2016 WIOA Delegate Agency Request for Proposals

Questions & Answers

Question #1: Please confirm the address of the Washington Heights location:

Answer: The RFP incorrectly identified the address of the Washington Heights location. The correct address is 10325 South Halsted, Chicago, Illinois.

Question #2: Is the agency moving into the Washington Heights location required to serve both Adult and Dislocated Workers? Additionally, are Delegate Agencies required to serve any eligible customer or can the agency serve a specific population at Washington Heights?

Answer: The Partnership is interested in continuing service to both Adult and Dislocated workers at the Washington Heights site. The Partnership is interested in continuing to serve the geographic community area of Washington Heights and not limiting the site to a specific population.

Question #3: If we serve several "high poverty" communities and one community is not listed, should we make a case for that one community? Also the data for our customers is by zip code which spans 2 communities. Is that Ok?

Answer: The respondent will need to show that a preponderance of customers served are from high poverty areas and/or make the case for the one community not considered high poverty. When making your case please provide as much data and evidence as possible. Please look at the geographical boundaries of the community areas if possible as zip codes do not always match up with the community area.

Question #4: If the target community to be served is not listed in the RFP, what type of research or data would help support our claim?

Answer: The unemployment rate and/or poverty rate of the community or target population. The data needs to show high need or underserved community.

Question #5: With the relationship of the one-stop and its core partners in mind, what does the relationship between a Delegate Agency and the one-stop look like?

Answer: The One-Stop Centers are larger high volume centers. Delegate agencies are smaller and often serve a niche population and or community area not served by a One Stop. The two models work together by sharing placement information, hosting job fairs and local hiring events. If you have a special niche population, the One-stop may refer customers to you because of your expertise.

Question #6: Does the Delegate Agency need to have an industry specific training program to obtain/or qualify for the grant?

Answer: No. There is no training or industry component to the delegate agency RFP.

Question #7: How many Delegate Agencies do you currently fund? How many new Delegate Agencies do you expect to fund?

Answer: The Partnership currently funds 18 delegate agencies with Adult funding and/or Dislocated Worker funding. The Partnership does not have a specific number of agencies it intends to fund.

Question #8: Will you fund more than one Delegate Agency in the same geographic area?

Answer: It depends on the availability of funds and quality of proposals. In general, The Partnership is interested in creating a wide disbursement of WIOA services and delegate agencies for Cook County residents.

Question #9: Can a Delegate Agency target a particular industry population?

Answer: Yes. If you can make a compelling case and also highlight how job seekers will be served.

Question #10: Has the funding been increased to add new Delegate Agencies?

Answer: No. Overall The Partnership received less WIOA Adult and Dislocated Worker funds in PY 2016 compared to PY 2015.

Question #11: Will you fund Delegate Agencies that don't have other sources of workforce funding?

Answer: Yes. The Partnership will fund proposals based on quality of response, availability of funds and geographic distribution. Experience with workforce development and leverage funds will be scored more favorably.

Question #12: Is the definition of "Clients served" the same as "clients enrolled/placed"?

Answer: Yes. Clients served equal the total number of active WIOA participants receiving services during the year. An existing agency will start with active customers and enroll new customers throughout the year. A new agency that has never had WIOA funding will need to enroll all customers during the year. Clients placed refer to the number of customers who are placed in unsubsidized employment during the year.

Question #13: Is a client enrolled after five points of contact??

Answer: No. A customer is considered enrolled after eligibility is determined, documented and recorded within our database system.

Question #14: Are "Basic" clients considered part of the 60 clients per coach minimum caseload?

Answer: No. Basic services are general services open to the public. Once a customer is enrolled into WIOA, the customer receives individualized services. The 60 customers per caseload refer to customers who are enrolled in WIOA and receiving individualized services.

Question #15: To clarify is it ok to just serve Adult OR Dislocated Workers?

Answer: Yes. Respondents may choose to serve and request funding from just Adult or Dislocated Worker.

Question #16: Is there a maximum cost per outcome?

Answer: No. The Partnership did not set a maximum cost per outcome.

Question #17: Delegate Agencies serving Adult & Dislocated Workers are to request a minimum of $200K. What is the funding range for Delegate Agencies only requesting Adult funding?

Answer: The minimum $200,000 applies even if proposing one funding stream.

Question #18: Is there a preferred method to determine # of customers served for 1A vs. 1D?

Answer: No. The Partnership expects respondents to know their customers and draw on trends and experience.

Question #19: Are 1E dollars paying for Dislocated Worker services under this RFP?

Answer: No. Funds used for this RFP and WIOA Adult and Dislocated Worker formula dollar.

