



## Request for Proposals

### **Youth Workforce Investment Activities**

Under the

### **Workforce Innovation and Opportunity Act**

Macomb/St. Clair Workforce Development Board

VerKuilen Building

21885 Dunham Rd. Suite 11

Clinton Township, MI 48036

Response Due Date: April 23, 2021 by Noon EST

Small and minority business, and women's business enterprises are encouraged to apply.

*Macomb/St. Clair Michigan Works! is an equal opportunity employer/program. A proud partner of the American Job Center Network. Supported in part by state and/or federal funds. Auxiliary aids and services are available upon request to individuals with disabilities. TTY #711*



**Young  
Professionals**  
*Educate • Empower • Employ*

## Request for Proposals

### **Youth Workforce Investment Activities**

#### **1. INTRODUCTION**

The Macomb/St. Clair Workforce Development Board, Inc. (M/SCWDB), a non-profit equal opportunity employer/program, is part of a comprehensive workforce development system identified as Michigan Works! agencies. Supported with funding from the State of Michigan Labor and Economic Opportunity, Michigan Works! Career Centers offer services designed to help business connect with a skilled workforce and to help job seekers access meaningful employment and careers.

The M/SCWDB administers federal employment and training programs in four Michigan Works! Career Centers in Macomb County and one Career Center in St. Clair County. The Michigan Works! Career Centers serve as access points for job seekers and the business community to use an array of employment-related services and tools. Job seekers looking for a first job or a better job, individuals facing a career transition, or seeking new skills can turn to Michigan Works! Programs and activities designed to assist job seekers include no-cost assistance in creating résumés, job search strategies, mastering interviews, job fairs, veteran's employability boot camp, career navigation resources and connections to community services.

Opportunities for job seekers to receive tuition assistance for vocational training to update existing skills or to obtain new skills in demand occupations are available to eligible individuals. On-the-job training (OJT) is also available for individuals who need to master new or specialized skills for a specific job.

The Business Services team, all certified Business Solutions Professionals, are a resource for connecting employers with top talent and offer recruitment, assessment and screening for employers.

Programs currently accessible through the Macomb/St. Clair Michigan Works! Career Centers include Wagner-Peyser Employment Service, State of Michigan Vocational Rehabilitation Services, Partnership, Accountability, Training and Hope (PATH) for public assistance recipients, Trade Adjustment Assistance, Senior Community Service Employment Program, Veteran Employment Services, Business Services, and

Workforce Innovation and Opportunity Act (WIOA) Adult, Youth, and Dislocated Worker services.

## **2. BACKGROUND**

The Workforce Innovation and Opportunity Act (WIOA) is the primary federal legislation and funding stream that supports the nation's public workforce system. This comprehensive legislation is designed to strengthen and improve the public workforce system and help Americans, including individuals with disabilities, access high quality jobs and careers and help employers hire and retain skilled workers. The goal is to improve job and career options for the nation's workers and job seekers through an integrated, job-driven public workforce system that links diverse talent to businesses. The WIOA promotes the use of career pathways and sector partnerships to increase employment in in-demand industries and occupations. The revitalized workforce system seeks to improve access to high quality career services, education, and training through a one-stop service delivery system, known as the American Job Centers (AJC). In Michigan, the AJCs are operated as Michigan Works! Career Centers.

At the State level, the WIOA establishes unified strategic planning across "core" programs, which include Adult, Dislocated Worker and Youth programs; Adult Education and Literacy programs; Wagner-Peyser Employment Service; and the Rehabilitation Act programs.

The U.S. Department of Labor (USDOL) award the States with annual allocations by formula for the WIOA Title 1 Workforce Development Activities for Adult, Dislocated Worker, and Youth programs. The States in turn, distribute by formula, allocations to the local areas for the three programs for the provision of employment, education, and training services.

The purpose of the WIOA Youth Services is to assist young adults, ages 14-24, who face significant barriers to success in the labor market, by providing resources and support to overcome those barriers and successfully transition to self-sufficient adulthood. The WIOA prioritizes program services to out-of-school youth during a time when large numbers of young people are neither working nor in school as they face many challenges during the transition to adulthood.

The funding is intended to provide comprehensive interventions with an increased focus on work-based learning and building career paths that support preparation for post-secondary education and employment opportunities, the attainment of education and/or skills training credentials, and obtainment of employment with career opportunities.

