not be able to fulfill contract expectations, the WDB reserves the right not to enter into contract with the organization, regardless of CFWDB approval of the Offeror's proposal.
- The CFWDB is required to abide by all WIOA legislation and regulations. Therefore, the CFWDB reserves the right to modify or alter the requirements and standards as set forth in this RFP based on program requirements mandated by State or Federal agencies.
- Programs must be operated according to the federal WIOA provisions and all applicable federal regulations, the North Carolina Division of Workforce of Workforce Solutions (DWS) policies and WDB policies and procedures.
- Service Providers will be expected to adhere to CFWDB procedures to collect, verify, and submit required monthly reports as well as invoices to the CFWDB.
- All grievances arising out of the WIOA or this RFP must be filed according to the Cape Fear Workforce Consortium's grievance procedures.
- All service providers must fully comply with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act, Title VI and VII of the Civil Rights Acts of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; Title IX of the Education Amendments of 1972, as amended; The Age Discrimination Act of 1975, as amended; Americans with Disabilities Act of 1990, as amended; Non-Traditional Employment for Women Act of 1991, as amended; with all other applicable requirements imposed by or pursuant to the regulations implementing those laws, including but not limited to 29 CFR Part 34.

- Service providers must accept liability for all aspects of any WIOA program conducted under contract with the CFWDB. Service providers will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.
- Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a service provider fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the federal or state governments.
- Service providers will allow access to all WIOA records, program materials, staff, and participants to local, state, and federal representatives. In addition, service providers are required to maintain all WIOA records for a period of 6 years (3 years from the program year which the client completed follow-up services and 3 years beyond that date).
- Selected proposer(s) shall give credit to the CFWDB, as the program activity funding source, in all oral presentations, written documents, publicity and advertisements regarding any activities funded as a result of this RFP.

F. GENERAL RULES AND REGULATIONS

The operation and performance of all components will be in accordance with the Workforce Innovation and Opportunity Act (WIOA), the accompanying Federal Regulations; and any interpretations published by the U. S. Department of Labor (USDOL) and the State of North Carolina; the Nontraditional Employment for Women Act of 1991; Title VI 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; Title IX of the Education Amendments of 1972, as amended; and instructions issued by the WDB. [If new policies are implemented, all contractors will be required to operate in accordance with these mandates.] All contractors are directed to familiarize themselves with the WIOA Act to ensure compliance. Bidders are responsible for obtaining copies of the above listed documents. These and related documents can be obtained online at <http://usdol.gov>.

Fiscal and Administrative Management

A number of changes to the federal OMB circulars took place on December 19, 2017. New Uniform guidance was issued in 2 CFR Part 200 and 2 CFR Part 2900. The Employment and Training Administration issued TEGL 15-14 that gives guidance on this reform. In summary, 2 CFR 200 and 2 CFR 2900 replaces the following: A-103 & A-89, A-87, A-133 & A-50, A-110, A-21, A-110 and A-122.

Internal Financial Management

All proposers are required to conduct internal financial management reviews. The purpose is to provide adequate internal controls and ensure compliance with the following areas

related to WIOA funds and services:

- Provisions of the Workforce Investment and Opportunity Act and its regulations;
- Provisions of the WIOA Contract;
- Applicable state and workforce development board policies;
- Accepted financial management and accounting practices; and
- Compliance with 2 CFR 200

Internal financial management procedures shall be sufficient to prevent fraud and abuse. All reports of information creating suspicion of or instances of criminal misconduct must be reported immediately to Cape Fear WDB staff, NC Department of Commerce-Division of Workforce Solutions and USDOL.

Internal financial management procedures must also ensure that auditable and otherwise adequate records are maintained which support all expenditures of WIOA funds and confirm adherence to policies regarding allowable costs and allocations of cost to proper cost categories. It is necessary to assure that accounting records are supported by source documentation for each transaction. In addition, records should be traceable to documentation and maintained in such a manner as to provide a complete and accurate audit trail during any internal or external examination.

The selected proposer shall document all internal financial compliance reviews.

If applicable, the proposer will provide a copy of the organization's Cost Allocation Plan. For-profit organizations will need to provide any proposed profit within the budget document.

Internal Program Management

Contractors are required to establish internal program management procedures to assure compliance with contract requirements, delivery of high-quality services to eligible adults and dislocated workers, and achievement of planned outcomes. Internal program management procedures must also ensure that auditable and otherwise adequate records are maintained to support the eligibility of all WIOA customers and confirm adherence to specific requirements and time limitations.

Internal financial management procedures shall be sufficient to prevent fraud and abuse. Internal financial management procedures must also ensure that auditable and otherwise adequate records are maintained which support all expenditures of WIOA funds and confirm adherence to policies regarding allowable costs and allocations of cost to proper cost categories. The WIOA contractor shall document all internal financial compliance reviews.

Audit Submission

As a recipient of WIOA funds, proposers must have an annual financial and compliance audit performed. The audits must be conducted in accordance with auditing standards set forth under the Single Audit Act Amendment of 1996 and revised OMB Circular A-133 at 29 CFR 95.26 for institutions of higher education, hospitals and other non-profit organizations and at 29 CFR 97.26 for units of state and local government. This requirement will be met by providing the Cape Fear Council of Governments-Workforce Development Department with a copy of the annual audit according to OMB Circular A-133. For all for profit businesses, proposers must have an annual financial and compliance audit performed under Generally Accepted Accounting Standards by an independent auditor. A copy of the audit will be forwarded to the Cape Fear Council of Governments-Workforce Development Department. The audit should be submitted within 30 days after the completion of the audit, but no later than six months after the end of the audit period.