Question #20: What is planned minimum active case level?

Answer: The average planned capacity for WIOA delegate agencies is 60 participants to WIOA Career Coach.

Question #21: Please clarify the minimum # served. The RFP seems to indicate a 120 minimum.

Answer: The Partnership seeks to fund 2 full time career coaches with a minimum active case load of 60 customers. WIOA is an open enrollment program where customers will leave and exit the program and different times throughout the program year. As customers exit the program the delegate agency is expected to enroll new customers into the program thus increasing the total served beyond the minimum active caseload during a year.

Question #22: Is the RFP limited to serving 60 job seekers? 3 staff?

Answer: WIOA is an open enrollment program. The Partnership expects delegate agencies to maintain a minimum active caseload of 60 customers per career coach throughout the year. As customers exit WIOA, new customers should be enrolled thereby increasing the total served in a year.

Question #23: How much time will be allowed to reach the 1:60 Career Coach ratio from the date the contracts are executed?

Answer: The Partnership anticipates that new agencies will take some time to achieve their minimum active caseload and will allow 3 months.

Question #24: Can 2 FT Career Coaches and 1 PT Business Service Specialist positions be filled by multiple part-time employees equivalent to FTEs?

Answer: Yes. The Partnership will accept Full- Time Equivalents.

Question #25: How many individuals do you expect to be served through this program?

Answer: The Partnership does not have a target number of people to be served. We expect agencies to submit realistic and cost effective proposals.

Question #26: Can WIOA participants be co-enrolled in CDBG programs?

Answer: Yes. Respondents must follow their internal cost allocation plan to document how costs are spread across each grant.

Question #27: What is the expected percentage of people who must be placed in a job?

Answer: There is no expected percentage of placements per year. The WIA entered employment rate can provide a guide and is based on participants who exit the program. The entered employment rate for adults is 72% and 80% for dislocated workers.

Question #28: What is the timeframe to keep a customer? One quarter?

Answer: Customers can stay in program for a few years as long as they are receiving services. For example some training programs may last 2 years. If a customer goes 90 days without a service activity, the customer must be exited.

Question #29: Is there a set of training centers allowed to send customers to get a skill and next we place them? This would be a grant/free training.

Answer: There is a list of approved eligible training programs where participants can attend training. Career Coaches must help customers navigate and select training programs that are consistent with individual goals and skills. Customers can receive an individual training account (ITA), or tuition voucher that pays for the training. Payment for the ITA is issued through a third party vendor. Respondents should not include any ITA costs their budgets.

Question #30: Can a training center also be a Delegate Agency?

Answer: Yes. However, it is important to ensure that customers are aware of all the possible training options. The Partnership does not want delegate agencies directing participants to their own training program.

Question #31: What is the consequence of an incomplete training funded by an ITA (Individual Training Account)?

Answer: Customers who receive an ITA are counted in the credential rate and skills rate. A customer who does not complete the ITA will likely not receive the credential and will be counted negatively within the credential measure and similarly for the skills rate. Career Coaches must ensure that the customer is appropriate for training and provide support and assistance to help the customer succeed.

Question #32: In regards to the number of businesses to be "served", can you define "served"? Does it include attendance at educational events? If those are paid for with entry or "membership" fees, are they considered leveraged dollars?

Answer: The number of business served refers to any business receiving a service such as screening candidates, placing candidates, conducting workshops or educational activities. Dollars received from membership fees that go back into the WIOA program (fund part of staff person) can be considered leveraged dollars.

Question #33: *What is the % of required placements?*

Answer: The Partnership did not require a specific percentage of placements as part of the proposal. Respondents must assess their proposed plan and present a number of placements that is realistic for their program.

Question #34: What specifically does being "responsible for performances" mean? Are performances not the same definition as CDBG?

Answer: WIOA performance is listed on page 19 of the RFP. The WIOA performance measures are different from other grant funded programs in that once a customer is enrolled into WIOA, the customer will be counted in the performance measures at exit. Other grant source require a set number of persons to place, while WIOA measures the ratio of customers who exit the program with employment to total customers who exit.

Question #35: Does placement count as 20+ working hours?

Answer: Yes. A placement is a placement into unsubsidized employment and may include part time employment. The Partnership is interested in helping individuals attain self-sufficiency. The decision to exit a customer with part-time employment should be part of the individual employment plan. It is also important to remember that each agency must also meet the median earnings rate.

Question #36: Illinois workNet.com outcomes do not add up. How do we confirm them? For example, 1E: Total employed plus Total employed in Training Related Jobs does not equal total enrolled.

