



County of San Luis Obispo

GENERAL SERVICES AGENCY

JANETTE PELL, DIRECTOR

REQUEST FOR PROPOSAL #1287 Workforce Innovation and Opportunity Act, Youth Services Provider

October 17, 2014

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

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. Any changes, additions, or deletions to this Request for Proposal will be in the form of written addenda 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 one (1) electronic copy of your proposal, in Adobe Acrobat Portable Data Format (pdf), through the County's Purchasing website at the address listed above, by **3:00 p.m. on November 21, 2014.**

All questions pertaining to the content of this Request for Proposal must be made in writing through the County's Purchasing website. All questions will receive a response within five (5) business days. Questions and responses will be posted (anonymously) on the Purchasing website, and can be viewed by accessing the Request for Proposal. The County reserves the right to determine the appropriateness of comments / questions that will be posted on the website.

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

[Buyer (ALL CAPS)]
Buyer – GSA Purchasing
Buyer@co.slo.ca.us

AIRPORTS

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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: _____ _____ | | |
| 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: _____

Workforce Innovation and Opportunity Act, Youth Services Provider**PROPOSAL SUBMITTAL AND SELECTION**

1. All proposals must be submitted to the County's Purchasing website in Adobe PDF format no later than 3:00 p.m. on Friday, November 21, 2014. Late proposals will not be considered.
2. All costs incurred in the preparation and submission of proposals and related documentation will be borne by the proposer.
3. Upon receipt of proposals, staff will use the Proposal Checklist (Attachment 1) to review submitted proposals for completeness and technical compliance with applicable legal and regulatory requirements and the terms and conditions of this RFP. Incomplete proposals or those clearly found to be inconsistent with legal, regulatory, or RFP requirements will be eliminated.
4. Selection of qualified proposers will be by an impartial Selection Committee made up of WIB members, WIB Youth Council members, outside WIA experts, and County staff. Committee members will use an approved County procedure for awarding professional contracts. Each member will individually review the proposals using the criteria outlined in Attachment 2 - Evaluation Criteria, and then meet to discuss their ratings. 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. Committee recommendations will be taken to the SLO WIB for approval. The proceedings of the Selection Committee are confidential, and members of the Selection Committee are not to be contacted by the proposers.
5. This Request for Proposal does not constitute an offer of employment or to contract for services.
6. 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.
7. All documents submitted to the County in response to this Request for Proposal will become the exclusive property of the County.
8. All proposals shall remain firm for ninety, (90) days following closing date for receipt of proposals.
9. 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.
10. 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.
11. The successful proposer is expected to execute a contract similar to the contract in Appendix A including WIA Certifications and Assurances* (Appendix B) (*it is anticipated that following the implementation of WIOA this document will be updated/revised to reflect changes brought about by WIOA and a new, WIOA Certifications and Assurances document will be provided and require the signature and compliance of the successful proposer). 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

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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.

12. 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.

SOLICITATION INFORMATION

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

Dawn Boulanger, WIA Program Manger
Department of Social Services
San Luis Obispo County
dboulanger@co.slo.ca.us

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, WIB Youth Council 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 (current roster of WIB members can be found on the SLO WIB website at sloworkforce.com under the Members tab; current roster of WIB Youth Council members is included as Attachment 15 of this RFP). Proposers should review Attachment 3 regarding ex parte communication prohibition and conflict of interest and utilize the Conflict of Interest Certification form as applicable. Any violation of this procedure may be grounds for disqualification of the Proposer.

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Questions concerning this RFP, the application process, or programming issues must be made in writing through the [County's Purchasing website](#). All questions will receive a response within five (5) business days. Questions and responses will be posted (anonymously) on the Purchasing website, and can be viewed by accessing the Request for Proposal. The County reserves the right to determine the appropriateness of comments / questions that will be posted on the website. Contact information is provided above; however, County staff cannot assist proposers with the actual preparation of their proposal.

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

Monday, October 27, 2014
1:00pm-3:00pm
San Luis Obispo County Department of Social Services
3433 S. Higuera
1st Floor, Room 101
San Luis Obispo, CA 93401

All prospective proposers must attend the conference. Proposers are encouraged to submit questions via the [County's Purchasing website](#) in advance of the conference.

