



C o u n t y o f S a n L u i s O b i s p o

# GENERAL SERVICES AGENCY

Janette D. Pell, Director

Cody VanDorn, Department Administrator

## REQUEST FOR PROPOSAL #1241 Workforce Investment Act (WIA) Youth Services

October 18, 2013

The County of San Luis Obispo (County) is currently soliciting proposals for professional services for Workforce Investment Act (WIA) Youth Services.

Each proposal shall specify each and every item as set forth in the attached specifications. Any and all exceptions must be clearly stated in the proposal. Failure to set forth any item in the specifications without taking exception may be grounds for rejection. The County reserves the right to reject any and all proposals and to waive any irregularity or informality in any proposal or in the Request for Proposal process, as long as, in the judgment of the County, such action will not negate fair competition and will permit proper comparative evaluation of the proposals submitted.

This Request for Proposal is posted on the County's Purchasing website at [http://www.slocounty.ca.gov/GSA/Purchasing/Current\\_Formal\\_Bids\\_and\\_Proposals.htm](http://www.slocounty.ca.gov/GSA/Purchasing/Current_Formal_Bids_and_Proposals.htm). Any changes, additions, or deletions to this Request for Proposal will be in the form of an addendum issued by the County. Any addenda will be posted on the website. Prospective proposers must check the website for addenda or other relevant new information during the response period. The County is not responsible for the failure of any prospective proposer to receive such addenda. All addenda so issued shall become a part of this Request for Proposal.

If your firm is interested and qualified, please submit Eight (8) hard copies and one (1) electronic copy (on CD) of your proposal on November 15, 2013 by 3:00 p.m. to:

County of San Luis Obispo  
Phill Haley, GSA Purchasing  
1087 Santa Rosa Street  
San Luis Obispo, CA 93408

If you have any questions about the proposal process, please contact me.

All questions pertaining to the content of this Request for Proposal must be made in writing via Public Purchase.com. All questions will receive a response within 3 business days. The question and its response will be posted (anonymously) on the County's Purchasing web site located at the link above. The County reserves the right to determine the appropriateness of comments/questions that will be posted on the website.

PHILL HALEY  
Buyer – GSA Purchasing  
[phaley@co.slo.ca.us](mailto:phaley@co.slo.ca.us)

**I. LOCAL VENDOR PREFERENCE**

The County has established a local vendor preference. When quality, service, and other relevant factors are equal, responses to Requests for Proposals will be evaluated with a preference for local vendors. Note the following exceptions:

1. Those contracts which State Law or, other law or regulation precludes this local preference.
2. Public works construction projects.

A "local" vendor preference will be approved as such when, 1) The vendor conducts business in a fully staffed office with a physical address within the County of San Luis Obispo; 2) The vendor holds a valid business license issued by the County or a city within the County; and 3) The vendor has conducted business at the local address for not less than six (6) months prior to the due date of this Request for Proposal.

Proposals received in response to this Request for Proposal will be evaluated by the Selection Committee considering the local vendor preference described above when quality, service and other relevant factors are equal. The burden of proof will lie with proposers relative to verification of "local" vendor preference. Should any questions arise, please contact a buyer at (805) 781-5200.

|   | YES | NO |
|---|-----|----|
| Do you claim local vendor preference?   |     |    |
| Do you conduct business in an office with a physical location within the County of San Luis Obispo? |     |    |
| Business Address: _____<br>_____  |     |    |
| Years at this Address: _____  |     |    |
| Does your business hold a valid business license issued by the County or a City within the County?  |     |    |
| Name of Local Agency which issued license: _____  |     |    |

Business Name: \_\_\_\_\_

Authorized Individual: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Dated: \_\_\_\_\_

**II. PROPOSAL SUBMITTAL AND SELECTION**

1. All proposals, consisting of Eight (8) hard copies and one (1) electronic copy (on CD) must be received by mail, recognized carrier, or hand delivered no later than 3:00 p.m. on November 15, 2013. Late proposals will not be considered and will be returned, unopened.
2. All correspondence should be directed to:

San Luis Obispo County  
General Services Agency  
1087 Santa Rosa Street  
San Luis Obispo, CA 93408  
ATTENTION: Phill Haley  
Telephone: (805) 781-5904