Monitoring Procedures

Contract staff must cooperate with any monitoring, inspection, audit, or investigation of activities related to WIOA contracts. These activities may be conducted by the NCDOC-DWS, USDOL, the Cape Fear WDB staff or their designated representatives. This cooperation includes access to, examination of, and/or photocopying of books, records, files, documents, property or equipment related to all aspects of WIOA-funded activities under this contractual agreement.

The CFWDB has developed a systematic monitoring system for evaluating the quality and effectiveness of WIOA funded programs. Monitoring is the quality control system whereby the CFWDB gathers and analyzes information to detect problems, identify strengths and weaknesses, and propose improvements to the program. Monitoring activities are conducted periodically to determine whether programs are in compliance with contractual agreements, WIOA law and regulations, and CFWDB policies and requirements. The CFWDB monitors performance, programmatic and fiscal activities. In many instances, the different types of monitoring are interrelated, and conducted simultaneously. Contractors must cooperate with any monitoring, inspection, audit or investigation of activities related to WIOA contracts. Monitoring visits may be announced or unannounced in accordance with Cape Fear Workforce Development Area policies. These activities may be conducted by the North Carolina Department of Commerce/Division of Workforce Solutions, the U.S. Department of Labor and the CFWDB, or their designated representatives. This cooperation includes access to the premises for the purpose of interviewing employees or participants and permitting the examination of, and/or photocopying of books, records, files, or other documents related to the contractual agreement.

Records Retention

The following records and documents must be maintained for WIOA participants and

employees. The contractor agrees to make these records available for monitoring and review by the CFWDB and agrees to retain these records, subject to audit, for five (5) years from completion of services.

Release of responsibility to retain records after the five (5) year period will not be authorized until final resolution of all audit findings. In the event the contractor goes out of business or ceases to be an organization prior to the expiration of records retention responsibility, the contractor will deliver all records required to be retained by the Cape Fear Council of Governments-Workforce Development Department. The records shall be transmitted to the Cape Fear Council of Governments for acceptance in an orderly fashion with documents properly labeled and filed and in an acceptable condition for storage.

The following records and documents must be maintained:

- General ledger or equivalent;
- Cash receipts and cash disbursements journals/reports or equivalent;
- Bank statements, reconciliation, deposit slips and canceled checks for each bank account through which WIOA funds were received or disbursed;
- All contracts with the Cape Fear WDB including all amendments;
- All financial reports and documentation supporting requests for reimbursement;
- Payroll records including Individual Earnings Record, Employee Withholding Authorization (W-4), FICA reporting forms, federal and state withholding, Unemployment taxes, Employee Personnel Files, Time Records and Employee Time/Salary Allocation plans;
- Invoices and/or supporting data for non-payroll disbursements; and
- Customers' records including participant data forms, verification/documentation items, assessments tests and results, the Individualized Employment Strategy and documentation of outcomes.
- Monthly Participant and Financial Reports and Monthly Performance Reports; and
- Any other financial records or documents that are related to the contracted funds as requested by the Cape Fear WDB.

Insurance Requirements

Insurance: The service provider shall provide adequate on-site medical and accident insurance for all enrollees not covered by North Carolina's Workers' Compensation law. This coverage shall not include income maintenance. Contributions to a self-insurance plan, to the extent that they are comparable in costs and extent of coverage had insurance been purchased, are allowable upon prior approval by the State of North Carolina, Department of Commerce/Division of Workforce Solutions through the Cape Fear Council of

Governments/Workforce Development Department. Requests for such approval must be submitted in writing. It is strongly encouraged that WIOA customers are covered by accident insurance while participating in WIOA-funded activities. OJT employers must provide proof of workers' compensation or comparable coverage prior to execution of the OJT contract. No WIOA client will be required or permitted to work or receive services or training in a building or within surroundings or under working conditions which are unsanitary, hazardous, or dangerous to the client's health or safety. All participants placed in a paid work experiences or internships, must be covered by workers compensation. OJT employers must provide proof of workers' compensation or comparable coverage prior to execution of the OJT contract.

Workers' Compensation Insurance: Workers' compensation must be provided to participants in programs and activities under Title I of WIOA on the same basis as the compensation is provided to other individuals in the state in similar employment. Workers' compensation benefits must be available to participants in work experience for injuries suffered while participating in work experience. If the work experience activity is not covered by worker's compensation insurance coverage must be secured for injuries suffered by the participant in work experience.

General Liability Insurance: General public liability insurance coverage in the amount of \$500,000 single limit coverage is required of all WIOA contractors except where a lesser amount maybe agreed to by the Consortium.

NOTE: Contractors that are state agencies or political subdivisions of the State of North Carolina are exempt from the public liability insurance requirement referenced above.

Automobile Insurance: WIOA contractors using motor vehicles in conducting services shall provide automobile insurance that clearly specifies that the Cape Fear WDB, Cape Fear Council of Governments and/or staff are held harmless against claims arising from ownership, maintenance, or use of said vehicle.