WIOA Youth funding is used to provide activities and services to support eligible young adults with a focus on:

- Attainment of a high school diploma or equivalent or a recognized post-secondary school credential

- Preparation for postsecondary education and training opportunities
- Career readiness for unsubsidized employment
- Effective connections to employers

### 3. SOLICITATION- REQUESTS FOR PROPOSALS

The M/SCWDB is seeking competitive proposals from interested and qualified agencies, public or private corporations, community-based organizations, governmental units, and others to develop and implement youth workforce investment activities under the WIOA. The purpose of this solicitation is to identify and fund one qualified service provider to deliver services to young adults in three Michigan Works! Career Centers in Macomb County (plus one satellite office) and to identify and fund one qualified service provider to deliver services to young adults in the one Michigan Works! Career Center in St. Clair County.

Respondents proposing to provide services in Macomb County must be prepared to operate and staff Career Center locations in Clinton Township, Mt. Clemens, and Warren, plus one satellite office in Roseville. Proposals for operation in a single Macomb County Career Center will not be reviewed or evaluated. Respondents may choose to provide services in both counties; however, a separate budget and application is required for each county of proposed service. The M/SCWDB will provide office space for contractor staff, basic office equipment, office telephone, computers and general office supplies for contractors housed in Michigan Works! Career Centers. These costs should not be included in the bidder's budget. It should also be understood that at this time with the uncertainty of the pandemic and what the future might hold, bidders should plan on virtual and/or hybrid services.

Contractor staff will be identified as staff of Macomb/St. Clair Michigan Works! and will be reflected as such on name badges, business cards, correspondence etc. Contractor staff will also be subject to the Macomb/St. Clair Michigan Works! workplace policies.

#### **Macomb/St. Clair Michigan Works! Locations**

<b>Michigan Works! Career Centers in Macomb County</b>			
43630 Hayes Suite 250 Clinton Township 48038	75 N River Rd Mount Clemens 48043	27850 Van Dyke Warren 48093	15950 Twelve Mile Rd Roseville 48066  satellite office

<b>Michigan Works! Career Center in St. Clair County</b>
100 McMorran 6th Floor Port Huron 48060

### **Contract Period**

Contracts resulting from this RFP will begin with the 2021 Program Year (PY) starting July 1, 2021 and ending June 30th, 2022. The M/SCWDB reserves the right to extend contracts and negotiate new budgets on an annual basis for two additional years based on need, performance, and available funding.

### **Estimated Funding**

Actual WIOA funding allocations have not yet been awarded for PY 21. The actual amount of funding available to serve young adults during the RFP period is expected in April 2021 following release of youth funding allocations from the State of Michigan Labor and Economic Opportunity. The M/SCWDB is estimating \$1,650,000 to be available for contracts awarded under this RFP. The award of any contract based on proposals received in response to this RFP is contingent upon the receipt of adequate federal funding allocations.

### **Participant Eligibility**

To participate in Young Professionals activities, young adults must meet the following WIOA eligibility requirements at the time of eligibility determination:

- A resident of Macomb or St. Clair Counties *or* be a student at a secondary school in Macomb or St. Clair Counties through school of choice.
- U.S. citizen or eligible non-citizen.
- Comply with Selective Service requirements, if applicable.
- Meet specific qualifying conditions based on school status.

### **School Status Determination**

- School status is based on the status at the time of eligibility determination as either out-of-school youth (OSY) or in-school youth (ISY).
- School status does not change during the period of enrollment.

### **OSY**

The following are not considered schools for the purpose of WIOA eligibility:

- Providers of Adult Education under Title II of WIOA
- YouthBuild
- Job Corps
- High-school equivalency programs and
- Dropout re-engagement programs, except for programs funded by the public K-12 school system, which are considered in-school.
- Enrollment in non-credit-bearing postsecondary education classes is considered OSY.

## ISY

- Young adults who are homeschooled, in alternative education, or virtual learners.
- Young adults enrolled in secondary education.
- Individuals enrolled in any credit-bearing postsecondary education classes.

Other eligibility criterion is defined separately for OSY and ISY.

- OSY include 16-24 years of age.
- ISY include 14-21 years of age.
- There are no income requirements for the majority of eligible OSY, with two exceptions.
- All ISY must meet low-income guidelines.
- Barriers to education and employment vary slightly for OSY and ISY.