3. All costs incurred in the preparation and submission of proposals and related documentation will be borne by the proposer.
4. It is preferred that all proposals be submitted on recycled paper, printed on two sides.
5. Selection of qualified proposers will be by an impartial Selection Committee using an approved County procedure for awarding professional contracts. Selection will be made on the basis of the proposals as submitted, although the County reserves the right to interview applicants as part of the selection process. The proceedings of the Selection Committee are confidential, and members of the Selection Committee are not to be contacted by the proposers.
6. This Request for Proposal does not constitute an offer of employment or to contract for services.
7. The County reserves the option to accept or reject any or all proposals, wholly or in part, received by reason of this request, and make more than one award, or no award, as the best interests of the County may appear.
8. All documents submitted to the County in response to this Request for Proposal will become the exclusive property of the County and may be returned to the proposer or kept by the County, in the County's sole discretion.
9. All proposals shall remain firm for ninety, (90) days following closing date for receipt of proposals.
10. The County reserves the right to award the contract to the firm who presents the proposal which in the judgment of the County, best accomplishes the desired results, and shall include, but not be limited to, a consideration of the professional service fee.
11. Any contract awarded pursuant to this Request for Proposal will incorporate the requirements and specifications contained in this Request for Proposal. All information presented in a proposer's proposal will be considered binding upon selection of the successful proposer, unless otherwise modified and agreed to by the County during subsequent negotiations.
12. The successful proposer is expected to execute a contract similar to the example County contract (Appendix A) including [WIA](#) Certifications and Assurances (Appendix B). This sample contract is for reference to the anticipated terms and conditions governing the County and the successful proposer. The proposer must take exception in their proposal to any section of the attached contract they do not agree with. Failing to do so will be deemed as acceptance by the proposer to the terms spelled out in the sample contract. The County reserves the right, in its sole discretion,

to add, delete, or modify, or negotiate additional terms and conditions to the attached contract. BEFORE BEGINNING ANY WORK OR SUBMITTING A PROPOSAL IT IS ADVISED THAT PROPOSERS READ THE COUNTY INSURANCE AND INDEMNIFICATION REQUIREMENTS IN THE ATTACHED SAMPLE CONTRACT. The selected proposer will be asked to provide evidence that County insurance requirements have been met. See Appendix A – Sample County Contract, and in the Sample County Contract the insurance requirements are found in Exhibit A.

13. Under the provisions of the California Public Records Act (the “Act”), Government Code section 6252 et seq., all “public records” (as defined in the Act) of a local agency, such as the County, must be available for inspection and copying upon the request of any person. Under the Act, the County may be obligated to provide a copy of any and all responses to this Request for Proposal, if such requests are made after the contract is awarded. One exception to this required disclosure is information which fits within the definition of a confidential trade secret [Government Code section 6254(k)] or contains other technical, financial or other data whose public disclosure could cause injury to the proposer’s competitive position. If any proposer believes that information contained in its response to this Request for Proposal should be protected from disclosure, the proposer MUST specifically identify the pages of the response that contains the information by properly marking the applicable pages and inserting the following notice in the front of its response:

***NOTICE:** The data on pages \_ of this response identified by an asterisk (\*) contain technical or financial information, which are trade secrets, or information for which disclosure would result in substantial injury to the proposer’s competitive position. Proposer requests that such data be used only for the evaluation of the response, but understands that the disclosure will be limited to the extent the County considers proper under the law. If an agreement is entered into with the proposer, the County shall have the right to use or disclose the data as provided in the agreement, unless otherwise obligated by law.*

The County will not honor any attempt by proposer to designate its entire proposal as proprietary. If there is any dispute, lawsuit, claim or demand as to whether information within the response to the Request for Proposal is protected from disclosure under the Act, proposer shall indemnify, defend, and hold harmless, the County arising out of such dispute, lawsuit, claim or demand.

14. An electronic copy of your proposal must be included. This electronic copy should include all documents being submitted combined into one Adobe Acrobat (pdf) file on a CD, using this convention for the file name: FIRM NAME + RFP NUMBER (e.g., if your firm is Acme Inc. and you are responding to RFP #1101, your Acrobat (pdf) file would be named: **ACME 1101.pdf**)

Additionally, if you deem any part of your proposal as proprietary and not to be disclosed under the California Public Records Act as explained in item 13 above, please mark the CD with the phrase “**Proprietary Information Included**”. This can be hand written or printed on the CD label.

### III. PROPOSAL FORMAT

A qualifying proposal must address all of the following points and shall be in the format outlined in this section:

1. Proposal Cover Sheet (Attachment 1)
2. Firm Qualifications
  - a. Description of type of organization, size, professional registration and affiliations. Proposals shall also include an Organizational Chart (create attachment and identify as Attachment 2)
  - b. Résumés or names and qualifications of personnel to be assigned to this project, submitted with proposal and identified as Attachment 3.
  - c. Outline of recent projects completed that are directly related to this project. Proposer is required to demonstrate specific design and project expertise relating to the requirements of the Project Scope.
  - d. Qualifications of consultants, subcontractors, or joint venture firm, if appropriate.
  - e. Contracting experience (Attachment 4) indicating previous and current contracts in effect. Agencies listed may be contacted as references.
  - f. Review and submit signed Assurances form (Attachment 5).
3. Understanding of and Approach to the Project
  - a. Budget