RFP Timeline Estimate

- RFP Release Date October 17, 2014
- Mandatory Bidders' Conference October 27, 2014
- Deadline to Submit RFP Questions November 17, 2014
- Proposals Due 3 p.m., November 21, 2014
- Selection Committee Evaluation Week of December 1st, 2014
of Proposals

Successful Proposal Recommendations Presented to Boards

- Youth Council December 10, 2014
- Executive Committee January 14, 2015

Contract Award Recommendations Presented to Boards

- Youth Council February 11, 2015
- Executive Committee April 08, 2015
- Board of Supervisors June 2015

Contract Start Date July 01, 2015

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

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 July 01, 2015 and end June 30, 2016, with a possible option for annual renewals for a second and third 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

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best interests of the Local Workforce Investment Area (LWIA). However, due to the notable impact of funding and service provision changes under WIOA (as highlighted in the WIOA Overview section of this RFP) it is anticipated that WIOA Youth services may be re-procured for subsequent years.

Subcontractors:

Proposers shall describe plans to subcontract any portion of WIOA 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.

Opportunities for Leveraging:

It is the intent of the WIB to efficiently use WIOA funding and ultimately provide the highest quality services to the maximum number of employers and eligible job seekers. It is increasingly important to leverage a wide range of public and private resources to support 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 WIOA 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 4 (Leveraged Resources) their identified non-WIOA resources.

INTRODUCTION AND OVERVIEW

The San Luis Obispo County Workforce Investment Board (WIB) is soliciting proposals for the delivery of Workforce Innovation and Opportunity Act (WIOA) Youth services. Federal legislation directing the public employment and training system is in the midst of change. The Workforce Investment Act (WIA) is the federal law that governs the public workforce development system in the United States. WIA was signed into law on August 7, 1998 and concludes on June 30, 2015. The passing of The Workforce Innovation and Opportunity Act on July 22, 2014 provides new authorizing legislation for the programs authorized under WIA. Implementation of WIOA will take place on July 01, 2015 with guidance, technical assistance tools and resources under development. Performance accountability provisions take effect on July 1, 2016. An overview of WIOA and resulting service implications is described in the WIOA Overview section of this RFP. Additional information regarding WIOA including a WIOA factsheet from the Department of Labor can be found at the California Workforce Association (CWA) website at calworkforce.org.

Additionally, California has joined the national re-branding campaign changing the former One-Stop public employment training system (i.e. Business and Career One-Stop) to the state-wide America's Job Center of California (AJCC) system.

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 WIOA Youth funds through contractual agreement with the selected proposer. Eligible applicants include governmental organizations, community and technical colleges, local education agencies, and private for-profit or non-profit nonsectarian organizations. Agencies should have facilities and/or remote service delivery strategies to implement services in the area(s) they are proposing to serve; or present in their proposal, a plan describing how they would provide county-wide 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 potential WIOA Youth customers county-wide.

Individual or collaborative proposals submitted must apply to offer all services associated with operating WIOA Youth programs. Proposals may be submitted by an individual organization or by a lead

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organization on behalf of a collaborative of agencies. Proposals must specify the agency to provide the service via letters of commitment or formalized agreements included with their proposal.

The County requires providers to leverage resources and build coalitions that result in an innovative, responsive and cohesive system. All Management Information System (MIS) activity related to the WIOA Youth program will be conducted in the CalJOBS system, the statewide MIS. All contractors awarded funds due to this announcement will be required to serve those participants already enrolled (including follow up participants) in the WIA/WIOA Youth Programs as of June 30, 2015.

SLO WIB is looking for proposals from well qualified bidders with extensive experience and demonstrated performance in managing and operating successful youth employment and training programs. Proposals must demonstrate:

- Bidder's ability to effectively and efficiently manage Federal and State funds;
- The maximum amount of funds is spent on participant services;
- Overhead and administrative costs are minimized;
- Youth jobseekers will become competitive job candidates through training, education and/or occupational support services;
- Alignment with county sector strategies, the area's Local Plan and WIB strategic initiatives.