Answer: The Partnership expects respondents to track their grant history and outcomes.

Question #37: How are positive, negative and neutral exits defined in the new model?

Answer: The Partnership is in the process of reviewing the new WIOA regulations for any definition changes. Historically, a positive exit refers to a person exiting with employment. Neutral exits occur when an individual is in the military, has a severe health/medical reason, or is incarcerated.

Question #38: What are outcome expectations going to be for the special populations that often could not meet old WIA outcomes (placement rate, wage, retention)?

Answer: The Partnership is still reviewing the new WIOA performance measures calculations. The Department of Labor is using a regression analysis model that should be for weighted special populations. At the time of this writing the specific calculations are still unclear.

Question #39: Will follow-up be required after exit?

Answer: Yes. Follow-up services are required for a minimum of 1 year after exit.

Question #40: We are a collaboration of member organizations. If our member org enrolls a participant in WIOA, can we count that as a Delegate Agency enrollee or not?

Answer: The Partnership is interested in increasing access points for hard to serve residents of Cook County. Selected delegate agencies will enter into a loading plan to enroll, serve and place participants. The concept is to serve more residents within WIOA and not count the same people being served by another agency.

Question #41: Do you provide a database/resources to conduct the case management? What programmatic resources will you provide Delegate Agencies that you fund?

Answer: Yes. Participant data, case notes, service activities and placements must be recorded and documented on the Partnership's Career Connect system. The Partnership will provide training on the system.

Question #42: On the proposed planned outcomes on page 41, is the proposed number of total served only for clients served through this grant? Or would other grant clients, such as CDBG, count toward this proposed number?

Answer: The proposed plan refers to your WIOA proposal and number of WIOA Adult and/or Dislocated Workers served and placed.

Question #43: Page 5 of the RFP states support services is not to be included with the proposed budget. Are supportive services in addition to projected funding levels?

Answer: When awarding contracts The Partnership requires a minimum percentage of funds dedicated to supportive services. In Program Year 2015, supportive services were budgeted at a minimum of 2.5% of the budget. The funding ranges provided are inclusive of supportive services but do not include any training funds.

Question #44: How will "First Quarter Limitations", as we have known it, affect the program year? Will there be a 4th quarter limitation?

Answer: The first quarter limitation will not apply as the contracts will start on October 1, 2016 and run through September 30, 2017. All the funds for the project will be part of WIOA PY 2016 funds.

Question #45: Can rental of facility be included in budget?

Answer: Yes. Occupancy costs can be included in your budget.

Question #46: Can leveraged funds be federal?

Answer: Yes. Leverage funds can be federal.

Question #47: Is there a percentage of administrative cost which can be applied to the total of cost?

Answer: This is a cost reimbursement contract. You need to list all your personnel costs, admin, direct/indirect must show cost allocation.

Question #48: If contracts are cost-reimbursement only, what is the turnaround time for payment to vendor once reimbursement request is received by Chicago Workforce Partnership?

Answer: The average turnaround time for contractor (provider) payment is 30 days.

Question #49: Please provide more detail on cost allocation plan. Will we be disqualified if we don't have one?

Answer: *If you do not have a cost allocation plan or a negotiated approved indirect cost rate, you must request approval from the Partnership to use the 10% De Minimis cost rate. This will limit all of your indirect costs related to your contract with the Partnership to 10%. You will have to use one of the three* *methods: Cost Allocation Plan (CAP), negotiated approved indirect cost rate or request approval to use the 10% De Minimis rate.*

Question #50: Page 38 of 47 asks for conflict of interest policy. Is that HR conflict or Finance?

Answer: The conflict of interest policy is typically associated with sub-contractors or contract employees.

Question #51: Equipment/Systems/Software Licensing – should the cost for "Career Connect" be included in the budget and information on other existing systems that are expected to be maintained (i.e., computers/laptops, business services software, etc.)?

Answer: Costs for Career Connect usage for WIOA Title I and other Partnership managed programs are covered by The Partnership.

Question #52: Please clarify how many budgets are required. Do we need to submit budgets for both adult and dislocated workers' funding streams and do we submit a total budget and explain the cost allocations in the narrative?

Answer: Please use the budget forms provided on the website. Respondents should submit a <u>budget and budget narrative for each funding stream</u> that you propose to serve:

- Adult
- Dislocated Worker

Question #53: AG990 does not have a tab, but it is requested in the fiscal narrative response. Is that the tab I should include it in? Or in its own tab

Answer: Please include it and mark separately with the fiscal attachments.