Responses addressing section VIII of this RFP should be stated in this section of the proposal and include the following:

    - Youth Services Line Item Budget (Attachment 8) **and** Budget Narrative (create and include with Attachment 8)
    - Leveraged Resources (Attachment 9)
  - b. Project Scope

Responses addressing sections IX – XII of this RFP should be stated in this section of the proposal and include the following:

    - WIA Youth Program 10 Elements Table (Attachment 10)
    - Detailed explanation of approach to be taken, including:
      - Understanding of Local Need
      - Specific service delivery strategies
      - Experience and competencies with transitional age, out-of-school, and at-risk youth from the targeted populations.

- Client Flow Chart (create and identify as Attachment 11)
  - Recruitment Plan (create and identify as Attachment 12)
- c. Indication of information and participation the proposer will require from County staff.
  - d. Indication of time frame necessary to implement services once a contract award is issued.

4. Fees and Insurance

- a. Propose total fixed fees to complete project as described under Project Scope.
- b. The selected Proposer will be required to provide insurance coverage in the amount of \$1,000,000 General Liability Insurance. This amount of insurance coverage shall be reflected in your estimated professional fee.
- c. The Consultant shall provide within five (5) days after the Notice of Award is issued a certificate of liability insurance naming the County of San Luis Obispo and its employees and officers as additionally named insured. This shall be maintained in full force and effect for the duration of the contract and must be in an amount and format satisfactory to the County.
- d. See Appendix A – Sample County Contract for complete insurance and indemnification requirements.

#### **IV. INTRODUCTION AND OVERVIEW**

The San Luis Obispo County Workforce Investment Board (WIB) in coordination with its Youth Council is seeking proposals from qualified agencies to administer Workforce Investment Act (WIA) Title I Youth Formula funding towards comprehensive workforce services to eligible Out-of-School Youth (OSY) in San Luis Obispo County. The San Luis Obispo County Department of Social Services (hereafter referred to as "County") is the designated Administrative Entity and Fiscal Agent for the WIB and will administer the WIA youth funds through contractual agreement with the selected proposer.

A competitive procurement process assures that there are no presumptive deliverers of services. The WIB is encouraging the participation of both public and private organizations that may or may not be part of the currently funded workforce investment system.

Proposals are sought that outline programs designed to assist at-risk, eligible youth ages 17-21 to obtain long term outcomes such as basic educational and employment skills, completion of academic certificates (including high school diplomas and equivalents), and placement in employment, post-secondary education and/or training. Service terms for WIA youth shall not exceed 12 months.

Proposals must address how applicants intend to serve the Target Populations (stated on page 11 of this document) identified by the Youth Council as priority populations to serve.

**V. SOLICITATION INFORMATION****Contact Information:**

The primary point of contact for information on this procurement is:

Chenoa Wilkerson, WIA Program Review Specialist  
 Department of Social Services  
 San Luis Obispo County  
 cwilkerson@co.slo.ca.us  
 805-781-1932  
 805-781-1846 (fax)

During the proposal and evaluation process, the individual identified above is the sole contact point for any inquiries or information relating to this RFP. Proposers should not contact WIB members, staff, or elected officials charged with oversight of these programs during the review process to avoid conflicts of interest, appearance of conflicts of interest, or undue influence over the process. Any violation of this procedure may be grounds for disqualification of the Proposer.

Questions concerning the RFP, the application process, or programming issues, should be submitted by fax or email. Contact information is provided above; however, County staff cannot assist proposers with the 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 County can only respond to technical questions about the RFP submitted by fax or email.

A mandatory bidder's conference will be held to review the RFP and program requirements:

Thursday, October 31, 2013  
 10:00am-12:00pm  
 San Luis Obispo County Department of Social Services  
 3433 S. Higuera  
 3<sup>rd</sup> Floor, Room 358  
 San Luis Obispo, CA 93401

All prospective proposers must attend the workshop. Proposers are encouraged to submit questions via Public Purchase.com in advance of the workshop.

**VI. RFP TIMELINE ESTIMATE**

|  |                           |
|--|---------------------------|
| RFP Release Date                           | October 18, 2013          |
| Mandatory Bidders' Conference              | October 31, 2013          |
| Deadline to Submit Technical RFP Questions | November 13, 2013         |
| Proposal Packages Due                      | 3 p.m., November 15, 2013 |
| Evaluation of Proposals                    | Week of November 18, 2013 |

## Award Recommendations Presented to Boards

- Youth Council December 11, 2013
- WIB Executive Committee January 8, 2014

Board of Supervisors January 28, 2014

Contract Start Date February 1, 2014

**The County reserves the right to change the estimated timeline at its sole discretion.**

## **VII. PROPOSAL EVALUATION & SELECTION PROCESS**

**Technical Review:** Upon receipt of proposals, staff will use the Proposal Checklist (Attachment 6) to review submitted proposals for completeness and technical compliance with applicable legal and regulatory requirements and the terms and conditions of the RFP. Incomplete proposals or those clearly found to be inconsistent with legal, regulatory, or RFP requirements will be eliminated.