## OUT-OF-SCHOOL YOUTH ELIGIBILITY

- Not attending any school (as defined under State law)
- Not younger than age 16 or older than age 24 at time of enrollment AND meets one of the following conditions:
  - A school dropout – left secondary school without a high school diploma or equivalent.
  - Is within the age of compulsory school attendance but has not attended school for at least the most recent complete school year calendar quarter.
  - An offender
  - A homeless individual, a homeless child or youth, or a runaway
  - An individual in foster care or who has aged out of the foster care system, or who has attained 16 years of age and left foster care for kinship guardianship or adoption.
  - Pregnant or parenting
  - An individual with a disability

OR

- A low-income\* individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

OR

- A recipient of a secondary school diploma or its recognized equivalent who is a low-income\* individual AND is basic skills deficient or an English language learner.

Except for the last two conditions above, low-income status is not required for OSY eligibility. Low-income status IS required for ISY eligibility.

The definition for ‘an individual who requires additional assistance’ is on page 8.

## IN-SCHOOL YOUTH ELIGIBILITY

- Attending school (as defined by State law), including secondary and postsecondary school.
- Not younger than age 14 or older than age 21 (unless an individual with a disability who is attending school under State law) at time of enrollment.
- Is a low-income\* individual.  
AND meets one of the following conditions:
  - Basic skills deficient
  - An English language learner
  - An offender
  - A homeless individual, a homeless child or youth, or a run away
  - An individual in foster care or who has aged out of the foster care system, or who has attained 16 years of age and left foster care for kinship guardianship or adoption.
  - Pregnant or parenting
  - An individual with a disability

The definition for basic skills deficient is on page 10.

### Low-income definition

\*In general, the term “low-income individual” means an individual who-

1. Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, federal, state or local income-based public assistance.
2. Is in a family with a total family income that does not exceed the higher of
  - a. The poverty line or
  - b. 70% of the lower living standard income level, for an equivalent period

Size of Family	Income Guideline
1	\$12,760
2	\$17,240
3	\$22,451
4	\$27,716
5	\$32,706
6	\$38,257

For a family of more than 6 members, add an additional \$5,551 for each individual

3. Qualifies as a homeless individual as defined in the Violence Against Women Act of 1994 or

4. Qualifies as a homeless child or youth as defined in the McKinney-Vento Homeless Assistance Act or
5. Is eligible to receive free or reduced-price lunch under the Richard B Russell National School Lunch Act. (Based on an individual student's eligibility and not whole school receipt of free or reduced-price lunch)
6. Is a foster child on behalf of whom State or local government payments are made OR
7. Is an individual with a disability whose own income meets the income requirement of clause 2, but who is a member of a family whose income does not meet this requirement.

The M/SCWDB has determined that the following definition of an **'individual who requires additional assistance to enter or complete an educational program or to secure or hold employment,'** shall apply to OSY. The M/SCWDB will not utilize the 5% allowance to enroll ISY with this barrier.

An OSY (16-24 years old)

- With a high school diploma or equivalent that requires additional education or training to obtain or retain employment that leads to self-sufficiency, as demonstrated by:
  - no previous work history **or**
  - work experience is limited to entry level positions **or**
  - lacking marketable skills in a demand occupation **or**
  - has held two or more jobs within a six-month period **or**
  - has been terminated from a job within the last 6 months.
- Has a currently incarcerated parent or guardian.
- Has previously been placed in out of home care, i.e., foster care, group home, or kinship care.

## **PROGRAM SPECIFICATIONS**

### **Program Design**

It is the goal of the M/SCWDB to prepare young adults for postsecondary education and workforce readiness leading to employment opportunities in in-demand industries and emerging occupations. Providing accessibility and resources for career preparation, academic skills, and occupational skills will increase the likelihood for employment with wages to sustain economic self-sufficiency and lead to better life outcomes. Reaching these goals will contribute to the vision of the M/SCWDB to prepare young talent as a skilled, productive workforce to meet the demands of employers doing business in a global economy.

To help promote and strengthen the identity of the WIOA Youth Services locally, the M/SCWDB brands youth programming as Michigan Works! Young Professionals. This

branding incorporates the goals and principles of the legislation to educate, empower, and employ young adults. Michigan Works! Young Professionals are young adults engaged in activities and education that lead to employment, careers, and self-sufficiency.

