



REQUEST FOR PROPOSALS

FOR

Workforce Innovation and Opportunity Act One-Stop Operator and Adult & Dislocated Worker Service Provider

Crater Regional Workforce Development Board
Local Workforce Development Area 15
114 N. Union St.
Petersburg VA 23803
804.732.7053

Release Date:

Thursday, June 29, 2017

Due Date:

Monday, July 31, 2017, 3:00 p.m.

CONTRACTS RESULTING FROM THIS SOLICITATION SHALL NOT DISCRIMINATE AGAINST ANY PERSON OR ORGANIZATION SUBMITTING A PROPOSAL PURSUANT TO THIS RFP BECAUSE OF RACE, COLOR, CREED, RELIGION, GENDER, GENDER ORIENTATION, AGE, DISABILITY, ETHNIC GROUP, NATIONAL ORIGIN, OR OTHER BIAS PROHIBITED BY LAW. THE CRATER REGIONAL WORKFORCE DEVELOPMENT GROUP/LEARN TO EARN IS AN EQUAL OPPORTUNITY EMPLOYER/PROGRAM FUNDED BY THE U.S. DEPARTMENT OF LABOR WORKFORCE INNOVATION AND OPPORTUNITY ACT AND A PROUD PARTNER OF THE AMERICAN JOB CENTER NETWORK. AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES. TDD/ TYY 711.

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Statement of Intent

The Crater Regional Workforce Development Board, Local Workforce Development Area XV (LWDA 15), is soliciting proposals to select one or more qualified service providers to manage the one-stop system and to provide adult and dislocated worker career services.

The CRWDB envisions a workforce system that builds and nurtures strong partnerships between workforce development, economic development and education. CRWDB seeks innovative service delivery proposals that meet the specifications outlined in this Request for Proposals (RFP) and are characterized by customer service, collaboration, integration, accountability, continuous improvement and results.

The Crater region encompasses the cities of Colonial Heights, Emporia, Hopewell, and Petersburg, and the counties of Dinwiddie, Greensville, Prince George, Surry, and Sussex.

The manager and service provider will be responsible for the delivery of WIOA services to job seekers and employers. Services will be provided through the one-stop system at the American Job Center located at 22 W. Washington St., Petersburg, VA, the one-stop center located at the Southside Virginia Education Center, 1300 Greensville County Circle, Emporia, and community sites in the region.

All WIOA funded services must be delivered in accordance with WIOA rules and regulations, guidance from US Department of Labor, the State of Virginia and policies set forth by the CRWDB.

Introduction/Background

WIOA provides for a workforce system that is accessible to all job seekers, is customer centered, and provides training that is job-driven. The Crater workforce development system delivers career and training services at American Job Centers (AJC). These programs provide training and employment services through these centers which include required partners and the business community. AJC will offer integrated services of partners in a seamless and streamlined fashion.

Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource/services programs, collaborate to create a seamless customer-focused AJC network that integrates service delivery across all programs to make it easier for job seekers and workers to access the services they need to obtain skills and employment.

One-Stop Center services are the cornerstone of the reforms contained in Title I of WIOA. The One-Stop system is designed to enhance access to services and improve long-term employment outcomes for individuals seeking assistance. The regulations define the system as consisting of

one or more comprehensive, physical American Job Centers in a local area that provide the core services specified under WIOA.

Adult services are provided to help job seekers who are at least 18 years old succeed in the labor market. WIOA establishes a priority in the adult program for serving low-income individuals, recipients of public assistance, and individuals lacking basic work skills.

Dislocated worker services are provided to workers who have lost their job, through no fault of their own. The goal of dislocated workers services is to help these individuals obtain quality employment in in-demand industries.

Alignment between the public workforce system and local economic development activities is critical in order to identify and fulfill industry talent needs by training customers for emerging and in-demand job skills.