LOCAL WORKFORCE DEVELOPMENT AREA OVERVIEW

The SLO WIB is the policy and planning body for the local workforce development area (LWIA). The SLO WIB brings together business and community leaders, appointed by the San Luis Obispo County Board of Supervisors, to promote and expand workforce development activities to ensure the long-range economic vitality of the region. The SLO WIB oversees the San Luis Obispo County WIOA Youth service delivery system and provides a portion of the funding necessary to operate the system through the WIA/WIOA Youth programs.

With this solicitation, the SLO WIB hopes to maintain successful referral and follow up mechanisms across agency partnerships and improved service delivery to our WIOA Youth customers county-wide. The WIOA Youth services provider will have primary responsibility for ensuring that system services support the employment, training and education needs of the youth and further will ensure that the individual employment, training and education options are aligned with local labor market intelligence and/or connected to career pathways.

All proposers are encouraged to review the LWIA's [Local Plan](#), particularly Section 5 related to youth strategies.

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) OVERVIEW

The Workforce Innovation and Opportunity Act (WIOA) will help job seekers and workers access employment, education, training, and support services to succeed in the labor market and match employers with skilled workers they need to compete in the global economy. WIOA was signed into law on July 22, 2014. In general, the Act takes effect on July 01, 2015. The State Unified Plans and Common Performance Accountability provisions take effect July 01, 2016. The U.S. Department of Labor will issue further guidance on the timeframes for implementations of these changes. WIOA brings together and enhances several key employment, education, and training programs. WIOA focuses youth program services to out-of-school youth, requiring that a minimum of 75% of funding goes towards serving this population. Income eligibility is eliminated for most out-of-school youth under WIOA and the age range for eligible youth is raised to 16-24 year olds for out-of-school youth. WIOA defines in-school youth

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eligibility as 14-21 years old; however, in San Luis Obispo County eligibility for in-school youth has been defined as 17-21 years old to best serve the population identified as having the greatest need and meet State and Federally required performance measures. At least 20% of WIOA Youth funds are required to go to work-based learning opportunities. Performance outcomes for WIOA Youth services are linked to in-demand occupations in high-growth sectors. Financial literacy education and entrepreneurial skills training activities are included as WIOA Youth program eligible activities. Through WIOA Youth programs, youth with disabilities receive extensive pre-employment transition services to obtain and retain competitive integrated employment.

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 5)
2. Applicant or Firm Name
3. Firm Qualifications
 - a. Type of organization, size, professional registration and affiliations. Proposals shall also include an Organizational Chart (create attachment and identify as Attachment 6)
 - b. Names and qualifications of personnel to be assigned to this project (submit with proposal and identify as Attachment 7).
 - 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 8) indicating previous and current contracts in effect. Agencies listed may be contacted as references.
 - f. Review and submit signed Assurances form (Attachment 9)
4. Understanding of and Approach to the Project
 - a. Detailed understanding of approach to be taken to services outlined in the **Project Scope** section described below in this document, including:
 1. Understanding of Local Need
 2. Specific service delivery strategies
 3. Experience and competencies with targeted populations
 4. Attachment 10 Planned Performance (form included)
 - b. Detailed understanding of approach to be taken to meet obligations as outlined in the **Budget** section described below in this document, including:
 1. Leveraged Resources (Attachment 4)
 2. Line item budget (Attachment 11) **and**
 3. Budget Narrative (create and include with Attachment 11)

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4. Attachment 12, Cost Effectiveness Measurement

- c. Indication of information and participation the proposer will require from County staff.
- d. Indication of time frame necessary to complete the plan review once a Notice to Proceed is issued.

5. Fees and Insurance

- a. Propose total fixed fees to complete project as described under Project Scope.
- b. The selected Consultant will be required to provide insurance coverage in the amount of \$1,000,000 General Liability Insurance and \$1,000,000 of Professional 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.

PROJECT SCOPETarget Population

Funding awarded through this RFP will be directed towards all WIOA eligible youth populations. However, the Youth Council has identified the following populations as priority populations:

- Transitional Age Youth (ages 18-24)
- Youth involved in the justice system
- Youth who are homeless
- Youth currently or formerly involved in the child welfare/foster care system
- Youth who have dropped out of school or are at risk of dropping out

WIOA Youth Program Overview

The primary focus of the WIOA Youth program is services to out-of-school youth. WIOA places emphasis on career pathways for youth, dropout recovery, and education and training that lead to attainment of a high school diploma *and* a recognized postsecondary credential. Work-based learning activities are also a priority of WIOA Youth services.