The M/SCWDB's vision for Michigan Works! Young Professionals is to increase the number of young adults entering the labor market who demonstrate strong workforce preparedness with the basic academic, personal, and vocational skills required to compete in the job market and to become productive citizens. This is accomplished by assessing individual skills, interests, needs, and personal goals; creating customized service plans in collaboration with each young adult; and expanding the young adult's connection to and understanding of the local economy, educational opportunities, and available community services. The Young Professionals model requires a continuum of service with comprehensive case management and guidance to meet the individual needs of participants. A successful bidder will demonstrate the ability to design, coordinate and deliver activities and services for eligible young adults that promote preparation for postsecondary educational and employment opportunities, attainment of education and/or skills training resulting in recognized credentials and obtainment of employment with career opportunities. A successful proposal will also demonstrate the ability to deliver the core activities outlined below.

### **Outreach and Recruitment**

Participant recruitment and outreach to identify potentially eligible young adults is the responsibility of the contractors. Although, the Michigan Works! system will assist with the promotion of the services available through Young Professionals and refer age-appropriate individuals, the contractor must be prepared to market outside the system to reach enrollment goals. Connections with community-based organizations, public school districts, adult education, faith-based organizations etc. are crucial for recruitment. The closing of the career centers during the pandemic required services to be offered virtually or remotely. Without the flow of customers trafficking through the centers, internal referrals have been significantly reduced. The challenge of reaching potential participants from within the Michigan Works! system has greatly impacted the ability to enroll eligible participants. Outreach is seen as such a critical component that a staff position dedicated to this task is included in the budget. New contractors will also be required to continue services to currently enrolled participants who are "carried-in" to the next program year.

### **Orientation**

An orientation should offer an introduction to the opportunities and activities available through the Young Professionals, the eligibility requirements, suitability, and how to apply for services. The complete services available within Michigan Works! should also be shared.

### **Intake and Eligibility Determination**

The WIOA requires participants to meet certain eligibility criteria. Contractors will be responsible for determining eligibility and collecting all documentation required by federal regulations. Eligibility determination and suitability for services must be made prior to enrollment and the receipt of WIOA funded services. The M/SCWDB will verify eligibility for final approval. Training for this requirement will be provided by the M/SCWDB. Suitability determination is a critical element contributing to success. Ideally, young adults who need assistance in meeting education and career goals, are motivated and committed to putting forth the effort to improve their situation.

Applicants who do not meet eligibility or who are not suitable for enrollment must be referred to other services offered by Michigan Works! or provided information and referrals for other community organizations or resources capable of assisting them.

### **Objective Assessment and Individual Service Strategy (ISS)**

Contractors must conduct an objective assessment of each young adult recruited for the Young Professionals. The objective assessment reviews the basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, academic levels, and other needs of the individual. Assessments also include consideration of the young adult's strengths. The results of the participant's assessment are used to develop and update, as needed, an individualized, written plan that includes short and long-term goals. This plan is referred to as an Individual Service Strategy.

With the young adult as an active participant of the plan, the ISS identifies a career pathway that include appropriate services to assist individuals in reaching their education and employment goals. The ISS is directly linked to one or more indicators of performance.

### **Basic Skills Deficient**

All individuals must be assessed to determine their level of basic literacy and numeracy skills. If determined basic skills deficient, steps to improve educational functioning should be included in the participant's ISS. An assessment of basic skills deficiency also meets one of the qualifying conditions for a low-income ISY and for a low-income OSY with a high school diploma or its equivalent. Basic skills deficient is defined below. The second bullet is a locally defined definition.

- An individual with English reading, writing, or computing skills at or below the 8<sup>th</sup> grade level.  
OR
- An individual that is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family or in society. This is further defined as an individual who:

- computes, reads, writes, or speaks English at a grade level of 8.9 or below as determined by a standardized assessment which includes: Test for Adult Basic Education (TABE), Comprehensive Student Assessment System (CASAS), Wonderlic General Assessment of Instructional Needs (GAIN), or Massachusetts Adult Proficiency Test (MAPT).
- is an English language learner who has limited ability in speaking, reading, writing, or understanding the English language, and whose native language is a language other than English; or who lives in a family or community environment where a language other than English is the dominant language.
- is enrolled in Adult Education or other community instruction classes for English language acquisition, adult basic education, high school completion or high school equivalency instruction.
- is referred to Michigan Works! by an Adult Education provider as an individual who within the previous six weeks participated in Adult Education for English language acquisition, adult basic education, high school completion or high school equivalency instruction.
- self identifies as a non-reader or non-writer of the English language.
- lacks a high school diploma or equivalency and is not enrolled in secondary education.
- is enrolled in secondary education but is lacking .5 or more credits at the rate required to graduate on time.
- is enrolled in secondary education with a grade point average of less than 2.0.
- graduated from secondary education with a certificate of completion and not a high school diploma.
- with an Individualized Education Plan (IEP) while attending secondary education.

