

## REQUEST FOR PROPOSAL

### Services Solicited:

Comprehensive, year-round, Workforce Innovation and Opportunity Act (WIOA) Youth – Comprehensive Case Management Evaluation Program (CCMEP) and/or Temporary Assistance for Needy Families (TANF)

### Youth Workforce Development Services

#### Agency Name, Contact Information:

Ashland County Department of Job & Family Services  
15 West 4<sup>th</sup> Street  
Ashland, Ohio 44805  
Website: [www.ashlandjfs.org](http://www.ashlandjfs.org)  
Phone: 419-282-5000 Fax: 419-282-5010  
Director: Sarah Stika  
Commissioners: Mike Welch, J.E. Justice, Denny Bittle

If you need assistance with completing the RFP, you may contact Ashland County Job & Family Services with questions or concerns about your proposal.

Date of Issue: 4/27/2018  
Proposal Due Date: 5/18/2018

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## OVERVIEW

### **BRIEF DESCRIPTION OF THE AGENCY**

Ashland County Department of Job & Family Services provides an array of family and social services. Services may include but are not limited to **Family Stability** (Ohio Works First (OWF), Food Assistance, Medicaid, Prevention-Retention-Contingency (PRC), Child Care & Medical Transportation; **Social Services** (Adult Protective Services, Title XX contracted services); **Children Services, Child Support Enforcement Agency**, and **Workforce Development**.

The OhioMeansJobs Center is co-located within the Ashland County Department of Job & Family Services. The OhioMeansJobs Center provides workforce development through direct service, contracted services and/or linkage to other OhioMeansJobs Centers. The Ashland OhioMeansJobs Center at Ashland County Department of Job & Family Services serve Ohio Works First applicants and recipients, Food Assistance applicants and recipients, dislocated workers, job seeking adults unemployed or underemployed and economically disadvantaged youth directly or through contracted services.

### **BRIEF DESCRIPTION OF REQUESTED SERVICES**

The Ashland County Department of Job & Family Services is seeking a youth services program that helps prepare today's young people to become the workforce of tomorrow. Programs should include services that provide a sequenced link between learning and development, community involvement, the world of work and life-long learning. The program should consider leadership and citizenship skills, educational achievement levels and experience, the current job market, trends and forecasts, as well as appropriate transitional life preparation skills for youth to be able to enter the labor market. The youth service program should provide year-round employment and training; including all 14 WIOA Program Elements, to economically disadvantaged youth ages 14 through 24 within the framework of the Workforce Innovation and Opportunity Act (WIOA) and the Comprehensive Case Management and Employment Program (CCMEP). The to be served may include WIOA /CCMEP eligible youth, and Temporary Assistance for Needy Families (TANF) eligible youth.

CCMEP is an innovative program that can help low-income 14- to 24-year-olds build career paths, find employment and break the cycle of poverty. It offers a wide range of services specifically tailored to everyone. Participants spend about 20 hours a week in CCMEP activities designed to help them achieve goals related to employment in their chosen career, increased earnings and/or obtaining a work certificate or credential. After they achieve these goals, they continue to receive follow-up services. These can include such things as leadership training, help with work-related problems, mentoring and/or work-related peer support groups.

Low-income 14- to 24-year-olds who are registered for a Workforce Innovation and Opportunity Act (WIOA) program and are considered to have a barrier to employment and work-eligible 14- to 24-year-olds receiving Ohio Works First (OWF) cash assistance are required to participate in CCMEP. Non-work-eligible OWF recipients ages 14 to 24 may volunteer to participate in CCMEP. Individuals ages 14 to 24 who receive benefits or services through the Prevention, Retention and Contingency program also may volunteer within 90 days of receiving a benefit or service.

An organization may submit proposal(s) for one of the key program elements or all the key program elements. However, any comprehensive program must include a Summer Employment component. Any single element program must include interface with a comprehensive program.

## PROPOSAL FORMAT

Each proposal must be submitted following the outline below. The proposal shall include all the components in the order in which they are outlined. Each section of the proposal shall be labeled with the same headings as the outline. This enables reviewers to find required items and evaluate the submission in the most accurate manner.