**Evaluation:** Proposals will be reviewed and evaluated by a Review Committee made up of WIB members, outside WIA experts, and County staff. Committee members will individually review proposals then meet to discuss their ratings, rank each proposal, and make a recommendation to be taken to the SLO WIB. The Review Committee recommendations will be based on the criteria outlined in Attachment 7 (Evaluation Criteria).

**Selection:** The Review Committee will recommend as the successful bidder the organization whose proposal is determined to best meet the needs of the County based on the evaluation criteria discussed above.

The determination of the successful bidder will be based upon information supplied by the bidder in response to this RFP and upon other information that will be obtained by the Review Committee as is deemed necessary.

The County reserves the right to negotiate with any bidder after proposals are opened, if such action is deemed to be in the best interest of the Count and the County reserves the right to reject any proposal submitted.

**Contract Award:** The San Luis Obispo County Board of Supervisors will make the final selection of the successful bidder, based on the recommendation of the SLO WIB. See Timeline for dates; be advised that these target dates are subject to revision.

**Appeals Process:** Appeals shall be submitted in accordance with the County's appeals process. (See General Services procurement policy at county website)



**VIII. FUNDING AVAILABILITY**

An approximate projected amount of \$174,000 is available for this WIA youth services contract in Program Year (PY) 2013-2014 for services to eligible out-of-school youth, defined as youth who have dropped out, or who have a secondary school degree but who are underemployed, unemployed, or basic skills deficient.

**Budget:**

Proposers must complete Attachment 8 (Youth Services Budget) line item budget form and include a budget narrative that corresponds to its line-item detail. This narrative should justify the need for all costs built into the line-item detail, the methodology used to derive each cost, and the methodology used to allocate line-item costs. In the narrative describe:

- How the project's proposed budget supports the stated objectives and activities in the project;
- How funds are allocated to minimize administrative and overhead costs and to maximize direct services to youth;
- The duties of project-funded staff necessary to the job assignment;
- How project-funded staff duties and time commitments support the proposed objectives and activities;
- Identify all proposed subcontracts

**Contracting:**

Respondents should be able to support the cost of the program until they are reimbursed, which can take up to three weeks.. The total administrative costs shall not exceed 10% of the total amount of funding requested.

Contracts entered into as a result of this RFP will begin February 1, 2014 and end June 30, 2014, with an option to renew for one (1) year at the discretion of the County and with approval of the Board of Supervisors of San Luis Obispo County if doing so is deemed to be in the best interests of the Local Workforce Investment Area (LWIA).

**Subcontractors:**

Proposers shall describe plans to subcontract any portion of youth services delivery. If a proposal identifies a specific entity to provide services, an award does not provide the justification or basis to sole source the services. Any subcontractor shall be the subject of the same provisions as the Contractor. Contractor shall be fully responsible for the performance of any subcontractor.

**Eligibility:**

Youth-oriented organizations (public educational institution, community-based organization, non-profit or for-profit agency, or governmental agency), with or without previous experience as a contractor with the County of San Luis Obispo are encouraged to submit proposals. Agencies should have facilities and staff in the area(s) they are proposing to serve or present in their proposal a plan describing how they would provide services and a timeline with tasks to be accomplished in order to meet the prescribed date for client services to begin. Proposals must demonstrate capacity to provide or access a range of services for all participants.

**Opportunities for Leveraging:**

It is the intent of the WIB to efficiently use WIA Youth funding and ultimately provide the highest quality services to the maximum number of young people. It is increasingly important to leverage a

wide range of public and private resources to support youth workforce services and therefore service strategies that leverage resources and coordination efforts with other entities are preferred.

Applicants are discouraged from submitting proposals with budgets that are entirely dependent upon WIA funds to support the program design. Submissions are encouraged to demonstrate either in-kind or cash match resources from any variety of funding sources. Proposers shall indicate on Attachment 9 (Leveraged Resources) their identified non-WIA resources.

## **IX. WIA SPECIFIC RFP INFORMATION**

### **Target Population:**

Funding awarded through this RFP will be directed towards serving WIA eligible Out-of-School Youth (OSY) throughout San Luis Obispo County. OSY are defined as youth who have dropped out, or who have a secondary school degree but who are underemployed, unemployed, or basic skills deficient.