The Comprehensive Adult Student Assessment System (CASAS) Reading Goals and CASAS Math Goals is a National Reporting Standards (NRS) approved assessment utilized by the M/SCWDB. The assessment is proctored and scored through a partnership with a local adult education provider for all Macomb/St. Clair Michigan Works! customers. The contractor(s) for the Young Professionals shall also have one staff in each county trained to proctor and score this assessment. The M/SCWDB has found that a dedicated tutor for the Young Professionals is essential to assisting individuals increase their reading and math skills and the position is included in the minimum staffing levels.

### **Case Management**

The program design incorporates a comprehensive case management approach that is participant-centered, facilitates positive youth development and extends from recruitment through follow-up. Essentially a problem-solving approach, case

management is a process for assessing needs, setting goals, determining which services are needed and providing assistance finding and accessing those services. It includes coordinating the provision of services and activities and offers a continuity of service while supporting individuals with successful completion and positive outcomes. This process provides an opportunity for staff to build a trusting relationship with the young adult and develop working relationships with key partners to assist in meeting their objectives. Recognizing that individuals have often experienced different types of trauma in their lives, bidders should consider applying a trauma informed approach into their case management model.

### **Program Elements**

The WIOA requires fourteen program elements (activities) that must be made *available* to all participants. Specific services and activities provided to individuals will be determined by each participant's unique objective assessment and outlined in the individual service strategy. Bidders do not need to provide all the services themselves but must demonstrate access to these services as needed for enrolled participants in their proposal. If a required program element is not provided by the bidder, the bidder must state who they will partner with to provide the service and how the participant will access the required element. Where needed, Memorandums of Understanding should be in place. Options to subcontract services must be approved in advance from the M/SCWDB.

The program model and required program activities offer services that can be grouped around six core areas: education, career preparation, job readiness, work experience, youth development, and additional supports. The number for the corresponding program element(s) is listed for each core area.

- Educational & Training Services/Credential Attainment 1, 2,4, 5
  - Tutoring
  - Study skills training
  - Instruction and evidence-based drop-out prevention strategies that lead to a high school diploma or equivalent or a recognized postsecondary credential.
  - Alternative secondary school services or dropout recovery services
  - Occupational skills training
  - Education offered concurrently with workforce preparation and training for a specific occupation.
- Career Preparation 13, 14
  - Labor market information
  - Decision making
  - Postsecondary preparation and transition activities
- Job Readiness -basic and foundational skills for the workplace 13
  - Communication
  - Managing conflict
  - Critical thinking

- Collaboration/teamwork
- Résumé development
- Interview skills
- Work Experiences that have an academic and occupational education component that include: 3
  - Summer employment and other employment opportunities available throughout the year
  - Pre-apprenticeship programs
  - Internships and job shadowing
  - On-the-job training (OJT)
- Youth Development 6,8,11,12
  - Leadership development
  - Financial literacy education
  - Entrepreneurial skills training
  - Adult mentoring
- Supporting Youth 7,9,10
  - Comprehensive guidance and counseling
  - Follow-up services
  - Supportive services

The fourteen required program elements specifically identified in the WIOA that must be made available to all participants based on their ISS are:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that leads to completion of the requirements for a high school diploma or its equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or a recognized postsecondary credential.
2. Alternative secondary school services, or dropout recovery services
3. Paid and unpaid work experiences that have an academic and occupational education component which may include:
  - *Summer employment and other employment opportunities throughout the year*
  - *Pre-apprenticeship programs*
  - *Internships*
  - *Job shadowing*
  - *On-the-job (OJT) training opportunities*
4. Occupational skills training with priority considerations for training programs that lead to recognized postsecondary credentials that are aligned with demand in the local area.
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.