Contract Terms and Allowable Costs

Allowable costs may include, but not limited to, staffing costs related to coordination and integration of all American Job Center services including Resource Center and Greeter coverage, any travel or mileage related to off-site coordination, and/or basic office supplies for staff. Additional staffing for the Resource Center and Basic Career services will be provided by partner programs through an MOU.

The applicant is responsible for proposing a reasonable total cost for delivering One-Stop Operator services described in this RFP.

Available Funds

The contract period is October 1, 2017 – June 30, 2021.

The amount of funds available for October 1, 2017 – June 30, 2018 is \$500,700.

Period of Solicitation

The period of solicitation is June 29, 2017 – July 31, 2017.

Inquiries

All questions pertaining to the RFP may be presented via email to admin@learntoearn.org. The subject line is: WIOA One-Stop Operator - Adult /Dislocated Worker Service Provider RFP Questions. Answers to all questions will be posted on the website www.learntoearn.com.

Review and Evaluation Process

The proposals will be reviewed to determine if the provider meets the following minimum procurement requirements:

- a) The proposal was submitted on or before the closing date and time.
- b) The proposing organization is not on a federal or state debarment list.
- c) The proposing organization has been a legal business entity for a minimum of one year prior to the start of the contract.
- d) The proposing organization is fiscally solvent.
- e) The person signing the proposal as the submitting organization has the legal authority to do so.
- f) The proposing organization agrees to meet all federal, state, and local compliance requirements.
- g) The proposing organization has developed a reporting process for participant and fiscal activity.
- h) The proposing organization has a satisfactory performance record for previous WIOA/WIA contracts, if applicable.
- i) The proposing organization has accounting and auditing procedures adequate to control property, funds, and assets.
- j) The proposing organization has a satisfactory record of integrity, business ethics, and fiscal accountability.

The maximum number of points any proposal can receive is 100. All proposals received in accordance with the time and content requirements identified in this RFP will be evaluated and scored based on the criteria outlined below:

Points	Program Component
40	Program Design and Approach – methodology for the provision of services
40	Organizational Experience and Past Performance – experience of organization in providing the same or similar services or ability to replicate a successful model provided elsewhere
10	Relationships and Collaborations – the integration of partnerships and collaborations in the implementation of the program
10	Budget and Budget Narrative – cost of services and fiscal capacity
100	Total Points

CRWDB reserves the right to request additional data, conduct oral interviews, and/or conduct a management review of the bidder prior to making a recommendation of an award. The objective of oral interviews is to address areas of proposals that may need additional clarification and/or to ensure that the respondent has the requisite ability, capacity, etc. CRWDB staff will schedule the time and location for these interviews.

One-Stop Operator Overview

The One-Stop Operator will be responsible for the development and implementation of the region's American Job Center(s) and affiliate center(s) including the design, administration, and delivery of workforce development services in partnership with community partners and businesses. After development of the system, the Operator will be responsible for their on-going function.

The One-Stop Operator will be responsible for the following services and activities:

- a) Coordination of the Resource Center & basic career services
- b) Ensure the appropriate delivery of workforce development services in accordance with all governing laws, statutes, regulations, guidance and policies.
- c) Coordinate all AJC employment and training activities
- d) Establish a single point of entry (electronic & physical) for job seekers.
- e) Access data, information, and analysis for the local labor market provision of job search, placement, recruitment, and employment activities
- f) Assure the delivery of services to individuals with limited English proficiency, disabilities or other significant barriers
- g) Coordinate the development and maintenance of written policies that will outline the responsibilities and objectives of each AJC partner
- h) Actively participate with the required partners to integrate services in the One-Stop system
- i) The Contractor will work with One-Stop partners to ensure that staff training regarding the partner services is provided
- j) Ensure all partners follow the policies of the center
- k) Coordinate and schedule facilities usage such as, but not limited to classrooms, assessment, and conference rooms
- l) Abide by all federal, state, and WDB procurement policies
- m) Follow any current and future board administrative directives especially those directives that concern: fiscal responsibilities of the day-to-day operation of the American Job Center, Equal Employment Opportunities, and the Americans with Disabilities Act.