Bonding Insurance Requirements: WIOA contractors must meet bonding requirements as required through the OMB Circulars or other applicable regulations. Public agencies are required by the North Carolina General Statute to be bonded. Non-governmental agencies shall procure a blanket fidelity bond, position bond, or name schedule fidelity bond for all persons or positions authorized to receive or disburse WIOA funds. The Contractor must maintain all bonding in force for the period of the contractual agreement. The proposed contractor must submit a written notice to the Cape Fear WDB within fifteen (15) calendar days prior to any reduction in the limits stated on the bonding document. Similarly, the Cape Fear WDB selected proposer must provide written notice of any cancellation of the bonding policy to the immediately upon receipt of the cancellation notices.

Program Income Requirement

USDOL requires that all income generated under any WIOA contract shall be reported and used to further program objectives. Any organizations proposing program income must provide a set of measurable deliverables. Program income is required to be spent prior to use of WIOA funds.

For Profit

Proposers proposing for profit contracts must provide criteria/deliverables for profit and a schedule of payment as part of the budget narrative. All criteria proposed must be Specific, Measurable, Achievable, Realistic and Timely (SMART goals). Profit margins shall not exceed ten percent (10%) of the Contract. Criteria for Profit will be reviewed and included in negotiating final contracts.

Authority to Re-Capture and Re-Distribute Funds

The WDB has the authority to re-capture and re-distribute funds based on the following criteria not being met.

- Staffing levels
- Enrollments
- Caseloads
- Spending levels

Property Management Requirements

The proposer agrees to maintain careful accountability of all WIOA purchased non-expendable property (property with a life expectancy of one year or more and a unit cost of \$500.00 or more) and to maintain an inventory of all properties issued by the Cape Fear WDB or subsequently acquired with WIOA funds. Acquisition of non-expendable property with a unit cost of \$500.00 (including taxes, shipping and handling costs) or more must be approved by Cape Fear WDB staff **prior** to the purchase. Any disposal of WIOA property must be according to applicable federal, state and local disposal procedures. Any revenues derived from the sale of property purchased with WIOA funds must be used in WIOA service delivery for the program(s) which funded the original purchase.

Any single piece of equipment that costs greater than \$5,000 and to be purchased with WIOA funds must be approved by the Cape Fear WDB and the NC Department of Commerce-Division of Workforce Solutions, depending on cost.

The WIOA contractor will be responsible for maintaining an accurate inventory of all WIOA property in their possession. A copy of the updated annual inventory shall be submitted to the Cape Fear WDB staff upon completion. The Cape Fear WDB will maintain a fixed-asset listing to be verified for physical location and serviceability at the WIOA contractor facility at least annually. Funds may be used to pay for or replace the missing property.

In the event property purchased with WIOA funds is stolen or destroyed by criminal act, the proposer will notify appropriate law enforcement officials immediately. The Cape Fear WDB must be notified within three (3) working days of discovering the loss or damage. A copy of the police report will be maintained as documentation of loss, and a copy forwarded to the Cape Fear WDB.

The proposer agrees to pay for or replace any property purchased with WIOA funds that is lost, damaged or destroyed through negligence.

Wage and Labor and Health and Safety Standards

Customers employed in work-related activities under WIOA must be compensated in accordance with applicable law, but not less than the higher of the rate specified in the Fair Labor Standards Act of 1938 or the applicable State minimum wage law.

Health and safety standards under Federal and State law otherwise applicable to working conditions of employees are equally applicable to working conditions of WIOA customers engaged in work experience activities under WIOA. Workers' compensation insurance coverage must be secured for WIOA customers in work experience.

Budgets and Invoices

Respondents to this RFP should submit a separate Adult and Dislocated Worker and a combined budget that is included with the RFP up to, but not greater than, the projected available funding for each program. Once a proposer is selected the Cape Fear WDB staff will work with the proposer to budget those funds. The amounts on the funding chart are intended to be used as guidelines for proposers and are subject to revision based upon final notification of WIOA funding availability from the NC Department of Commerce-Division of Workforce Solutions. The budget spreadsheet document will provide a summary of the proposed cost by

line item with additional worksheets to provide additional back up detail of projected budgets. If additional narrative detail is needed, please provide that as well. It is understood that customer expenses will be difficult to accurately predict at this time; however, a projection of these expenses based on plans for services to customers is requested. More detailed budgets will be developed after the proposer is selected and allocation amounts are more defined.

Proposed budgets must be within the amounts indicated and must be reasonable based on proposed staffing, service levels, and service delivery plans. The amount awarded will be determined on a competitive basis, but not necessarily based on the lowest proposed cost. Subsequent revisions and negotiations of final contract budgets may be required due to funding award decisions.

Since this is a reimbursement contract, the proposer will be expected to incur the costs for all program services and make payments on behalf of the enrolled customers, then report each month's expenses by the 15th day of the following month for each of the fund sources in the contract. The monthly reimbursement submission will include a line item invoice, with budgets, current month expenses, unexpended balances, and accrued expenses. As backup to the invoice, a summary line item expenditure reports and detailed line item expenditure reports by fund source that support the invoice amounts should be submitted each month.

Since the program year and fiscal year runs from July 1st through the following June 30th, final payment for each program year's WIOA expenses will occur with the June invoice that will be submitted by the proposer to the Cape Fear WDB during the month of July along with end of year Financial Closeout documents. Proposers are expected to expend at least 80% of their contracted funds by the end of each program year.