### **COVER/SIGNATURE SHEET:**

Each proposal must be signed by an authorized representative of the vendor and include the names of individuals authorized to negotiate with the Ashland County Department of Job & Family Services.

### **TABLE OF CONTENTS**

#### **I. SUMMARY/OVERVIEW**

Include a brief one or two pages summary of the project.

#### **II. PROGRAM NARRATIVE**

Outline the proposed project, including all the necessary components described in the sections that follow.

##### **A. DESIRED OUTCOMES AND GOALS**

The Program must provide participants with real employability skills. Participants should be prepared to enter the workforce by achieving at least one goal in the following goal areas: Occupational skills, work readiness or basic skills. This shall be accomplished by providing, according to each individual youth's plan, subsidized or unsubsidized work experience or linkage to occupational training, standardized pre-employment skills training, and direct or indirect tutoring. The proposing organization may subcontract the necessary activities with appropriate service providers.

It is expected that participants will learn measurable skills that can lead them to long term self-sufficient employment into their adulthood. It is further expected that participating youth will improve school attendance and will be assisted in remaining in school and/or achieving a high school diploma or equivalency or other workforce relevant credentials.

A successful proposal should explain how these desired outcomes shall be accomplished. The outcomes would not simply be numbers but, nevertheless, must be measurable and must be obtainable by the population that is served. The successful applicant should also indicate the projected number of youth to be served, separately for both the in-school and out of school components, for each county they are proposing to serve.

##### **B. OPERATIONAL DETAILS**

###### **1. TIMEFRAME OF THE PROJECT**

The proposed project shall be for a period of up to two (2) funding years that will begin July 1, 2018 and concludes June 30, 2020. The Ashland County Department of Job & Family Services will award sub-grant agreements for two years at a time with budgets to be renegotiated each fiscal year. Ashland County Department of Job & Family Services will consider extension of the agreement for operation of two additional fiscal years contingent upon funding and performance of the sub-grantee.

###### **2. CAPACITY OF THE PROJECT**

- The project(s) must be fiscally able to process payment for youth services that are funding through the project using the WIOA or TANF funds.

- The project(s) must ensure that only eligible youth receive funded services.
- The project(s) must be prepared to certify and document eligibility for youth enrollees. WIOA youth eligibility is maintained until the youth exits the program. TANF enrollees must have eligibility re-certified every 6 months.
- Participants should be requested to commit to a proposed comprehensive workforce development project for a minimum of 12 months.
- The project(s) must operate within and throughout Ashland County ensuring that services are either delivered to the youth or youth are delivered to the services.
- The proposed project(s) must have the capacity to provide, or partner with another program that provides comprehensive information and referral services to youth throughout Ashland County.
- The proposing organization(s) should have experience and a proven record of successful performance with a similar project/program of comparable size and scope; proposing organization(s) must possess the financial and technical resources to carry out the project.
- The proposed project(s) must be ready for operation beginning July 1, 2018.

**3. CONFIDENTIALITY**

Describe how the program will comply with the confidentiality requirements of the Ashland County Department of Job & Family Services as well as those of the Workforce Innovation and Opportunity Act.

**4. TRANSPORTATION**

The Ashland County Department of Job & Family Services expect that transportation limitations of an enrolled youth will be considered when planning specific activities and work experience assignments. The proposal must describe the providers' plan for transportation.

**5. HANDBOOK**

Describe how the Program Operator shall provide a Participant Handbook that shall be developed in collaboration with the Ashland County Department of Job & Family Services staff.

**6. CONTINUATION OF SERVICE**

The successful applicant agrees to administer payment for any/all previous fiscally obligated WIOA Youth CCMEP Program training account obligations and serve and youth already enrolled in the program from SFY2018 allocations.

**7. CONFLICT OF INTEREST**

The applicant must assure that to the best of their knowledge, there is no conflict of interest inherent in their bid, in delivering the proposed plan of service, or in a sub-grant agreement should one be awarded. The applicant must include as part of their proposal, policies and procedures they have in place to handle potential conflicts of interest with participants or applicants for service.