In addition, the One-Stop Operator's responsibility is to ensure non-discrimination and that customers have an equal opportunity to access programs and services administered by the AJC. No individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with the programs on the basis of race, color, religion, sex, national origin, disability, age, political

affiliation, marital status, sexual orientation, or status as a workforce services, and each customer shall have rights as are available under any applicable federal, state, or local law prohibiting discrimination.

System Development and Leadership

- a) A plan must be developed and implemented for the center for providing day-to-day supervision and management of WIOA staff
- b) Provide leadership in the one-stop systems development and operations including coordination of management and engagement of mandatory partner agencies that have staff co-located within the center.
- c) Lead the integration of services between WIOA and mandated and other partners
- d) Deliver high quality, timely, accurate, complete, consistent, and compliant contracted one-stop operator services; delivery of excellent customer service
- e) Work effectively with CRWDB staff, other service providers and community partners.
- f) Upon contract award, the Contractor shall designate a knowledgeable primary point of contact that shall have optimum management and operations authority and be available to CRWDB during normal business hours. During peak performance periods or emergencies, the Contractor's primary point of contact and/or his/her designee(s) may be required to be available beyond these parameters.

Process & Service Provision

- a) Develop processes to ensure that all customer receive appropriate, timely, and effective career services
- b) Provide guidance on the development of a broad range of employment and training services to meet the needs of residents and employers to be provided in the American Job Center
- c) Develop and implement a formal referral process for services within and outside of the center; define minimum standards for referral, referral follow-up requirements, and documentation of referral outcomes;
- d) Conduct monthly meetings, at minimum, with all American Job Center staff
- e) Procure and implement training and/or staff development including customer service, cross training on partner/other services, etc. for American Job Center staff
- f) Develop an outreach/recruitment plan for the American Job Center;
- g) Seek innovative ways to serve customers with barriers to employment including ex-offenders, homeless individuals, veterans, persons with disabilities, etc.;
- h) Develop and implement business services delivery model for the American Job Center.

Selection of One-Stop Operator

The selection of a One-Stop Operator shall be in accordance with federal, state, and local standards. The primary consideration in selecting agencies or organizations to deliver services shall be the effectiveness of the agency or organization in delivering comparable or related services based on demonstrated performance in terms of the likelihood of meeting performance goals, costs, quality of training, and characteristics of participants.

Each respondent submitting a proposal will be notified of the CRWDB's decision concerning their proposal. Formal notification to award contracts and the actual execution of a contract are subject to the following conditions:

- 1) Approval by the applicable committee and the CRWDB;
- 2) Receipt of WIOA funds from federal and state administering agencies; and
- 3) Continued availability of WIOA funds.

CRWDB reserves the right to modify or alter the requirements and standards as set forth in this RFP based on program requirements mandated by state or federal agencies. In such instances, CRWDB will not be held liable for provisions in the RFP that become invalid.

Adult and Dislocated Worker Career Services Provider Overview

Career Services

There are three types of career services: Basic Career Services, Individualized Career Services, and Follow-up Services. The provision of individualized career services must be based on the employment needs of the customer as determined jointly by the customer and the career planner. These services must be identified through an Individualized Employment Plan (IEP).

Basic career services must be made available to all individuals seeking employment and training services in at least one comprehensive AJC in the region and must include:

- a) Determination of whether and individual is eligible to receive assistance
- b) Outreach, intake (of individuals of Unemployment Insurance claimants), and Information Sessions that share information and other services available through the one-stop system
- c) Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes(including skills gaps), and supportive service needs
- d) Labor exchange services such as job search and placement assistance, in-demand industry sectors and occupations information, and the provision of nontraditional employment information
- e) Referrals to and coordination of activities with other programs and services.
- f) Provision of workforce and labor market employment statistics information for local, regional, state and national labor market areas, including job vacancy listings,

information on the job skills necessary to obtain vacant jobs, earnings, skill requirements, and opportunities for advancement

g) Performance information

Individualized career services must be provided to participants after the AJC staff determines that such services are required to retain or obtain employment, consistent with any applicable statutory priorities. These services involve significant staff time, more comprehensive, and customized to each customer's needs.