The Youth Council has identified the following out-of-school youth as priority populations:

- Transitional Age Youth (ages 18-21)
- Youth Offenders
- Homeless Youth
- Current and Former Foster Youth

The Youth Council has determined the North County area as a priority area for services. Proposer shall describe specific strategies to address service delivery to at-risk youth in the North County area.

### **Performance Accountability and Tracking:**

The Department of Labor (DOL) Common Measures serve as the standard accountability outcomes for any WIA funded youth program. Common Measures are structured on outcomes for high school seniors and older out of school youth. All funded contractors will be held accountable for meeting these performance measures. These standards and minimum levels are determined by DOL along with the State of California.

### **Common Measures:**

The Common Measures include the following set of measures for all youth regardless of age:

- Placement in Employment or Education (including post secondary, apprenticeships or other advanced training):  
67.1%
- Attainment of a Degree or Certificate (high school diploma, GED, or occupational certificate):  
68.7%
- Literacy and Numeracy Gains (for basic deficient youth, at least one educational functional level as measured by an approved testing instrument):  
78.7%

Common Measures definitions are available to view on the WIB website at [sloworkforce.com](http://sloworkforce.com)

## **X. WIA YOUTH PROGRAM OVERVIEW**

Under WIA the main focus of the youth program is long-term academic and occupational learning opportunities for youth. The goal is to increase employment and develop the work/career potential that will prepare the youth to effectively compete in the workforce.

### Required WIA Program Elements

WIA requires all local youth programs to provide, either directly by the proposer or through linkages with community based organizations and public institutions, the ten elements below. Access to these program elements will vary by youth need, as determined by individual service strategies devised between the youth and his/her case manager, and by assessment of skills and service needs.

1. Academic Assistance\*: Opportunities and services that increase a youth's academic skill levels and improve a youth's chances of completing his/her education – and includes structured academic improvement activities such as tutoring (group or personal), study skills training, instruction leading to secondary school completion, and other dropout prevention strategies.
2. Alternative Education: Opportunities and assistance to re-enroll and attend an educational program outside of traditional offerings within the Unified School District – and includes secondary schools, alternative education venues to complete high school/GED, charter schools, preparation for post-secondary training.
3. Occupational Skills Training\*: Activities and training that lead to proficiency to perform actual tasks and technical functions required by a certain occupational cluster(s), based on a youth's career interest – and includes short-term training for specific occupations, pre-apprenticeship and apprenticeship programs, and integration of components of work-based learning with school-based learning. (A Glossary is available at the WIB website, [sloworkforce.com](http://sloworkforce.com) which describes clusters in San Luis Obispo County).
4. Leadership Development: Opportunities for youth to learn, to direct, and to apply positive leadership and positive social behaviors – and includes community service, citizenship training, decision-making training, service learning (may tie-in to the school district's graduation requirement, as applicable), cultural diversity training, and peer-centered activities encouraging responsibility and other positive social behaviors.
5. Mentoring\*: Opportunities for youth to interact meaningfully, and one-on-one, with a caring adult(s) over a minimum 12-month period to improve academic performance, provide job shadowing, goal setting, career exploration, work readiness, and social skills improvement – and may occur both during and after Youth Development Program participation
6. Guidance and Counseling: Services that offer advice, guidance, and resources to aid youth in overcoming barriers and in solving personal problems – and includes (not limited to) drug and alcohol abuse counseling, referrals to other personal counseling, career guidance, financial counseling, goal setting, and referrals to other services appropriate to the needs of the individual youth.

7. Supportive Services\*: Services that remove personal barriers, and support or enhance a youth's ability to effectively participate in programs, and achieve goals – and includes (not limited to) assistance with transportation, clothing and/or equipment, fees for physical exams and background screening, referrals to medical and mental health services, and linkages and referrals to community social services
8. Follow-up Services: Ongoing monitoring, support and services available after youth completes Youth Development Program in order to ensure retention of skill attainment, to provide for continued engagement by youth, and to help sustain positive progress and outcomes toward long-term success – and includes placement in school or employment, supportive services, leadership development services, assistance with work-related problems, employment (and job upgrading) assistance, alumnae groups, career planning, mentoring, etc.
9. Summer Employment Opportunities: Opportunities to work/learn on-the-job in positions at local businesses' work sites during summer months, which are directly linked to academic and occupational learning.
10. Work Experiences: Opportunities for youth to learn work-related skills and to acquire effective workplace behaviors – and includes both paid and unpaid activities; e.g. internships, job shadowing, other planned and structured learning experience that occurs in the workplace for a limited period of time, work readiness training, entrepreneurial training, etc.