**8. ASSURANCES**

The proposing organization assures the following:

- a. They are not on a Federal or State Debarment list.
- b. They have or will obtain sufficient general liability insurance and workers' compensation coverage. (Proof of coverage will be required prior to execution if a sub-grant is awarded)
- c. They have written authorization on file to use and reproduce any copyrighted curriculum proposed for use in their program.
- d. All personnel must meet minimum standards of licensure or qualifications to deliver any program element which requires such standards.
- e. They abide by all Civil Rights and Equal Opportunity standards regarding employment and service provision practices.

## **C. SERVICES TO BE PERFORMED/PROGRAM DESCRIPTION**

### **1. CORE SERVICES**

Describe your capacity to provide youth with information and referral to needed services including but not limited to: employment statistics information, job vacancy listings, job skill requirements and in-demand occupations, information about training providers, information on supportive services and referral to supportive services, assessment of skill levels, aptitudes, abilities and need for supportive services, referral to tutoring, mentoring and other educational and social services.

### **2. WIOA YOUTH CCMEP SERVICES/ACTIVITIES, FOR YOUTH AGES 14 THROUGH 24**

a. Describe how you will provide 14 key program elements for the eligible low-income youth participants, along with 32 activities. Ashland County Department of Job & Family Services will determine if/when WIOA or TANF funds will be used, for all or part of the time that extends from July 1, 2018 to June 30, 2020. Each individual youth shall be provided one or more of the services from this list according to his or her Individual Opportunity Plan (IOP). An organization may submit proposal(s) for one of the key program elements or all key program elements. However, any comprehensive program must include a Summer Employment component. Any single element program must include interface with a comprehensive program. The 14 services are listed in Rule 5101:14-1-02 and the 32 activities are listed in Rule 5101:14-1-05.

- 1) **Tutoring**, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent or for a recognized postsecondary credential;
- 2) **Alternative secondary school services** or drop-out recovery services;
- 3) **Paid and unpaid work experiences** (which combine occupational and academic education, and includes summer employment, pre-apprenticeship programs, internships, job shadowing, and on-the-job training **(Note: 20% of budgeted funds must be allocated to this element)**);
- 4) **Occupational skills training**;
- 5) **Education** offered concurrently with workforce preparation activities and training for a specific occupation;
- 6) **Leadership development opportunities**, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors;
- 7) **Supportive services** to enable youth to participate in CCMEP;
- 8) **Adult mentoring**, for a total of not less than 12 months that may occur both during and after participation in CCMEP;
- 9) **Follow-up services**, for not less than 12 months after completion of participation in CCMEP (not limited to supportive services, regular contact with program participants and their employers, labor market and employment information, financial literacy education, activities that help the program participant prepare for and transition to post-secondary education);
- 10) **Comprehensive guidance and counseling**, which may include drug and alcohol abuse counseling and referral;
- 11) **Financial literacy education**;
- 12) **Entrepreneurial skills training**;
- 13) **Labor market and employment information**; and
- 14) **Activities that help youth transition to post-secondary education and training.**

Comprehensive case management and employment program (CCMEP) activities must be made available to program participants. Activities are assigned to ensure that program participants receive the appropriate service(s). Each activity must be connected to a service, and the available activities for program participants include, but are not limited to:

- (1) Unsubsidized employment.
- (2) Subsidized employment.
- (3) Work experience.
- (4) On-the-job training.
- (5) Job search.
- (6) Community service.
- (7) Vocational education training.
- (8) Job skills training directly related to employment.
- (9) Education directly related to employment in the case of a recipient who has not received a high school diploma or a certificate of high school equivalency.
- (10) Satisfactory attendance at secondary school or in a course of study leading to a certificate of general equivalence, in the case of a recipient who has not completed secondary school or received such a certificate.
- (11) Internships.
- (12) Summer employment.
- (13) Job shadowing.
- (14) Pre-apprenticeship opportunities. This includes programs or a set of strategies designed to prepare individuals to enter and succeed in registered apprenticeship programs and have a documented partnership with at least one, if not more, registered apprenticeship programs.
- (15) Career counseling. This includes a facilitated exploration of occupational and industry information that will lead to a first, new, or better job for the program participant.
- (16) Adult mentoring.
- (17) Entrepreneurial skills training.
- (18) Tutoring, study skills training.
- (19) Job readiness training.
- (20) Parenting classes.
- (21) Life skills classes.
- (22) Participation in an alcohol or drug addiction program certified by the department of mental health and addiction services under section 5119.36 of the Revised Code.
- (23) Finding a home in the case of a homeless assistance group.
- (24) Residing in, or attempting to get admission into, a domestic violence shelter, receiving counseling services, or treatment related to the domestic violence or participating in criminal justice or civil legal activities against the domestic violence offender.
- (25) Attending English as a second language course.
- (26) Mental health treatment.
- (27) Rehabilitation activities.
- (28) Financial literacy education.
- (29) Other workforce activities.
- (30) Activities within OhioMeansJobs.com.
- (31) The learning, earning and parenting (LEAP) program for individuals required to participate in accordance with rule 5101:1-23-50 of the Administrative Code.
- (32) For veterans with a significant barrier to employment, a referral to the disabled veterans outreach program (DVOP) specialist as part of the jobs for veterans state grant.”