Although not expected, if any part of the work covered by this request is to be sub-granted, the proposer shall identify the sub-granting organization and a sub-grant agreement must be entered into between the two parties. Copies of the sub-grant agreements must be submitted to the Cape Fear WDB for approval, prior to execution of any sub-grant agreements.

Reports

Monthly and Quarterly Reports: It is expected that routine monthly and quarterly written programmatic reports will be compiled to include WIOA Performance Measures, NCWorks Commission Performance Measures, career services, career center traffic, business services, caseload management and other key performance indicators as required by the CFWDB.

Financial Reports: Detailed Financial reports and invoices for reimbursement will be prepared and submitted to the CFWDB staff each month following the report month. Contractors are required to adhere to CFWDB reporting requirements and procedures.

III. PROGRAM ELEMENTS

A. ONE-STOP DELIVERY SYSTEM AND INTEGRATED SERVICE DELIVERY

One-stop Delivery System

The Workforce Innovation and Opportunity Act (WIOA) is the nation’s principal workforce development legislation. WIOA establishes the one-stop delivery system, identified as the American Job Center Network, and in North Carolina as the NCWorks Career Center system.

The NCWorks Career Center is the cornerstone of our workforce system. Through our NCWorks Career Centers, job seekers can access labor market information and career advice, training services, job search assistance, and supportive services improve employability. Likewise, the NCWorks Career Centers provide employers with skilled workers.

Bidders will leverage community resources to create a seamless network of services that are easily accessible and relevant to customers. To have a meaningful impact on the quality and breadth of the NC Works system, bidders must be able to draw upon a resource base that extends beyond WIOA funding. Bidders should describe connections to other funding sources that will benefit participants and increase the cost effectiveness of federal funds.

Required Partners under WIOA

WIOA defines One-stop Career Center partners. Each partner must provide access to its programs or activities through the NCWorks Career Center system, in addition to its other appropriate location(s). Required partners include:

- WIOA Title I – Adult, Dislocated Worker, Youth, JobCorps, YouthBuild, Indian and Native American program, National Farmworker Jobs programs/Migrant and Seasonal Farmworker programs
- WIOA Title II – Adult Education and Family Literacy programs
- WIOA Title III – Wagner-Peyser Employment Services program
- WIOA Title IV – Rehabilitation Act Title I programs (Vocational Rehabilitation)
- Carl D Perkins Career and Technical Education programs
- Community Services Block Grants
- HUD Employment and Training Programs
- Local Veterans’ Employment Representatives and Disabled Veteran Outreach Program

- Senior Community Service Employment Program (SCSEP)
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance programs (TAA)
- Access to Unemployment Compensation programs (UI)
- Reentry Employment Opportunities (REO) – Second Chance programs

Integrated Service Delivery (ISD)

NC Works Career Centers in the Cape Fear Local Area deliver workforce development services through an integrated service delivery model. Included in this integration model will be staff which deliver funded services through Workforce Innovation and Opportunity Act Adult and Dislocated Worker Programs, Wagner-Peyser, Trade Adjustment Assistance (TAA), and Veterans Services programs. The purpose of this RFP is to identify an Adult and Dislocated Worker contractor that can provide staffing and program services in the context of this integrated environment.

WIOA sets an expectation that partners within the career centers will work together to achieve common goals. Performance indicators outlined in WIOA do not differentiate between service-providers. When a job-seeker engages with NCWorks Career Center staff, all staff can provide basic information and linkages to the appropriate level of service requested. Since WIOA Adult and Dislocated Worker programs require documentation prior to enrollment, it is imperative that program staff be available and accessible to meet with potential and existing Adults and Dislocated Workers during career center hours of operation. Adult and Dislocated Worker staff are expected to participate in required services for customers receiving unemployment benefits. CFWDB authorizes Title III staff, employed through the Division of Workforce Solutions, to train and schedule Title I staff for these services. Adult and Dislocated Worker contract staff may also be scheduled to provide information and guidance to career center customers through the Career Resource Center or the reception desk. It is important that Adult and Dislocated Worker staff communicate their availability to the One-stop Operator of their NCWorks Career Center.

Functional Leadership: In the CFWDB Career Center integrated model, functional supervision will play a key role within the operations. To implement this supervisory approach, each full-service Career Center will have a Functional Leader (Manager/Supervisor) who is directly responsible for day-to-day operational activities. The Functional Leader will make operational decisions concerning customer flow, deploy staff as necessary to manage the customer flow, and be responsible for the overall quality and effectiveness of the center. The functional supervision model recognizes that the Adult and Dislocated Worker contracting organization is considered the employer of record and has internal human resource functions that must be managed within their organization. Such functions would include final hiring and firing decisions, benefits administration, and time and attendance reporting. However, it should be noted that even in these critical human resource areas, the Functional Leader will have input and the opportunity to

influence decisions. The One-stop Operator is a position under competitive bid, and responders to the Adult and Dislocated Worker RFP or Youth RFP may also bid on the One-Stop Operator RFP.

Team-Based Staff Deployment: In the Cape Fear NC Works Career Center integrated model, staff will be deployed in functional teams that work together to meet the needs of job seeker and employer customers. The specific functional teams that will operate in each NC Works Center at a minimum will include the Welcome Team, the Skills Team, and the Employment Team. The Cape Fear Workforce Development Board requires the contractor through this Request for Proposals to staff these functional teams with high energy professional staff who can deliver high quality services to customers and who also have the ability to determine the need for supportive services for employment and training, assessing availability, suitability, and identifying resources to meet those needs.