6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive and social civic behaviors.
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 completion of the participation
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral.
11. Financial literacy education
12. Entrepreneurial skills training
13. Services that provide labor market and employment information about in-demand industry sectors or occupations in the local area, such as career awareness and career exploration.
14. Activities that help youth prepare for and transition to postsecondary education and training.

### **Talent Tours**

Talent Tours introduce young adults to available career paths through a behind the scenes look into demand occupations and industries. Talent Tours provide exposure and orientation to various career opportunities on-site at an employer's business or can be offered at a simulated workplace providing hands-on experience or through employer presentations. Highlighting an average day on the job, this activity should help young people understand employer education and training requirements necessary to secure employment and offer an opportunity to see real life application of course work. Virtual talent tours may be offered. Contractors should plan on offering at least two Talent Tours each program year. In-person events may be held dependent on public health policies at the time.

### **Supportive Services**

Special needs that require additional funds to enable an individual to successfully participate in WIOA activities or to remove or reduce barriers that prevent a participant from successful goal attainment (and when not available from other resources) may be paid for by the M/SCWDB through an internal procedure.

It is often more timely and efficient for the contractor to have the ability to issue supportive service payments in-house in lieu of relying on M/SCWDB internal procedures for supportive service payments. Following the supportive services policy of the M/SCWDB, contractors will have the option to invoice separately for approved supportive service payments as a cost outside of the contract budget.

## **Incentives**

The M/SCWDB recognizes the need to enhance the experience of young adults in activities which support the achievement of individual and programmatic short and long-range goals. Such support may take the form of an incentive with opportunities for participants to earn money or awards when the incentives are tied to tasks or assignments related to an identified goal to help them reach education and employment goals and to reward success. The M/SCWDB will manage disbursement of these funds and bidders should not include these costs in their budgets.

## **Business Services**

The WIOA emphasizes work-based learning experiences for young adults. These are structured opportunities for young adults to learn and engage in career opportunities that include education and employment activities. At least twenty percent of local funds must be used for work experiences, such as summer and year-round employment, pre-apprenticeship, on-the-job training (OJT), internships, and job shadows. Work experiences provide young adults with opportunities for career exploration and skill development. The ability to develop and maintain business partnerships in a collaborative effort to offer young adults exposure to the world of work and work training opportunities is essential.

Bidders will need to budget for two Business Account Managers in Macomb County and one in St. Clair County who will work with employers in the development of work-based learning opportunities that match the skill and interests of participants and address the specific needs of both the participant and employers. These individuals should be able to engage employers and develop relationships that promote employer hiring of young adults and offer occupational opportunities. They will need to develop placements and job shadow experience within various career paths with a variety of business partners. This staff person shall be a certified Business Solutions Professional or attain the certification within one year after hire. They will also be an integral member of the Michigan Works! Business Services team.

The M/SCWDB will provide wages and worker compensation coverage for participants engaged in approved paid work experience. Approval for work experience locations must be approved by the M/SCWDB prior to placement of participants. A PWE Worksite Application is used for this purpose. Union concurrence may be necessary for those work experiences where a collective bargaining unit exists.

The M/SCWDB will also offer up to fifty percent wage reimbursement to employers hiring eligible young adults and providing new skills training as OJT activities. The M/SCWDB will manage disbursement of OJT payments to employers and paid work experience wages to participants. Bidders should not include these costs in their budget.

### **Occupational Skills Training**

Individual Training Accounts (ITAs) with tuition assistance is available for eligible participants enrolled in approved training. Training must lead to a recognized credential and preparation for employment in a demand occupation based on the participant's career or employment goal. The M/SCWDB will manage disbursement of ITA payments and bidders should not include these costs in their budget.

### **Follow-up Services**

Contractors are required to provide at least twelve months of follow-up services following program exit. Regular contact with the participant must be maintained to assess the individual's need for continued assistance to ensure successful transitions to education and employment. In what can be described as "alumni services", follow-up includes a range of approaches that continues the support of a trusting relationship, provide supportive services, and may include addressing job or school related issues; labor market and employment information such as career awareness, career counseling, career exploration and activities that help young adults prepare for and transition to postsecondary education and training; adult mentoring, and financial literacy education. A unique staff position will be allowed in Macomb County for retention purposes.