They include:

- a) Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers
- b) Career planning services (case management)
- c) The development of an Individual Employment Plan for participants that outlines the needs and goal of successful employment,
- d) Group and/or individual counseling and mentoring
- e) Short-term pre-vocational services such as communication skills, interviewing skills, punctuality, personal maintenance skills, professional conduct to prepare individuals for unsubsidized employment or training
- f) Internships and work experiences that are linked to careers
- g) Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, etc.
- h) Financial literacy skills
- i) English language acquisition and integrated education and training programs

Training for adults and dislocated workers is provided through the region's Eligible Training Provider List (ETPL) which is comprised of entities with a demonstrated capability of training individuals to enter quality employment.

Follow-up Services

Follow-up services must be provided for adults and dislocated worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Priority of Service

The Final Rule establishes a priority for serving low-income individuals, participants on public assistance, and individuals who are basic skills deficient in the provision of

individual career services and training services. Basic skills deficient is defined as an individual who lacks a secondary education diploma or high school equivalent (HSE).

Veterans and eligible spouses also receive priority of services in WIOA programs.

Priority of services must be provided in the following order:

- 1) First to veterans and eligible spouses; this means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.
- 2) Second, non-covered persons (people who are not veterans or veteran spouses) who are included in the groups given priority for WIOA adult formula funds
- 3) Third, veterans and eligible spouses who are not included in WIOA's priority groups
- 4) Last, non-covered persons outside the groups given priority under WIOA.

When past income is an eligibility determinant for WIOA, any amounts received as military pay or allowances by any person who served on active duty, and certain other specified benefits must be disregarded for the veteran and for other individuals for whom those amounts would normally be applied in making an eligibility determination. Military earnings are not to be included when calculating income for veterans or transitioning service members for this priority.

Service members exiting the military, including, but not limited to, recipients of UI for ex-military members (UCX), generally qualify as dislocated workers. Generally a separated service member needs a notice of separation, either a DD-214 or other appropriated documentation to meet the required dislocated worker definition. A separated service member meets the dislocated worker requirement that an individual is unlikely to return to his/her previous industry or occupation.

Military spouses who have lost employment as a direct result of a relocation to accommodate a permanent change in duty station are dislocated workers.

Barriers to Employment

WIOA sec. 3(24) defines "individuals with barriers to employment," and WIOA sec. 3(24) (l) includes the following groups that qualify for this definition: "Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers."

The Department clarifies that if an individual meets any one of the three criteria in WIOA sec. 3(24) (l), that individual may be considered to have a barrier to employment. WIOA defines “English language learner” in WIOA sec. 203(7) and is one of the criteria that may be met to be considered an individual with a barrier to employment. The Department also considers the definition of “literacy” provided in WIOA sec. 203(13) as the standard to be used for determining if an individual is considered to have low literacy, and therefore a barrier to employment.

An individual with a barrier to employment means an individual who is a member of one or more of the following populations:

- a) Displaced homemakers.
- b) Low-income individuals
- c) Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in section 166
- d) Individuals with disabilities, including youth who are individuals with disabilities
- e) Older individuals
- f) Ex-offenders.
- g) Homeless individuals (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6), or homeless children and youths (as H. R. 803—10) defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)
- h) Youth who are in or have aged out of the foster care system
- i) Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- j) Eligible migrant and seasonal farmworkers, as defined in section 167(i)
- k) Individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)
- l) Single parents (including single pregnant women)
- m) Long-term unemployed individuals
- n) Such other groups as the Governor involved determines to have barriers to employment

Scope of Work: Adult & Dislocated Worker Career Services Provider

The successful Contractor to this RFP must demonstrate the capacity to effectively implement and manage adult and dislocated worker services consistent with the CRWDB one-stop service delivery system; commit to several program elements deemed by CRWDB to be required components of the adult and dislocated worker program design; and recognize the direct oversight and leadership role the CRWDB shall maintain in managing service delivery contracts.