Contractor should provide staffing for the following teams (cross-training should occur):

The Welcome Team: The Welcome team greets visitors, conducts initial assessments, completes NC Works enrollment activities, and makes referral decisions based on information obtained in the process. Enters all required and pertinent data elements into the NC Works system.

The Skills Team: The Skills Team works with job seeker customers on a variety of skill development issues including basic skills, technology skills, soft skills, occupational-specific skills, On the Job Training, pre-apprenticeship, and others. Enters all required and pertinent data elements into the NC Works system.

The Employment Team: The Employment Team works with job seeker customers on a variety of job searching activities, including resume development, interview preparation, job referrals, and others. Enters all required and pertinent data elements into the NC Works system.

Note: Depending on Center size and staffing levels, WIOA Adult and Dislocated Worker staff under this staffing proposal, may, at the One-stop Operator/Career Center Manager's direction, perform duties in all three functions. (Welcome Team, Skills Team, and the Employment Team)

This NC Works system is customer-focused, helps individuals access the tools they need to manage their career through information and high-quality services, and connects businesses with skilled workers. The Adult and Dislocated Worker Programs provide a wide range of employment and training services delivered in the NCWorks Career Centers including but not limited to: determining eligibility, enrolling clients into WIOA, assisting with job search, identifying ways to assist with skill development, work-based learning including OJT and Work Experience, classroom training and maintaining required documentation.

Types of Services to be Offered

Bidders must provide Adult and Dislocated Worker program services and staffing to the NC Works Centers within the region. These staff will deliver Wagner-Peyser and WIOA Title I workforce development services and training to both job seekers and employer customers under the NC Integrated Services Delivery System. Adult and Dislocated Worker program services must be provided through the center to eligible and suitable individuals at a minimum, and include the following: outreach; initial and comprehensive assessments; eligibility determination; enrollment; documentation; career counseling; skill development through an appropriate mix of classroom training, on-the-job training, subsidized work experience, job placement (Wagner-Peyser and WIOA), internships, apprenticeships, other services as appropriate; referral for additional services; support services; and post program/employment follow-up services. WIOA does not mandate a customer flow, however, a successful contractor will be able to creatively and effectively manage the customer flow and provide a successful customer experience.

- Career Services are universally accessible to all interested parties and provides services which customers can access on their own to assist them in obtaining employment. Individuals are not registered for WIOA when received “self-service” core services but will require registration if they receive core services that are not primarily informational and must be staff assisted. Career Services may provide more intensive, case management-centered services, which offer a broad array of more in-depth staff-assisted services.
- Training services provide occupational skills training through a variety of mechanisms including, but not limited to Individual Training for classroom training and work-based learning.

Contractor Requirements under ISD

The minimum hours of operation for each Cape Fear NC Works Career Center is 40 hours per week. Responders must schedule their staff to ensure coverage during those 40 hours. Days and hours vary by center. Staff are expected to conform to the hours of the center to which assigned and be present for career center staff meetings, leadership team meetings, or other career center meetings as required by the One-stop Operator/Career Center Manager or CFWDB staff. In the event of staff turnover, the Adult/Dislocated Worker contractor will replace staff within a maximum of 60 days. Additionally, the bidder will need to identify a single point of contact who will work with the Center’s Functional Leader on all issues.

The Cape Fear Workforce Development Board has identified the following key functions of staff that will work in their NC Works Career Center system:

- Interview job seekers to identify barriers to employment and refer/provide them to Career Center services that will help address these barriers.
- Deliver a variety of skill development and job seeking services for customers, addressing their needs in the areas of education and employment. These services are delivered in a one on one setting; however, these services can also be delivered in a group setting.
- Facilitate and deliver workshops and group sessions, instructing customers on various skills, including basic skills development, customer service, computer skills, job search skills, career readiness, Work based learning opportunities, and subsidized employment.
- Assessing customer suitability for training (classroom and work-based learning) and committing financial resources to support customers with tuition, books, and other training-related expenses.
- Meet with customers to assist them on their job search efforts (resumes, interviews, internet job search, and other topics). Assist job seekers in locating appropriate job openings and assist these individuals to apply for these jobs.
- Maintain documentation of customer activities in the NC Works system.
- Other tasks as deemed necessary by the One-stop Operator/Functional Leader

The Cape Fear Workforce Development Board is seeking interested organizations that demonstrate the objectives listed below:

- Competent and cooperative management with a vision for delivering the adult and dislocated worker program, providing staffing and supporting the Cape Fear One-Stop Center system
- A commitment and ability to ensure that customer service-oriented staff are available to serve job seekers and employers
- A willingness to integrate resources and activities with other organizations
- Flexibility in deploying human resources and an ability to adapt to change as economic conditions and operational needs evolve
- Flexibility to move between teams as the need is identified by the NC Works Career One-stop Operator/Career Center Manager/Functional Leader

Locations of Current CFWDB One-stop Career Centers

The CFWDB, in partnership with workforce development agencies, has developed a system of comprehensive NC Works Career Centers in the four-county region. The system design currently includes four full-service NC Works Career Centers. CFWDB requires that Adult and Dislocated worker contractors operate from the applicable NC Works Career Center, except in cases where contractor specializes in a specific population that is better served through that contractor's own facility. In such a case, the contractor will be expected to have scheduled representation at the NCWorks Career Center and participate in pertinent career center meetings and events as

required by CFWDB staff. Bidding Organizations should be aware that the successful bidder will be expected to provide staff for both the Adult and Dislocated Worker programs to their respective NC Works Career Centers.