Question #54: If an attachment is not applicable, do you want us to still include it with N/A?

Answer: Please mark N/A and explain why it is not applicable.

Question #55: Is the fiscal narrative separate of program narrative?

Answer: Yes. The responses to the fiscal questions are not part of the program narrative response and are not counted toward the 25 page limit.

Question #56: Is there a cap on Indirect Cost/G&A?

Answer: There is no cap on indirect G&A. However proposals will be evaluated on their overall cost-effectiveness. Organizations who have an approved indirect rate must submit proof of the indirect cost rate.

Question #57: The proposal indicates that minimum funding is $200,000. Is there a maximum amount?

Answer: No. There is no maximum set amount.

Question #58: Do formal collaborations need to submit all of the historical financial documents for each partner, even the ones which are not the led fiscal agent?

Answer: No. The Partnership only needs the financial documents from the fiscal agent.

Question #59: On page 6 of the RFP states that funding is to be combined with the Adult funding plus Dislocated Worker funding plus agency leveraged funds. Does this mean a cash match from the agency is required or can the agency leverage other resources, such as cost of rent, for example?

Answer: This does not necessarily mean cash match. Leveraged funds may include space, personnel and/or, supportive services or other special programming available to participants.

Question #60: Can you define "Leveraged dollars"? What is the accounting responsibility to show use of these dollars? What about DCEO dollars for incumbent and OJT's? Leveraged dollars?

Answer: Leveraged funding is money and or resources that you have from another source that support an element of your program. For example an organization may receive funding form a foundation to provide financial literacy training. If WIOA customers will benefit from the financial literacy training, then that program constitutes leveraged funds. Agencies will need to keep track of all funds and record costs according to your allocation plan. The Partnership will conduct fiscal monitor that traces costs to your general ledger. Agencies receiving WIOA money from DCEO should ask DCEO if customers can be co-enrolled with the local WIOA formula funds.

Question #61: Must we deliver the RFP to The Partnership by hand/in person? Or should it be mailed?

Answer: Either hand deliver or mail delivery of the proposals is acceptable as long as the proposal arrives before the due date and time.

Question #62: The proposal can only be submitted in MS Word? Can we submit a .pdf instead?

Answer: Yes, both PDF and/or Microsoft Word are acceptable.

Question #63: Do we need to submit a flash drive with each set, or just with the original?

Answer: Only 1 electronic copy is needed with your submission.

Question #64: Should we number all pages sequentially? (By hand, since there are attachments, pdfs, word docs, etc.)

Answer: The 25 page limit refers to the program narrative response. Attachments and response to fiscal questions can be numbered by hand or identified by attachment labels. Please use tabs to identify the attachments.

Question #65: Should we leave questions or just letters/numbers in the narrative?

Answer: Respondents can re-write part of the question with key words or identify the question number in their response.

Question #66: Is the Partnership contact person identified in the RFP the only one who can accept the proposals? Will she be there all next week?

Answer: The Partnership will have several people available to receive proposals and issue receipts.

Question #67: Can you clarify the page limit for narrative in RFP? It appeared fiscal questions were included in 25 page limit, Answer: The program narrative is 25 pages that does not include the fiscal response, or any attachments.

Question #68: Can respondents include attachments in addition to those requested? For example, ROI report, supplemental performance information, etc.

Answer: Yes. Additional data or relevant information regarding a respondent's performance or ability should be included and is encouraged.

Question #69: Regarding Grant History form, we don't have any workforce funders. We have general operating grants/funds that support the program. Do we need to put those on Grant History Form??

Answer: Yes.

Question #70: Are letters of support accepted/recommended or encouraged?

Answer: Letters of support that show true commitment to hire from employers or document true collaboration are acceptable.

Question #71: From page 35 of 47, it asks for data from past 3 years. Is it just for Chicago Cook Workforce Partnership past data or all federal funders?

Answer: Please select the most relevant workforce development contracts for the past 3 years. If you have multiple contracts, select the four most relevant per year. If you do not have workforce development contracts, please select other federal funded contracts.

Question #72: Please provide examples of appropriate references. Would one-stop centers be considered?

Answer: Appropriate references are typically from previous funders of your program or someone who can attest to your workforce development experience or expertise serving the target community or population. Please inform your references, that The Partnership may be contacting them for a reference.

Question #73: Can you please be more specific about the "sliding clasp" requirement for grant submittal? The term "sliding clasp" returns zero results on office supply web pages and it is unclear how this grant should be packaged.

Answer: The Partnership does not want to receive 3- ring binders. Please make sure your proposals are fastened with a 2-hole clasp or binder clip on the left side.