The Contractor shall implement WIOA adult and dislocated worker services and programs for the Crater region that are consistent with WIOA regulations. In carrying out the direct service

requirements listed below the Contractor shall:

- A. Ensure WIOA funds are charged to only those individuals determined to be WIOA eligible in accordance with WIOA law and regulations.
- B. Develop and implement all WIOA-funded services consistent with the goals and objectives of the U.S. Department of Labor, Virginia Community College System (VCCS) and the CRWDB.
- C. Coordinate services to avoid duplication of services with partner organizations.
- D. Have the management and fiscal capacity to administer a complicated federal grant program and a demonstrated experience in the operation of employment and training programs.
- E. Understand that only costs directly related to the operation of the region's WIOA program and properly justified with supporting documentation will be allowable charges to the program. Required supporting documentation such as properly completed timesheets, travel reports, invoices, receipts, etc. must be maintained. Funds provided under WIOA shall not be used to supplant or duplicated facilities or services available in the area from federal, state, or local sources.
- F. Demonstrate a working knowledge of the Act, Final Rules and Regulations, the key program services required under WIOA, an understanding of the required performance measures and strategies for achieving measures, and how the effective delivery of adult and dislocated worker services helps to align workforce and economic development efforts in the Crater region.
- G. Have demonstrated ability to be flexible and adapt quickly to change. Specifically, the agency or organization must operate within an infrastructure that can support the mobilization of existing staff, as well as the ability to ramp up staffing on short notice, to meet the demand for specialized/customized services in response to mass layoffs and/or new program services – conversely, a contractor must be able to reduce staff as necessary.
- H. Be liable for any disallowed or illegal expenditure of funds or program operations conducted under their contract - resources used to reimburse disallowed/illegal expenses may not come from federal funds.
- I. Be required to use the VAWC case management system, as well as maintain hardcopy participant files. All books, records, documents, and papers (including participant files) relating to WIOA service delivery shall be retained by the contractor for a minimum period of five (5) years following submission of the final expenditure report, participant exit or data validation date, or until such time as any litigation, audit findings or other claims have been resolved and so certified by the CRWDB.
- J. Be required to sign a Contract for services, which will provide for the full indemnification and hold harmless of any liability to CRWDB for any activities conducted by the contractor. This includes a full statement of responsibility for reimbursing the CRWDB for any costs or expenditures which are disallowed in an audit, or any other claims which might be made against a program operator by a WIOA participant or other interested party. The contractor shall also be required to subscribe to the WIOA assurances and certifications.

- K. The Contractor must be able to offer cost-effective services.
- L. The Contractor must have an existing financial infrastructure sufficient to support the processing WIOA participant training and support service payments, and the availability of non-federal financial resources to cover any costs incurred as a result of erroneous eligibility determinations and/or disallowed program activities.
- M. The Contractor shall be registered (and in good standing) to conduct business in the State of Virginia, and must not be the subject of any past or current federal suspension or disbarment proceedings.
- N. The Contractor shall carry appropriate liability and workers compensation insurances.

Primary direct service requirements for the Contractor shall be:

- A. To provide Career and Training Services to eligible adults and dislocated workers as defined in WIOA.
- B. To develop a recruitment/outreach plan to reach potential WIOA eligible customers in the Crater region.
- C. To coordinate any publicity and other promotional activities specific to WIOA activities in the Crater region, the CRWDB must be informed in advance and approve all promotional plans. The service provider shall clearly state the sponsors of WIOA programs/services and related activities on all written and electronic materials developed with WIOA funds or promoting WIOA services/performance, including Contractor annual reports, presentations, etc.
- D. Promote the full array of services available in the one-stop offices in all recruitment/outreach efforts. Outreach and recruitment efforts may include formal advertising, flyers, brochures, social media, media, community events, and other methods of disseminating program information. Materials must be appropriately diverse and meet the needs of diverse communities within the region.
- E. Implement a local recruitment/outreach plan in sufficient time to help meet full enrollment and expenditure/obligation performance goals for the annual contract period.
- F. To participate in delivering group and one-to-one Information Sessions with partner organizations. The service provider shall participate in the development of Information Sessions.
- G. To provide for the application process for adults and dislocated workers who are interested in accessing WIOA services. The application process will be performed according to rules as issued by the U.S. Department of Labor, VCCS, and the CRWDB. The Virginia Workforce Connection (VAWC) data management system is the management information system of record for WIOA in Virginia.
- H. To provide eligibility determination for adults and dislocated workers entering WIOA programs. This determination will be performed according to rules as issued by the VCCS, consistent with U. S. Department of Labor regulations. The VAWC shall be the only system used in this process
- I. To provide assessment services including assessment of basic skills, abilities, interests, evaluation of work history, evaluation of support service needs and other assessment

instruments that might be of value in assisting the customer. All assessment processes and tools must be approved prior to implementation and must be applied in a consistent and equitable manner.

- J. To develop, implement, and maintain participant Individual Employment Plans (IEPs) required for participation. Each customer receiving WIOA career services will develop an IEP with the assistance of a career planner.
- K. To provide career planning for customers. This means frequent contact according to rules established by VCCS and the CRWDB. Career planning efforts are to be documented in the VAWC.
- L. To provide the supportive services determined necessary for participant participation.
- M. To assist customers in making informed customer choice in the selection of service providers for training.
- N. To deliver or assist CRWDB in the delivery of rapid response services to dislocated workers.
- O. To refer customers to other services when the customer is not eligible for participation in WIOA activities.
- P. To provide information on the full-array of applicable or appropriate services that are available through the one-stop system, other eligible providers, or one-stop partners.
- Q. To provide follow-up services for all participants who exit the program, consistent with WIOA regulations.
- R. To adhere at all times to the Priority of Service policy and procedures established by the region's WDB.

Staff Requirements

- A. All staff funded with WIOA funds shall have a written job description with roles and responsibilities specific to the delivery of WIOA services as specified in this RFP. The Contractor may not assign WIOA-funded staff to any duties or responsibilities beyond the comprehensive delivery of WIOA services without the express written consent of the CRWDB.
- B. The Contractor must have sufficient staff to ensure direct access to services at both of the region's AJC.
- C. The Contractor shall submit a staffing plan with the proposal submitted in response to this RFP. The staffing plan shall be sufficient to provide for staff to deliver services within the region.
- D. The Contractor must be willing to maintain maximum staff flexibility to allow for the mobilization of appropriate staff to meet new and/or unexpected service delivery demands within the region.
- E. The Contractor shall notify CRWDB immediately of any vacant WIOA position; when new staff is expected to be hired, and be committed to filling staff vacancies with qualified candidates without delay.
- F. The Contractor shall assign a staff person to serve as the contract manager to work with CRWDB on all issues related to carrying out the terms and conditions of the contract

between CRWDB and the Contractor.