Cape Fear Workforce Development Board Career Centers

Brunswick County Career Center

5300-7 Main Street
Shallotte, NC 28470
Telephone: (910) 754-5627

Columbus County Career Center

(On the Campus of Southeastern Community College)

4564 Chadbourn Highway
Whiteville, NC 28472
Telephone: (910) 642-7141

New Hanover County Center

1994 S. 17th Street
Wilmington, NC 28401
Telephone: (910) 251-5777

Pender County Career Center

904 A South Walker Street
Burgaw, NC 28425
Telephone: (910) 259-0240

Rapid Response Services

Rapid Response Services, as mandated by USDOL, are services delivered to businesses and employees of companies that are experiencing downsizing through layoffs or closure and may have also been impacted by a Worker Adjustment & Retraining Notification (WARN) issued by the state of North Carolina. Coordination of the Rapid Response teams and operation of the Trade Adjustment Assistance (TAA) program across the state is the role of NC Department of Commerce-Division of Workforce Solutions. The selected WIOA proposer will be expected to assist in coordinating these outreach teams. NCWorks Career Centers shall provide the following Rapid Response Services to employees of businesses issuing WARN notices or experiencing layoffs or closures, in conjunction with other appropriate partners:

- Reviewing affected workers' assistance needs;
- Coordinating and conducting Rapid Response workshop presentations to assist with career transition, job search tools and skills, résumé preparation, and interviewing techniques;
- Assessing re-employment prospects for workers in the local community;

- Providing information on available resources to meet the short and long-term needs of affected workers;
- Establishing a process of referring affected employees to the NCWorks System;
- Developing recruitment/job development activities including job fairs, positive recruitments, job lead development, and general recruitment notifications; and
- Providing Rapid Response information with appropriate information relating to potential dislocations, available adjustment assistance, services, and when appropriate, information on the TAA program and the North American Free Trade (NAFTA).

B. PROGRAM REQUIREMENTS

General Services

Proposals should address how the following requirements will be met as part of an overall WIOA Adult and Dislocated Worker services design:

Outreach, Recruitment, and Orientation

Outreach and recruitment includes but is not limited to, identifying potentially eligible Adults and Dislocated Workers, obtaining necessary documentation, and communicating with community-based organizations regarding recruitment efforts. As part of orientation, Adults and Dislocated Workers must receive information on all services available through the Bidder, including programs or activities provided by vendors and partners. The contractor will make efforts to broaden the composition participation to include members of both sexes, the various race/ethnicity and age groups, and individuals with disabilities to reflect the demographics of the area covered by the contract. All recruitment brochures and information must contain the “equal opportunity employer/program” statement provided by the CFWDB. All material must also include the statement that “auxiliary aids and services are available upon request to individuals with disabilities.” The contractor must comply with all related sections of 29 CFR Part 37.

Outreach and recruitment will be performed through coordinated effort between the contractor and local human service delivery agencies, especially those that are partners in the CFWDB NCWorks Career Centers. It is expected that the contractor will coordinate with human service agencies, including but not limited to: Housing Authorities, Departments of Social Services, Veterans' Services, Division of Workforce Solutions, Health Department, Community Colleges, Community-Based Organizations, Vocational Rehabilitation, Services for the Blind, Title V programs, and the Department of Correction. Other agencies will be advised of the WIOA Youth services available in the county through newspapers, fact sheets, public service announcements, media or electronic linkages, and the NCWorks Career Centers.

Eligibility Determination and Verification/WIOA Registration

Contractors are responsible for determining eligibility, determining suitability, and for collecting and verifying all necessary eligibility documents. These verification documents must be maintained electronically in NCWorks Online. Electronic files are subject to ongoing review by CFWDB staff and it is recommended that contract supervisors confirm eligibility and review data entered. CFWDB staff will provide technical assistance on the eligibility determination process and how to use the WIOA database system known as NCWorks Online.

Adult Program services are available to individuals who:

- 18 years of age or older,
- a United States Citizen or legally authorized to work in this country, and
- if male, be in compliance with Selective Service Registration requirements
- A disadvantaged adult is an adult who received income or is a member of a family that received a total family income, that, in relation to family size, does not exceed the higher of the poverty line or 70 percent of the lower living standard income level.

Dislocated Workers services are available to individuals who:

- have been terminated or laid off due to no fault of their own or have received notice of termination or layoff or; eligible for or has exhausted unemployment insurance; or is not eligible for unemployment benefits due to insufficient earnings or having performed services for an employer that were not covered under State unemployment compensation;
- and is unlikely to return to the previous industry or occupation.
- It also includes those who were self-employed but are unemployed as a result of general economic conditions in the community or because of natural disasters, displaced homemakers, spouse of member of Armed Forces on active duty, and the long-term unemployed (12 or more consecutive weeks).