b. Youth payroll description: Youth in paid work experience and paid internship activities will be paid through the Program Provider with the use of grant funds. This will include, but not be limited to: processing of youth pay checks, income tax withholding and Worker’s Compensation coverage.

c. Project calendar: Provide program time lines including start up dates and length of project components.

d. Youth participation in planning: A successful proposal will show how youth will be involved in the planning of programming. Include positive youth development, asset building, and development of leadership skills as a result of including youth in planning. Show how youth will be involved in development of worksites.

### **3. RECRUITMENT AND INTAKE ACTIVITIES**

Proposing organization shall describe their plan for recruitment and determine WIOA and/or \*TANF eligibility on a CDJFS approved form, collection of information to support verification of eligibility for services, and enrolling youth into approved youth services. \*TANF eligibility is to be re-determined every 6 months. One staff person from each program will be required to enter eligibility and other necessary data into the state data system(s).

Out of School Youth Strategy: Describe your strategy to ensure at least 75% of WIOA program funds will be spent on out-of-school youth. It is recommended that WIOA eligible college\* students, secondary school drop-outs, high school graduates and General Education Development (GED) recipients all be included in this strategy. \*FAFSA dependency status must be checked and household determined low income.

### **4. OBJECTIVE ASSESSMENT**

Describe the process that identifies service needs, academic levels, goals, interest, skill levels, abilities, aptitudes, measure barriers and strengths, and determines supportive service needs.

### **5. THE INDIVIDUAL SERVICE STRATEGY**

Describe the plan that identifies the employment goals, educational objectives and prescribes appropriate services for each individual participant. The ISS plan shall provide for:

- a. program elements in which the youth will participate
- b. strong links between academic and occupational learning
- c. preparation for post-secondary educational opportunities
- d. preparation for unsubsidized employment opportunities in appropriate cases
- e. effective connections to the job market
- f. goal setting with planned attainment dates
- g. youth activities
- h. supportive services
- i. case management and follow-up
- j. the initial ISS needs to be done before the youth is assigned to any activity;

### **6. CASE MANAGEMENT**

Describe how you will provide on-going case management for the youth. It is appropriate to review the IOP/ISS with the participant periodically and to make modification when needed. It is also important to use case management to determine if youth are actively engaged in receiving planned and needed services and whether goals are being met. This includes case management of services provided by another organization as a result of a referral from the proposing organization.

### **7. WORKSITE DEVELOPMENT**

Describe how you will develop, maintain and evaluate youth work sites in both the public and private sector. Program Operators must ensure, for subsidized job placements, that no regular employee of the sponsoring worksite has been displaced by any participant and that no participant carries out a work assignment during a strike, lockout or bona fide labor dispute. No participant may be placed into or remain in a subsidized position when any regular employee is on layoff from the same or substantially equivalent job. No placement may be used to promote or discourage union organizing. Proposing organization are required to submit a list of proposed work sites with the proposal.



**8. FOLLOW-UP SERVICES**

Describe your follow-up services to include mentoring, job coaching and other strategies to ensure that the participating youth are successful. Youth will be followed for a period of 12 months upon exit from the program. Intensity of follow-up will be set dependent on the youth’s identified risk level, with a minimum of quarterly contact required.