### **Performance Accountability**

The WIOA establishes common performance measures across the core programs to assure the effectiveness in achieving positive outcomes for individuals served by those programs. Bidders must determine strategies to meet these measurements. Contractors will commit to the M/SCWDB goals set for PY 20.

<b>Employment Rate 2nd Quarter after Exit:</b> % of participants in education or training activities or in unsubsidized employment.	85.5%
<b>Median Earnings 2nd Quarter after Exit:</b> Median earnings of participants who are in unsubsidized employment.	\$3,997
<b>Employment Rate 4th Quarter after Exit:</b> % of participants in education or training activities or in unsubsidized employment.	83.1%
<b>Credential Attainment:</b> % of participants who obtain a postsecondary credential or a high school diploma or its equivalent during participation or within one year after exit from the program. Participants who obtain a high school diploma or equivalent must additionally be employed or enrolled in education or training leading to a postsecondary credential within one year after exit.	80.2%

<b>Measurable Skills Gain:</b> % of participants who, during a program year, are in an education or training program that leads to a postsecondary credential or employment and who are achieving a measurable skill gain toward such credential or employment.	51.9%
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### **Contractor Goals**

In addition to federal performance measures, the M/SCWDB will set real-time quantifiable goals with contractors. These measures will be negotiated with the contractor and may be outcome and/or activity based.

### **Capacity Level**

Programming is designed to operate under an open-entry/open-exit format. An individual becomes a participant upon completion of eligibility determination, an objective assessment, an ISS, and has received one of the fourteen program elements. The M/SCWDB expects the Macomb County contractor to maintain a capacity level of 360 participants and the St. Clair County contractor to maintain a capacity of 75 participants. As participants exit the program and transition to follow-up services, new eligible participants will be enrolled. Twenty percent of the enrollments may include ISY unless the M/SCWDB indicates otherwise. If a new service provider(s) is selected they will be responsible for continuing services to currently enrolled participants.

### **Hours of Operation**

The Macomb/St. Clair Michigan Works! Career Centers are open Monday through Friday from 8:00 a.m. to 5:00 p.m. Staff of the Young Professionals is expected to work primarily during these hours however, the nature of working with young adults may necessitate working hours outside of this schedule. On the date of the RFP release, the career centers remain closed to the public. The centers have limited staff that are assigned on a rotating basis. The centers are closed on the following State of Michigan holidays:

Independence Day	Labor Day	General Election Day (even years)
Veterans Day	Thanksgiving Day	Day After Thanksgiving
Christmas Eve	Christmas Day	New Year's Eve
New Year's Day	Memorial Day	

### **Participant File Maintenance**

The Michigan Works! One-Stop Management Information System (OSMIS) is the participant registration and reporting system required by the State of Michigan Labor and Economic Opportunity for statewide participant tracking. Contractors will use this system to record eligibility and enrollments, to outline and update individual service

strategies, to document assessments, participant activities, status changes, and outcomes.

Maintaining case notes of participant contact, interactions, and activities of the participant, progress, and methods to resolve barriers, is important documentation that provides a record of services. Accurate and timely data entry in OSMIS is essential for performance indicators on both a state and local level, in addition to individual contractors. Training on use of the OSMIS will be provided by the M/SCWDB.

Additionally, the M/SCWDB utilizes Salesforce Customer Relationship Management (CRM) as a tool for managing interactions with our business customers. Business Account Managers will use this system to record their contact with business including entering all OJT, PWE placements and business services provided. Salesforce CRM features include contact management, task management, opportunity tracking, analytics, and reports.

### **Proposer Staff**

Viewed as advocates for young adults, the nature of this project requires dedicated staff that will make a personal commitment to the success of each young adult participant. Responsibilities demand professional staff members trained to perform a number of tasks related to case management, career planning, life planning, and employer engagement.

To deliver quality service to participants, adequate staffing of the Young Professionals is required. Experienced case management staff shall have certification as a Global Career Development Facilitator (GCDF) or will obtain the credential within one year of hire. Experienced business services staff shall have certification as a Business Solutions Professional (BSP) or will obtain the credential within one year of hire. It is also preferred that case management and business services staff have a bachelor's degree in human services or a related field. Other staff should have education/training or specific experience related to their positions.