Comprehensive Assessment

WIOA requires that Adult and Dislocated Service Providers/Contractors administer or obtain a thorough and in-depth assessment of the academic level, skill levels, and service needs of each youth at the time of enrollment into WIOA activities. Service providers will use only assessment tools and strategies that are valid for the population being served. Initial/entry assessment will include: basic skills, work readiness skills, occupational skills, prior work experience, barriers to employment, family situation, occupational interests and aptitudes, financial resources and needs, supportive service needs, and developmental needs. This information should be acquired through various means, including, but not limited to: standardized tests, structured interviews, behavioral observations, inventories, career guidance instruments, performance-based or competency-based assessment tools, and assessment results from another service provider (school or

agency) if the assessment is relevant and reliable. For basic academic skills, the CFWDB requires that contractors use the Tests of Adult Basic Education (TABE). Other assessment tools should be utilized for assessing career interests and aptitudes.

Assessment instruments, especially on-line tools, used to measure aptitudes, learning styles, life skills, or other skills must be adequately researched by contractor staff and approved by CFWDB staff prior to use with participants. Assessments must be objective, conform to widely accepted standards for validity and reliability, and be age-appropriate for the participant. All staff performing assessments must have adequate training on the administration, scoring, and interpretation of test results. Information collected from the assessment process serves as the basis for individualized services. In order to achieve the educational and employment outcomes desired for each participant, assessments should be periodic part of case management. Contractors must track the progress of each participant to measure the attainment of skills, fulfillment of personal goals, and the achievement of planned objectives for each participant.

Individual Employment Plan (IEP)

All participants receiving WIOA Title I Adult or Dislocated Worker program services will have a written, individualized plan of services and activities, based upon the entry assessment information. The Individual Employment Plan (IEP) should be developed by the case manager and the participant. The IEP should include relevant history, present circumstances, and short and long-term goals. More importantly, the service plan should be flexible and responsive to the changing needs of the participant throughout participation in WIOA activities. Each service plan will outline the appropriate mix of services, the sequence and timeline of delivery, and the appropriate benchmarks toward objectives. Each IEP will identify an educational goal, performance goal, selected learning objectives, and preparation for unsubsidized employment. The IEP will set clear and realistic goals for educational advancement, entry into employment in a targeted industry, and continued learning and development. The goal is to develop an appropriate service strategy to meet the individual needs of each participant.

The IEP should be reviewed with the participant every three months to gauge progress toward objectives. The periodic evaluation should include, when applicable, the participant's progress toward measurable academic skills gains, improvements in work readiness and occupational skills, and the adequacy of supportive services provided. The IEP will be used as the basic instrument for the CFWDB to monitor the appropriateness of the services provided to the participant, including referrals to other programs for specified activities. Training provided by the service provider should be in accordance with the IEP. The IEP is an informal "contract" between the WIOA service provider and the client. The proposed contractor must assist the client in attaining the goals set forth in the IEP.

Because WIOA resources are generally insufficient to provide the full range of training or support services identified as needed in the IEP, every reasonable effort to utilize other community resources to arrange academic, work-readiness, occupational skills training, and supportive services for the participant. WIOA service providers shall utilize the IEP document in NCWorks Online. Technical Assistance and training will be provided by CFWDB staff.

Training Services

Upon completion of orientation and assessments, customers may be deemed appropriate for training services. If the customer is unlikely to obtain or retain self-sufficient employment, the Case Manager may recommend traditional classroom training, work-based training, or a combination of both. Any sponsored training should focus on high-growth industry sectors or in-demand occupations within the CFWDB area or in an area to which the customer is willing to relocate. Contractors are responsible for all CFWDB required documentation and forms. Technical Assistance and training around Individual Training Accounts (ITA), On-the-Job Training contracts (OJT), Work Experience (WEX), et cetera will be provided by CFWDB staff.

Comprehensive Case Management

The WIOA Service Provider will provide comprehensive case management services to Adults and Dislocated Workers to support their attainment of training and employment outcomes. Staff is expected to work closely with their participants to provide support and guidance, help solve problems, and work toward objectives established in the IEP. The IEP will be reviewed and updated by staff every three months to arrange for updated services, identify and address any new concerns, and document progress made during participation. Regular personal contact between a Career Advisor and the participant is essential. Based on the case management relationship, participants should be aware that they have support as they work to achieve employment goals. Primary case management functions are services coordination, advising and counseling, advocacy, follow-up, and accurate and timely record keeping.

All WIOA staff are expected to adhere to professional standards of client confidentiality. Staff with access to WIOA youth records and other confidential information are expected to safeguard such information. No staff member, volunteer, or other person associated with the WIOA Service Provider shall release or disclose information concerning the youth without securing a signed release of information authorization prior to the release of the records. This includes verbal, written or electronic sharing of records or personal information. Exchange of information is generally to be used for eligibility verification, coordination of services and activities, tracking progress and participation, securing additional services, and for follow-up purposes.

WIOA Data Validation and Record Keeping

The US Department of Labor has issued a data validation policy that establishes record keeping requirements to ensure the accuracy and integrity of information collected and reported on WIOA

activities and program outcomes. The federal policy mandates that states "demonstrate the validity of reported data," and conduct data validation annually. North Carolina has set statewide policy for data validation. Cape Fear staff will provide staff training and ongoing technical assistance for data validation.

Information and Referrals for WIOA-Eligible Adults and Dislocated Workers

NCWorks Career Center staff should be able to provide basic information regarding Adult and Dislocated Worker program services and eligibility, but contract staff is responsible for determining eligibility and suitability. Adults or Dislocated Workers who are not eligible for Title I, or those who can be better served by another agency or program, should be referred to appropriate agencies and/or organizations in the community. Contractors should use their relationships with other human-service agencies to cross-refer participants and track referrals.