**D. PERFORMANCE EXPECTATIONS**

The proposal must include an explanation of what the measurable outcomes of participation will be. Unless otherwise specified, outcome is based on enrolled participants. Ashland County Department of Job & Family Services reserve the right to amend performance standards to comply with changes in federal or state legislation.

Measurable outcomes of the program(s) must include at least the following minimums:

**1. WIOA AND/OR TANF ENROLLED YOUTH, AGES 14 THROUGH 24**

- Placement in Employment, Education, Training 39.2%
- Obtain Credential or Certificate 39.2%
- Retention 39.2%
- Median Earnings Baseline to be determined

**2. OUTCOME DATA**

Outcome data shall be made available at the request of Ashland County Department of Job & Family Services at any time up to 36 months after conclusion of the sub-grant agreement.

**3. CUSTOMER SATISFACTION MEASURES**

Satisfaction based on follow-up surveys must include at a minimum:

- a. 62% of participants, including youth participants and their parents, satisfied with services received
- b. 58% of employers, including private employers and subsidized worksite supervisors, satisfied with services

**E. REPORTING REQUIREMENTS**

Include in your proposal a statement that you will adhere to the following reporting requirements.

**1. MONTHLY ENROLLMENT REPORTING**

By the fifteenth (15<sup>th</sup>) of each month, the sub-grantee shall report on participant enrollment and job placement activity for the previous month.

**2. PROGRESS REPORT**

The sub-grantee will be required to submit a quarterly progress report that will be due three weeks after the end of the quarter. The progress report will include: 1) list of achievements which relate to the project’s goals; 2) overall results to date; 3) number of youth served; 4) details of project’s milestones to date; 5) goal attainments and amendments to goals; 6) project modifications; 7) budget amendments; 8) success stories and any additional program information; 9) copies of the evaluation or customer satisfaction surveys [evaluation forms or customer satisfaction surveys must be designed with approval from CDJFS.]

**3. FISCAL REPORTING REQUIREMENTS**

a. Time Frame

Itemized reimbursement invoices shall be submitted to the fiscal office of Ashland County Department of Job & Family Services no later than the fifteenth (15<sup>th</sup>) day of the month following the invoice period.

b. Close out/Final invoice

The invoice for each fiscal year (ending June 30) must be received by the Ashland County Department of Job and Family Services no later than August 15<sup>th</sup> of that year. Invoices received after August 15<sup>th</sup> may not be paid.

**F. RECORD KEEPING:**

Describe how you will maintain files regarding all case management services to enrolled WIOA and/or TANF eligible youth, including but not limited to:

1. eligibility determination & documentation for both barrier and financial eligibility
2. on-going assessment of academic progress, vocational interest, aptitudes and abilities
3. identification of existing and potential barriers to employment
4. assisting participants in developing vocational and career goals
5. verification of goal setting and progress on goal achievement
6. identification of deficiencies in leadership and citizenship
7. identification of deficiencies in family and community support systems
8. development of an Individual Service Strategy which will address any and all of the above program elements
9. youth payroll records
10. youth supportive services records
11. financial records for the program including detailed invoices with supporting documents from sub-grantees, if any

**III. PROGRAM ADMINISTRATION**

Describe the Administrative entity and staffing. Include appropriate information such as organizational chart, job descriptions, resumes, corporation papers, Board of Director, or other items that will help describe the organization. Include information about agency processes or procedures regarding file security, fiscal control and methods for awarding sub-grants.

**IV. CAPACITY BUILDING**

Describe highlights and best practices from previous similar programs that the organization has operated including information about how Ashland County Department of Job & Family Services might assist with enhancing these highlights. Describe what areas of the programming need improvement. Include anticipated challenges. Then discuss what plans the organization has to meet and overcome these challenges. Include anything learned from customer satisfaction surveys and how these might be used to improve the delivery of services to the target populations. Describe and/or list In-kind contributions that your organization provides to this project. Also include other resources your organization brings to this project such as other supplemental grants or donations that improve and/or increase your capacity to offer these services.