\*The Youth Council identified a priority need for youth services in these areas. Proposers must have a comprehensive approach to all four priority areas to receive funding. The Youth Council identified Supportive Services which include drug and alcohol services, transportation, and childcare as a priority. Proposer must demonstrate strong linkages to these specific types of Supportive Services.

Proposers are not required to provide all elements. However, all elements should be available to the population served and proposers are required to complete Attachment 10 (Ten Youth Program Elements Table) to indicate which elements will be provided through partnering with other youth-serving agencies and include letters of agreement with the proposal that clearly outline the proposer's responsibilities and that of the linked agency providing the specific element. Access to these program elements will vary by youth need, as determined by individual service strategies devised between the youth and his/her case manager, and by assessment of skills and service needs.

#### WIA Regulations:

A copy of the WIA, and the WIA regulations governing it, are available for review at the U.S. Department of Labor (DOL) Employment and Training Administration website at [doleta.gov](http://doleta.gov). In addition, respondents should also make themselves familiar with California State Directives that set state policy (accessible at [edd.ca.gov](http://edd.ca.gov)) and local issues (available on the WIB's website at [sloworkforce.com](http://sloworkforce.com)).

## **XI. PROJECT SCOPE**

### **Program Delivery for Out-of-School Youth (OSY):**

Program delivery strategies for OSY must include a continuum of opportunities that take into account the

needs of youth who are no longer attending school and who have not completed their diploma or GED. This includes but is not limited to:

- Flexible scheduling of activities
- Site-based and group-based services
- The use of innovative and developmentally appropriate instructional approaches to deliver educational activities such as GED, credit recovery and alternative education environments to complete a secondary school degree, and
- Opportunities for occupational skills development that lead to an industry recognized certificate or license.

Program delivery strategies must demonstrate the ability to re-connect these youth through creative means. Examples include but are not limited to the use of dedicated outreach workers, community events or information fairs and partnerships with educational and other organizations that can identify youth who have dropped out.

Many youth who have dropped out of school are in need of immediate attachment to paid work because they must be able to support themselves financially. Therefore, supported subsidized employment should be used as a strategy to keep youth engaged in the educational and youth development program components. Additionally, some youth may benefit from job search assistance where jobs are developed with employer partners who are willing to be supportive of youth educational goals while maintaining employment.

Program Components and Standards for Service Delivery:

Proposals should demonstrate a strong likelihood of success in meeting the described performance outcomes with the target population. Applicants are encouraged to utilize evidence-based, promising practices, best practices and/or research-based models. Proposals are sought that demonstrate particular standards for service delivery. These include:

1. Each program design should offer youth a defined package of services based upon a distinct set of activities and strategies leading to the performance outcomes described.
2. The client/program flow should be apparent to all staff and youth and include opportunities within the identified priority program components Academic Assistance, Occupational Skills Training, Supportive Services, and Mentoring. Proposals shall include a Client Flow Chart (create and identify as Attachment 11).
3. A developmentally appropriate approach to services that are rooted in respect and high expectations for the youth served. Staff, administrators, and partners should understand the needs and culture of the young people they plan to serve and demonstrate a service delivery approach from a strength-based perspective.
4. The demonstration of a commitment to recruit, train, develop, and support caring, highly skilled and knowledgeable staff to act as coaches and facilitators to young people. Applicant agencies should describe hiring practices that demonstrate a commitment to minimizing staff vacancies, specifying the average amount of time it will take their agency to fill vacancies from recruitment to hire.

5. Sufficient resources to support and sustain all aspects of the program design not limited to only those financial resources available under this RFP.
6. Locations where services are offered that are accessible to youth and provide a sense of community and belonging.
7. A continuum of educational options that could include: literacy and numeracy skills instruction; GED instruction; alternative secondary education instruction; ESL skills instruction; and opportunities for credit retrieval.
8. Educational services that take into consideration the needs of youth with disabilities, such as learning, mental health, and emotional, including those that may or may not be diagnosed. This may necessitate having qualified staff and/or partners who have knowledge of identifying, screening and connecting to a formal diagnosis as well as providing appropriate accommodations and supports for these youth.
9. Innovative and creative methods to provide basic literacy and numeracy skills that address the needs of low-level learners and those with limited English proficiency.
10. Educational services that bridge the world-of-work and the classroom. This may include academic activities offered in non-traditional modes of instruction, unique partnerships that incorporate employers as instructors or career infused curriculum.
11. Opportunities for college exploration and counseling as well as supports for youth to have the necessary English, reading, writing and math skills that will prepare them for success in post-secondary education or other advanced training including apprenticeships.
12. Work readiness training offered through a sequenced continuum or tiered approaches that incorporate age and developmentally appropriate levels of instruction and learning. This may include youth who have limited or no work experience as well as intermediate work readiness training that focuses on advancement of basic work readiness skills.
13. Hands-on, work-based learning opportunities that add authenticity and relevance to learning while ensuring marketable skills. These opportunities should be designed in a way to assist youth to develop "soft skills", gain work experience and to influence their decisions about career choices. Such opportunities may include internships, work experiences, job shadows, and community service.
14. Industry partnerships that expose youth to high-growth, high-demand occupations are encouraged where feasible.
15. Opportunities to earn a wage and/or monetary incentives while learning skills is encouraged.
16. Mentoring programs that are long-term (at least one year in duration) with clear goals to support career development and/or educational attainment. Thoughtful implementation of a mentoring program is necessary, including staff qualifications for coordination of mentor/mentee relationships, as well as screening and training of mentors.