WIOA Service Providers will refer eligible youth to other educational, employment, training, community agencies, and/or human service organizations that have the capacity to serve them. This requirement applies to youth who may benefit from services other than, or in addition to, WIOA-funded activities. Records of these referrals and the outcome of the referral should be recorded in case/activity progress notes.

Employer Engagement

Employer engagement serves as a centerpiece in the development of effective career pathways and work-based learning opportunities for Adult and Dislocated Worker participants. Rapport must be established with local and regional employers to promote in-demand occupations and to build connections between work and learning. Contractors must engage industry and coordinate work-related activities for program participants. Business engagement should build relationships with employers to secure work-based learning opportunities such as internships, job shadowing, work experience, on-the-job training, pre-apprenticeship, apprenticeship, and unsubsidized job placements for program participants. In order to assist with these placements, contractors will be expected to meet monthly with the CFWDB Business Services Representative to review the work-readiness of participants. Career Advisors will also be responsible for reporting outcomes and retention of individuals placed in subsidized employment to the Business Services Representative monthly.

Performance Expectations

Each contractor for Title I Adult and Dislocated Worker services is expected to meet or exceed all negotiated performance goals. The WIOA system-wide performance outcomes were developed to simplify and consolidate performance measures across many federal grants. Coordination of services with partner agencies and accurate data management are important to performance outcomes. Contractors should emphasize retention in program services until participants have reached the goals identified in their service strategy plan.

USDOL Performance Indicators:

The Cape Fear Workforce Development Board Performance Measures for PY2018 have not yet been released. For reference, PY2017 goals are listed below:

ADULT

WIOA Performance Measure	PY2017 Goal
Employment Rate 2nd Quarter after Exit	68%
Employment Rate 4th Quarter after Exit	70%
Median Earnings 2nd Quarter after Exit	\$4,800
Credential Attainment within 4 Quarters after Exit	\$47%

DISLOCATED WORKER

WIOA Performance Measure	PY2017 Goal
Employment Rate 2nd Quarter after Exit	78.5%
Employment Rate 4th Quarter after Exit	78%
Median Earnings 2nd Quarter after Exit	\$6,680
Credential Attainment within 4 Quarters after Exit	56.4%

NCWorks Commission Performance Indicators:

The NCWorks Commission is responsible for the coordination of workforce development programs across the state, including the One-stop Career Center Delivery System. All NCWorks Career Center staff, including Title I contractors, are responsible for the attainment of NCWorks Commission performance. The Commission sets forth the additional performance indicators listed below:

OUTREACH AND ENGAGEMENT:

- Provide staff-assisted services to a percentage of labor force that is equal or larger than the annual unemployment rate for the CFWDB area.
- Provide staff-assisted services to at least 2% of the youth living in poverty in the counties served by the CFWDB Youth Program.
- Provide a staff-assisted service to at least 5% of the total private businesses in the counties served by the CFWDB.
- At least 10% of all private businesses receiving staff-assisted services should be new customers.
- At least 25% of all private businesses receiving staff-assisted services will be small businesses (<100 employees).

SKILLS:

- Provide training (classroom, OJT, standardized training) services to at least 3% of Adult participants.
- Enroll at least 25% of WIOA Youth program participants in a Work-Based Learning (WBL) opportunity.

PROCESS:

- The CFWDB will engage in the creation of at least two Certified Career Pathways.
- 100% of the WDB's career centers will be certified by the NCWorks Commission.

OUTCOMES:

- Federal DOL measures as listed above

IV. PROPOSAL FORMAT AND REQUIRED FORMS

A. RESPONSE PACKAGE

Please clearly label each required document with corresponding indicator as listed below:

Attachment	Title	Instructions
A	Proposal Cover Sheet	complete all fields on form with detail
B	Financial Management Form	identify compliance staff
C	Planned Outcomes Data Form	complete all fields on form with detail
D	Assurances and Certifications	requires authorized signature
E	Statement of Compliance	requires authorized signature
F	Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion Lowered Tier Transactions	requires authorized signature
G	Certification Regarding Drug-Free Workplace	list site(s) for the performance of work
H	Job Descriptions	direct and indirect staff, list counties
I	RFP Budget Form	*Budget Summary *Support Worksheets *Budget Narrative of all program costs
J	Proposal Grading Matrix	for informational purposes only
K	Intent to Bid Form	Complete all fields on form with detail

B. STATEMENT OF WORK NARRATIVE

The Statement of Work should provide a clear description of planned services to achieve desired goals for the program for which you are responding.

C. OTHER REQUIRED DOCUMENTS

Please clearly label each required document with corresponding indicator as listed below:

Attachment	Title	Instructions
AA	Federal Identification	
BB	Year-end Financial Statement and Audit	most recent
CC	Agency Grievance Procedures	
DD	Bond Coverage	or explanation of planned coverage
EE	Agency Personnel and Travel Policies	
FF	Current Organization Chart	include Equal Opportunity Officer
GG	Charter and Bylaws of Organization	
HH	Cost Allocation Plan	include agency indirect cost plan
II	Certificate of General Liability Insurance	
JJ	Certificate of Workers' Compensation insurance	
KK	Current Board List	IRS Form 990, if applicable