**V. BUDGET AND BUDGET NARRATIVE**

Provide a budget narrative to communicate *clearly* how the funds will be utilized. Complete the budget forms according to the budget packet which is provided with this RFP. The budget shall be based on actual cost reimbursement and shall not reflect unit pricing. Budgets for In-school youth and Out-of-school youth should be separate. Budgets should be submitted for each State Fiscal Year separately.

**VI. AVAILABLE FUNDS**

Workforce Innovation & Opportunity Act Funds (WIOA) up to \$150,000 and \$200,000 in Comprehensive Case Management and Employment Plan Temporary Assistance for Needing Families fund (CCMEP TANF) are available from July 1, 2018 through June 30, 2019, for servicing youth in Ashland County. The amount of any award is dependent upon availability of funding through allocations received from the Ohio Department of Job and Family

Services. Funds may not be used to supplant existing programs, they may be used to create new services or alternate source of funds to further broaden the spectrum of at-risk youth who may be served in the county.

**VII. OPTIONAL ADDITIONAL INFORMATION**

Proposal may include additional information to supplement the narrative, as the writer deems necessary.

**PROPOSAL SUBMISSION**

**SUBMIT PROPOSALS TO:**

**Ashland County Department of Job & Family Services, 15 W 4<sup>th</sup> St., Ashland, Ohio 44805**

**NUMBER OF COPIES**

Submit the original proposal and (three) 3 copies. Original must not be permanently bound and must be without tabs.

➤ **DUE DATE: 5/18/2018**

**ADDITIONAL PROPOSAL SUBMISSION INFORMATION:**

- Proposal must be signed by an authorized representative of the proposing organization
- Proposal must be clearly written and responsive to this RFP
- Proposal will become the property of the Ashland County Department of Job & Family Services.
- Ashland County Department of Job & Family Services assumes no obligation, no responsibility and no liability for costs incurred by the responders prior to the issuance of a signed sub-grant agreement.

**ADDITIONAL RESOURCES**

The Ashland County Department of Job & Family Services may, during the agreement period of this RFP, make additional resources available to supplement those provided in this initial procurement. Additional resources may be newly developed or become available due to existing allocations. Ashland County Department of Job & Family Services reserves the right to reopen negotiations with any selected respondent to this RFP without re-issuance of this RFP should additional resources or allowable activities be identified.

**EVALUATION CRITERIA**

**Evaluation of each proposal will be based on the following criteria:**

<b><u>Points</u></b>	<b><u>Criteria</u></b>
15	Responsiveness to the RFP: format followed, each relevant item address, inclusion of all required components
10	Experience and proven record with similar project/program of comparable size and scope
10	Qualifications: possesses the financial and technical resources to carry out the project
10	Internal control methods noted for both file security and fiscal control
5	Continuous improvement strategy included
10	Proposed target population identified and estimated number to be served included

15	Services to be provided to each group clearly defined
15	Goals and outcomes meet or exceed those outlined in the RFP and are measurable
10	Staff and project director identified and staff possess adequate levels of experience in suggested positions
10	Forms and data tracking methods included and adequate
15	Budget packet completed with sufficient detail for each component of the project (in-school youth and out-of-school youth)
15	Cost of proposed services are reasonable and necessary cost for the services provided
10	Other funding sources and in-kind contributions noted
<b>150</b>	<b>TOTAL POINTS</b>

### QUESTIONS

Direct all questions about the proposal by email to either:

Patty Sheppard, Ashland County Department of Job & Family Services WIOA Supervisor,  
[patty.sheppard@jfs.ohio.gov](mailto:patty.sheppard@jfs.ohio.gov)

Monday through Friday between the hours of 7:30 am and 4:30 pm

### LIMITATION

**The Ashland County Department of Job & Family Services reserve the right to reject any, part of any, or all proposals, and the right to request additional information or clarification from any proposer. Awarding of any grant will be contingent upon available funding from Ohio Department of Job & Family Services and subject to sub-grant agreement language as defined by Ashland County Department of Job & Family Services.**

**The Ashland County Department of Job and Family Services further reserve the right to amend or adjust program parameters during the sub-grant aware period to comply with WIOA or CCMEP TANF reauthorization rules and regulations.**

**Proposals received after 11:00 am on 5/18/2018 will not be considered.**