Required WIOA Youth Program Elements

WIOA requires all local youth programs to provide, either directly by the proposer or through linkages with community based organizations and public institutions, the elements below.

1. Tutoring, study skills training, instruction, and evidenced-based dropout prevention and recovery strategies leading to completion of requirements of secondary school, recognized equivalent, or for recognized postsecondary credential;
2. Alternative secondary school services or dropout recovery services;

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3. Paid and unpaid work experiences, including summer and year-round employment opportunities, pre-apprenticeship programs, internships, job shadowing and on-the-job training opportunities;
4. Occupational skill training, with potential priority given to programs leading to recognized postsecondary credentials aligned with in-demand industry sectors/occupations;
5. Education offered concurrently and in the same context as workforce preparation activities and training for specific occupation or occupational cluster;
6. Leadership development activities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate;
7. Supportive services;
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
9. Follow-up services for not less than 12 months after the completion of participation, as appropriate;
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate;
11. Financial literacy education;
12. Entrepreneurial skills training;
13. Services that provide labor market and employment information about in-demand industry sectors and occupations available;
14. Activities that help youth prepare for and transition to postsecondary education/training.

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 13 (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. Collaboration with the WIOA Adult program is highly encouraged to increase opportunities for paid work experiences (WEX), paid internships and training for youth between the ages of 21-24. Co-enrollment into the WIOA Youth and WIOA Adult programs provides more varied options to access services under WIOA, particularly funding for paid work and training services. This collaboration also supports increased opportunities to meet performance measures for both the Youth and Adult programs.

Program Delivery for In-School Youth (ISY):

The program delivery strategies for ISY must include a continuum of opportunities that connect local youth, (ages 17+ and with senior status at enrollment) to their school, community, and work. Services for ISY should be part of a joint commitment by the school, community, and employers. Services and supports to ISY must be offered during school hours, after-school hours, and during the summer, as well as during the regular school day/year. Organizations must demonstrate how staffing will support activities outside of the confines of a school environment. Agencies interested in serving in-school youth should focus on youth at risk of dropping out of school and implement dropout prevention services/interventions. Agencies should identify factors associated with youth at risk of dropping out of school and describe planned dropout prevention services in their response. WIOA significantly limits funding to in-school youth. Creative and collaborative approaches to serving this population will be

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necessary to best utilize WIOA resources to effectively meet the needs of eligible in-school youth.

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

Program delivery for OSY is an emphasis of WIOA funding, with a minimum requirement of 75% of funds spent serving this population. Strategies 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 Design

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

- 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.
- The client/program flow should be apparent to all staff and youth and include a sequence of opportunities within each of the program 14 elements.
- 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.
- 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 that may occur during the program year, specifying the average amount of time it will take their agency to fill vacancies from recruitment to hire.
- Sufficient resources to support and sustain all aspects of the program design not limited to only those financial resources available under this RFP.
- Locations where services are offered that are accessible to youth and provide a sense of community and belonging.
- A continuum of educational options that could include: literacy and numeracy skills instruction; GED instruction; alternative secondary education instruction; ESL skills instruction; opportunities for credit retrieval; innovative contextualized learning opportunities such as those focused on regular attendance, tutoring and support for passing the High School Proficiency Exam.
- 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,

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screening and connecting to a formal diagnosis as well as providing appropriate accommodations and supports for these youth.

- 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.
- 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.
- 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.
- 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.
- 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.
- Industry partnerships that expose youth to high-growth, high-demand occupations are encouraged where feasible.
- Opportunities to earn a wage and/or monetary incentives while learning skills is encouraged.
- 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.
- Programs designed for youth who are at-risk of dropping out of school should include opportunities for summer activities such as work-based learning and academic remediation. Services for in-school youth are strongly encouraged to be part of a joint commitment by a school, community and employers that is designed to reduce the likelihood of youth dropping out of school and increase school success.
- Programs designed for youth who have already 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.
- Services for youth involved in the juvenile justice system are encouraged to take into consideration restorative justice models combined with educational/literacy instruction and job readiness training including supported work related training activities.
- 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.
- The program shall have the capacity to provide strong linkages/referrals to Supportive Services which include drug and alcohol services, transportation support, and childcare.