17. Programs designed for youth who have dropped out of school should focus on creative and innovative ways to re-engage youth. This may include dedicated outreach workers, community events or information fairs, alternative education options, and supported subsidized or unsubsidized employment as a strategy to keep youth engaged in the educational services. Partnerships with educational entities and other respondents that can identify youth who have dropped out are strongly encouraged.
18. Services for youth offenders are encouraged to take into consideration restorative justice models combined with educational/literacy instruction and job readiness training including supported work related training activities.
19. Services for those youth who have been incarcerated are encouraged to include pre- and post-release activities that provide a consistent and stable connection back to their home and community.
20. The program shall have the capacity to provide strong linkages/referrals to Supportive Services which include drug and alcohol services, transportation support, and childcare.

## **XII. SEQUENCE OF SERVICES & PROCESS REQUIREMENTS**

Proposers shall have primary responsibility for the provision of the following WIA processes related to direct service delivery for WIB funded programs:

### **A. Recruitment & Outreach:**

Proposers are responsible for outreach and recruitment of eligible youth in accordance with the eligibility requirements detailed below. Program designs are required to include a detailed Recruitment Plan including outreach activities (create and identify as Attachment 12).

Contractors are required to complete recruitment, eligibility determination, assessment, and enrollment in WIA for a minimum of 25 OSY by the end of June 2014. Robust outreach efforts are encouraged to exceed this minimum enrollment requirement.

### **B. WIA eligibility determination and documentation:**

Under the WIA, all youth must meet WIA eligibility criteria and be determined eligible for the program prior to enrollment and receipt of WIA funded services. San Luis Obispo County youth must:

- have the right to work in the United States; **and**
- reside in the County of San Luis Obispo; **and**
- have low-income determination; **and**
- be age 17-21 at the time of enrollment; **and**
- be registered for the selective service (applies to males 18 and older); **and**
- have at least one of the following barriers to employment;
  - basic literacy/numeracy skills deficient;
  - high school dropout
  - foster youth
  - youth offender

- homeless or runaway;
- pregnant or parenting;
- an individual who requires additional assistance to complete an educational program or to secure and hold employment, locally defined as a person:
  - who is at risk of dropping out of school, as identified by a referral from a school staff person, probation officer, or other responsible person documenting chronic attendance or disciplinary problems, or educational underachievement, and/or other indications which have been adopted by the Local Education Agencies
  - who is attending an alternative school/education program
  - who is credit deficient
  - whose educational achievement is below expected levels
  - who has unstable living conditions
  - who lacks familial support to complete an educational program
  - who has never held a job
  - who has been fired from a job within the 12 months prior to application
  - who has never held a full-time job (30+ hours per week) for more than 13 consecutive weeks
  - who lacks familial support to secure or hold employment.

One hundred percent of youth served in WIA youth programs must meet the low-income (20 CFR Part 664.200) requirements. Additional information on WIA youth eligibility can be found on page 3 of the Eligibility Technical Assistance Guide posted at [sloworkforce.com](http://sloworkforce.com).

Contractors are responsible for the determination of WIA eligibility for all youth participants recruited to its program in addition to the collection, verification, and documentation of all necessary eligibility source documents.

#### C. Objective Assessment:

Contractors are responsible for conducting an initial assessment of all participants. All out of school youth must be assessed in basic reading/writing, and math to measure the educational function levels for the literacy/numeracy performance measure. Each participant must be provided an assessment in a variety of areas to determine personal, academic and career goals. This assessment must be used to develop the Individual Service Strategy (ISS) that guides the specific service delivery strategies and activities. Assessment must include a review of literacy/numeracy skill levels, occupational skills, prior work experience, employability, interests, aptitudes (including interest in non-traditional jobs), and supportive service needs. A new assessment of a participant is not required if the program determines a recent assessment (within the preceding six months) conducted pursuant to another program is sufficient. Examples of testing instruments for literacy/numeracy skills can be found on the WIB website at [sloworkforce.com](http://sloworkforce.com).