- G. The Contractor shall ensure that staff, at a minimum, have the following skills, knowledge and/or abilities:
 - a) customer services skills
 - b) computer literacy skills sufficient to perform accurate and timely data entry and other data collection functions
 - c) knowledge of labor market information and resource tools
 - d) purpose of workforce development programs
 - e) knowledge of skills and work readiness assessment techniques and tools
 - f) skilled in techniques for coaching others
 - g) ability to succeed in "team-work" environment
 - h) fiscal staff knowledgeable in OMB guidelines applicable to basic cost allocation plans, budgeting, system payment processes, training payments, and etc.
- H. The Contractor shall ensure that all staff hired to work under this contract are trained in the following areas:
 - a) WIOA process and procedures, specifically WIOA eligibility procedures, employment plans and assessment.
 - b) conducting intensive assessments, including the use of specific assessment tools approved for use by USDOL, VCCS, or the CRWDB
 - c) planning for successful performance outcomes
 - d) information on re-employment services available
 - e) the use of specific USDOL workforce development/one-stop service Internet tools (e.g. Americas Career Net Tool, Americas Service Locator, ONET)
 - f) the use of Labor Market Information in determining career goals
 - g) the use of the VAWC data management system and reporting requirements
 - h) the rules and procedures governing confidentiality, and ensure a signed confidentiality form is included in the personnel file of each WIOA-funded staff person
- I. The Contractor must ensure that all staff funded through the WIOA contract have undergone a criminal background check and do not have any violations or convictions that could adversely affect the participants served under this program.
- J. The Contractor shall maintain staff positions assigned to perform local quality assurance functions, including internal compliance monitoring of WIOA services and data validation responsibilities.
- K. The Contractor shall ensure that all staff read and sign a Statement of Confidentiality form and that all such forms are filed in the individual personnel files maintained by the Contractor.

Primary Indicators of Performance and Reporting Requirements

- A. The Contractor shall be responsible for achieving WIOA primary indicators of performance. The primary indicators of performance will be revised each contract year on an annual basis. Performance goals are tracked through the quarterly performance

reports such as the Workforce Investment act Standard Record Data (WIASRD) and the Participant Individual Record Layout (PIRL).

In addition to the State negotiated levels of performance, VCCS will work with the Crater Region Local Workforce Development area to establish performance goals for WIOA title I programs. The Contractor will be expected to achieve a minimum of 80% of the negotiated state and local area performance goals.

In addition, the statistical adjustment model must be used at the end of the program year to adjust negotiated local levels of performance in order to reflect the actual economic conditions experienced in the local area and the characteristics of participants served.

The chart below lists the four Primary Indicators for Performance for PY16 and PY17:

	Indicators	Performance Goals Adults	Performance Goals Dislocated Workers
1.	Employment Rate 2nd Quarter after Exit The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program	63.7	60.0
2.	Employment Rate 4th Quarter after Exit The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program	40.5	35.0
3.	Median Earnings 2nd Quarter after Exit The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program	\$4,621.00	\$6,898.00
4.	Credential Attainment within Four Quarters after Exit The percentage of program participants who attain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within 1 year after exit from the program	61.0	64.0

The Contractor must demonstrate achievement of the above outcomes on at least an annual basis and no more frequently than a quarterly basis. In the event an outcome target is not reached, the Contractor shall provide the CRWDB with a detailed plan for corrective action within thirty (30) days. Corrective action plans shall be subject to CRWDB approval. Failure to obtain an approved corrective action plan, or to reach outcome targets after an approved corrective action plan has been implemented, may be considered unsatisfactory Contractor performance.

The CRWDB reserves the right to adjust reporting requirements, upon mutual agreement with the Contractor, if such adjustments are deemed necessary to meet program objectives.

- B.** Reporting requirements shall include both program and financial reports and will include but not be limited to the following:
- a) Monthly plan versus actual enrollment and performance reports.
 - b) A written year-end program performance report by no later than the last day of August following the program year end date.
 - c) Monitoring Corrective Action Reports as deemed necessary.
 - d) Ad-hoc reports requested by USDOL and/or CRWDB/CRWIG as deemed necessary.

Financial

- a) The Contractor shall maintain sufficient documentation on file in their office(s) to support invoices, and make such documentation available for review by authorized CRWDB, VCCS staff and/or its auditors. The CRWDB reserves the right to require the Contractor to attach detailed documentation to support invoice costs.
- b) The Contractor must report financial expenditure on an ACCRUAL basis (accrual reporting is required).
- c) Develop and maintain effective financial systems for the planning and budgeting of WIOA funds in accordance with WIOA regulations and applicable OMB guidelines.

Grievances

Grievances related to this RFP must be filed in writing within 10 days of the Notice of Award.