Workforce Innovation and Opportunity Act, Youth Services ProviderWIOA Specific Youth Program Design

WIOA seeks to provide youth services that provide:

- An objective assessment of the academic levels, skill levels and service needs of each participant.
- Service strategy development for each participant that are directly linked to one or more of the indicators of performance, and identify career pathways that include education and employment goals.
- Activities leading to the attainment of a recognized credential, secondary school diploma or equivalent.
- Preparation for postsecondary educational and training opportunities
- Strong linkages between academic instruction and occupational education that leads to the attainment of recognized post secondary credentials
- Preparation for unsubsidized employment opportunities
- Effective connections to local employers in in-demand industry sectors

Sequence of Services & Process Requirements

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

A. Management Information System (MIS):

MIS activity will be conducted in CalJOBS, the State's MIS system. The Administrative Entity's MIS staff will provide initial, new-staff orientation and training as well as ongoing technical assistance, training to specific identified needs, and oversight of the CalJOBS system, it is the responsibility of the WIOA Youth provider to ensure that staff are *proficient* in CalJOBS.

B. 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 14).

C. WIOA Eligibility Determination & Documentation

Under the WIOA, all youth must meet WIOA eligibility criteria and be determined eligible for the program prior to enrollment and receipt of WIOA 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**
- Be age 17-24 at the time of enrollment; **and**
- Be registered for the selective service (applies to males 18 and older); **and**
- Meet specific criteria outlined below for In-School or Out-of-School Youth:

In-School Youth must be attending school, ages 17-21, low-income and at least one of the following:

- Basic skills deficient
- English language learner
- Offender

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- Homeless individual, runaway, in foster care, aged-out of foster care, or out-of-home placement
- Pregnant/parenting
- Individual with disability
- Individual who *requires additional assistance to complete an educational program or to secure/hold employment**.

Out-of-School Youth must be not attending any school, ages 16-24 and at least one of the following:

- School dropout
- Individual within age of compulsory attendance but has not attended school for at least most recent complete school year calendar quarter
- Individual subject to juvenile/adult justice system
- Homeless individual, runaway, in foster care, aged-out of foster care, or out-of home placement
- Pregnant/parenting
- Recipient of secondary school diploma or recognized equivalent who is low-income and either basic skills deficient or an English language learner
- Low-income individual who *requires additional assistance to enter/complete educational program or to secure/hold employment**

**Requires additional assistance to enter/complete an educational program or to secure/hold employment*, is 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.

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.

D. Objective Assessment:

Contractors are responsible for conducting an initial assessment of all participants. All WIOA 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

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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.

Any youth assessed below the 9th 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, implemented per instruction of the particular testing instrument. Approved testing and assessment tools utilized have included the Tests of Adult Basic Education (TABE) and the Career Ability Placement Survey (CAPS). Assessment tools will be paid for by contactors and should be budgeted as appropriate.

E. 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 WIOA youth programs and all services that are available through the America's Job Center of California in San Luis Obispo County 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 CalJOBS, the State's MIS system.

F. 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 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 WIOA 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:

Youth participants exit the WIOA system when they have 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 12 months of documented follow-up services to assist youth in sustaining a successful transition from the program. These activities must be documented in CalJOBS.

WIOA Youth Program Performance

Performance accountability provisions under WIOA will not take effect until July 01, 2016. However, it is the expectation of the SLO WIB that WIOA Youth services providers, along with guidance from the Administrative Entity for the WIB and per State and Federal guidance, will begin to implement in the 2015-16 program year, service strategies and measures which support the achievement of the six primary performance indicators established under WIOA for youth. These indicators are:

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1. Achieving employment or involved in education/training activities or unsubsidized employment during the second quarter after exit from program
2. Achieving employment or involved in education/training activities or unsubsidized employment during fourth quarter after exit from program
3. Median earnings of participants in unsubsidized employment during second full calendar quarter after exit from program
4. Attainment of recognized postsecondary credential (including registered apprenticeship), a secondary school diploma, or its recognized equivalent either during program or within 1 year after program exit (only counts if individual has obtained/retained employment or are in an education/training program leading to postsecondary credential within 1 year after exit from program)
5. Participation during a program year in education/training programs leading to: recognized postsecondary credential or employment and are achieving measurable skill gains toward such a credential or employment
6. Indicator for services to employers (Prior to the second full program year after date of bill enactment, Secretary and representatives shall establish one or more primary indicators of effectiveness of core programs in serving employers)