Any youth assessed below the 9<sup>th</sup> grade (or that is below age or grade level) must receive educational services to address their basic skills (literacy/numeracy) deficiencies. These youth must have both a pre-and post-test using the same testing instrument. Assessment tools will be paid for by contactors and should be budgeted as appropriate.

#### D. Orientation/Enrollment/Referral Process:

Enrollment and or referral of participants should be based on information gathered from eligibility



determination, the initial assessment, and after presentation of the full array of service options through WIA Title I youth programs and all services that are available through the County's one-stop job centers have been provided. Participants not enrolled in the assessing agency's services should be referred to other services. The rationale for referral to other services should be documented. Programs are strongly encouraged to link and share information with other youth serving agencies and training providers in order to meet the individual needs of all youth. Youth will also be advised of their rights and responsibilities and appeal process. All youth will register in the County's data management system.

E. Individual Service Strategy:

Contractors shall develop an Individual Service Strategy (ISS) with each participant. The ISS shall identify primary educational and employment goals, describe the training activities and appropriate services the youth will receive to achieve those goals. All out-of-school youth determined to be basic skills deficient must be measured by pretests administered within sixty (60) days of enrollment and at regular intervals thereafter for literacy and numeracy levels and gains. The ISS must be reviewed quarterly or more often as needed with the participant to evaluate progress and make any needed adjustments. The ISS is a "living document" and is the foundational plan for the WIA services a participant receives. This continued evaluation will ensure progress toward the achievement of the participant's employment goals, training objectives, and advancement of one or more educational functioning levels within the program year.

F. Exit & Follow-Up Services:

Participants exit the WIA system when he/she has successfully satisfied program goals, or when a period of 90 days has elapsed during which no federally reported services were provided. Enrolled youth are to receive a maximum of 12 months of service. All youth must then be provided with at least twelve (12) months of documented follow-up services to assist youth in sustaining a successful transition from the program. These activities must be documented.

**XIII. Deliverables:**

Deliverables include the following:

- **Monthly and Quarterly Reports:** Routine monthly and quarterly written reports shall be due by the fifteenth day of the month following the month or the quarter being reported on.
- **Invoices:** Monthly invoices are due to the Administrative Entity by the twentieth (20th) calendar day of every month for expenses incurred in the preceding month.

**XIV. File Maintenance and Documentation:**

Case files shall be maintained for every registered customer. Case files must include information and documentation of each of the following:

- Program eligibility/determination of need
- Management Information Systems (MIS) forms Initial and Comprehensive Assessments
- Individual Service Strategy (ISS), including all updates
- Progress reports, time and attendance if receiving WIA funded training
- Computer generated case notes

**XV. Continuous Improvement:**

The Contractor shall establish and maintain reliable mechanisms that will immediately identify when a problem occurs, administrative or programmatic, and when corrective action is necessary.

Continuous improvement processes shall include internal monitoring activities which shall include monthly file review, data entry review, caseload contact, performance, and quality control to ensure continuous improvement.

**XVI. WIB YOUTH COUNCIL MEMBERS 2013-2014**

Patrick McGuire (Chair), Mid-State Precision, Inc.

Jim Salio (Vice Chair), Probation

Sandra Bourbon, SLO County Housing Authority

Chris Cronan, EDD

Matthew Green, Cuesta College

Charles Headington, SLO Joint Apprenticeship & Training Committee

Sara Kennedy, HR Director Miner's Ace Hardware

Kevin Kuhn, Westport International

Celena Malarkey, Youth @ the One-Stop

Nikita, In School Youth

Karen O'Brien, HR Director San Luis Sports Therapy

Melissa Roberts, Parent Representative

Domenic Santangelo, California Conservation Corps

Yesenia Sarabia, Out of School Youth

Tracy Schiro, Assistant Director SLO Department of Social Services

Emma Tabbara, Out of School Youth

**XVII. RFP Attachments**

Attachment 1 Proposal Cover Sheet (form included)

Attachment 2 Organizational Chart (create attachment and identify as Attachment 2)

Attachment 3 Names/Resumes of Personnel (create attachment and identify as Attachment 3)

Attachment 4 Contracting Experience (form included)

Attachment 5 Assurances (form included)

Attachment 6 Proposal Checklist (form included)

Attachment 7 Evaluation Criteria (form included)

Attachment 8 Budget (form included) & Budget Narrative (create and include with Attachment 8)

Attachment 9 Leveraged Resources (form included)

Attachment 10 WIA Youth Program 10 Elements Table (form included)

Attachment 11 Client Flowchart (create attachment and identify as Attachment 11)

Attachment 12 Recruitment Plan (create attachment and identify as Attachment 12)

Appendix A Sample County Contract

Appendix B Sample WIA Contract Certifications and Assurances