For program year (PY) 2015-16, WIA performance measures, outlined in the table below, will remain in effect. All funded contractors will be held accountable for meeting these performance measures. The Department of Labor (DOL) sets standards and minimum levels along with the State of California. The County will not receive final performance rates for PY 2015-16 until after proposals are received. Performance rates shown below are estimates based on PY 2014-15 WIA performance rates.

| Performance Measures | Performance Rates |
|---------------------------------------|-------------------|
| Placement in Employment or Education | 67.1% |
| Attainment of a Degree or Certificate | 68.7% |
| Literacy and Numeracy Gains | 78.7% |

Proposers must complete Attachment 10 - Planned Performance, indicating anticipated numbers of Youth performance measures.

BUDGET

An approximate projected amount of **\$625,000** is anticipated to be available for WIOA Youth service contracts for the period July 1, 2015 through June 30, 2016.

The County has set a target of a minimum of 25% of WIOA funds on participant services. These services include training, work experience wages, internships, supportive services, and other participant-related activities.

A minimum of 75% of funds (\$469,000) must be spent on services to out-of-school youth.

At least 20% of WIOA Youth funds (\$125,000) are required to go to work-based learning opportunities.

When determining overall funding investments, the County will consider how potential service providers are successfully using alternative funding sources to complement WIA/WIOA activities.

All necessary program services and operation costs including site operations and WIOA Youth services for the period of July 1, 2015– June 30, 2016 will be paid using the program funds listed above. Facility costs may not exceed 25% of budgeted funds. Detailed plans for the site and transition process will be required

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as part of the contract negotiation process with the selected proposer. Neither the County nor the SLO WIB are responsible for the WIOA Youth provider site leases. Proposals should include a brief plan for the leasing, justification /documented need for site location/relocation of the center, transition process, and community engagement strategy. Bidders should ensure that the grand total of their proposals does not exceed the total amounts available.

Proposers must complete Attachment 11 (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;
- Provide an overview of the percentages of funding allocated to the following:
 - Youth participant Services (training, work experience/WEX, paid internships, supportive services, etc.)
 - Personnel
 - Administration
 - Indirect Cost Rate (if applicable)
 - Operations
 - Facility costs (a part of operations)

Proposers must also complete Attachment 12 - Cost Effectiveness Measurement, indicating the proposed cost per youth participant and variation in cost for carry-in youth (youth currently enrolled as of June 30, 2015) vs. newly enrolled youth. As outreach, recruitment, eligibility determination/application, etc. are involved in the process of enrolling new youth, it would be expected that the cost for serving an individual already in the system (carry-in youth) be lower than the cost per finding, assessing and enrolling a new youth.

RFP Attachments

| | |
|--------------|---|
| Appendix A | Sample County Contract |
| Appendix B | Sample WIA Contract Certifications and Assurances |
| Attachment 1 | Proposal Checklist (form included) |
| Attachment 2 | Evaluation Criteria (form included) |
| Attachment 3 | Ex Parte Communication Prohibition and Conflict of Interest (form included) |
| Attachment 4 | Leveraged Resources (form included) |
| Attachment 5 | Proposal Cover Sheet (form included) |
| Attachment 6 | Organizational Chart (create attachment and identify as Attachment 6) |
| Attachment 7 | Names/Resumes of Personnel (create attachment and identify as Attachment 7) |
| Attachment 8 | Contracting Experience (form included) |

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- Attachment 9 Assurances (form included)
- Attachment 10 Planned Performance (form included)
- Attachment 11 Budget (form included) & Budget Narrative (create and include with Attachment 11)
- Attachment 12 Cost Effectiveness Measurement (form included)
- Attachment 13 Youth Program Elements Table (form included)
- Attachment 14 Recruitment Plan (create and identify as Attachment 14)
- Attachment 15 WIB Youth Council Members