The table below identifies the minimum staffing levels determined by the M/SCWDB as necessary to ensure the provision of high-quality service and to effectively meet the demands of this proposal. An administrator or coordinator need not be on site but should be available to provide guidance when needed. These positions are not included in the minimum staffing level. Bidders should consider if additional staff is required to effectively implement their program design. Additions must be reflected in the application and budget. Job openings must be posted on Pure Michigan Talent Connect.

Macomb County	Staff
75 North River Road Mt. Clemens	3 Case Managers/ Career Planners 1 Tutor 1 Outreach/Recruitment
43630 Hayes Road Clinton Township	1 Supervisor 1 Follow-up/Outcome 2 Case Managers/Career Planners 1 Program Support/Clerical 1 Business Account Manager
15950 Twelve Mile Road Roseville	1 Case Manager/Career Planner
27850 Van Dyke Warren	3 Case Managers/Career Planners 1 Business Account Manager
St. Clair County	Staff
100 McMorran Boulevard, 6 <sup>th</sup> Floor Port Huron	2 Case Managers/Career Planners 1 Case Manager/Career Planner/Tutor 1 Outreach/Program Support 1 Business Account Manager

The following skills and abilities should be considered when hiring staff for the Young Professionals:

- Be open minded and nonjudgmental with an awareness of youth culture.
- Able to advocate for, motivate, recruit, mentor, and engage young adults.
- Knowledge of assessment instruments with the ability to identify strengths and needs which will result in realistic occupational and academic goal setting.
- Able to assist participants in setting a personalized, comprehensive plan with actions steps to meet education, training, and employment goals.
- Able to recognize and address resolutions to employment, educational, personal, and social barriers.
- Knowledge of tools and methods for career exploration
- Able to facilitate and provide instruction in career preparation activities and work readiness skills including résumé preparation, internet and social media use in job search, application processes, interviewing skills, soft skills, and job retention.
- Knowledge of the local labor market and trends.
- Able to recruit and utilize adult mentors.
- Comfortable with public speaking.
- Strong customer service skills.
- Able to complete and maintain accurate participant records and data.

- Able to work collaboratively with other Michigan Works! contractors, community organizations, training institutions and employer partners.
- Will always represent the Michigan Works! system in a professional manner with the ability to market and promote all Macomb/St. Clair Michigan Works! job seeker and business services, in addition to youth programming.
- Adequate computer skills to effectively manage documents and maintain accurate participants records and data using OSMIS and Salesforce.
- Adhere to professional standards of client confidentiality.

### **Training/Professional Development**

The M/SCWDB will occasionally facilitate meetings or training sessions for contractor staff. These meetings are designed to communicate local, state, and federal policies, best practices, local policies and to provide training to assist contractors in maintaining compliance. It is also expected that contractors will seek opportunities for staff to expand their skills or develop new skills with continued training and education through professional development. Specific training or topics should be identified.

### **Monitoring**

Contractors are subject to federal and state audits. Additionally, the M/SCWDB will conduct annual fiscal monitoring. Formal programmatic reviews will be conducted at least once each program year by the M/SCWDB. Monitoring and evaluation will also take place through review of OSMIS reports of enrollment activities, outcomes, case notes, and contractor monthly invoices.

### **Limitations**

This request for proposal does not commit the M/SCWDB to award a contract or to pay any costs incurred by the bidder in the preparation of the response submission. The M/SCWDB reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified sources, or to cancel this request for submission in part or in its entirety if it is in the best interest of the M/SCWDB to do so. The award of any contract based on proposals received in response to this request is contingent upon the receipt of adequate funding allocations.

### **Eligible Bidders**

The M/SCWDB will comply with all federal and state mandates governing service provider selection. To be considered for funding, public or private, for-profit, or not for profit entities must have and be ready to document the following:

- Adequate financial resources or the ability to obtain them.
- The ability to meet program design specifications at a reasonable cost.
- A satisfactory record of past performance.

- The ability to provide services that can lead to the achievement of the goals of the program.
- A satisfactory record of integrity, business ethics and fiscal accountability.
- Bidders must be registered on the “Federal Contractor Registry” (<http://www.sam.gov>).

### **Cost Reimbursement Contract**

Reimbursement for services and activities conducted as a result of an award and successful term negotiations will be implemented on a cost reimbursement basis. The proposed budget should reflect a one-year period. If granted a contract extension for a 2nd program year, a review of expenditures and an opportunity to adjust specific line items will occur at the completion of the first program year. Invoices are expected to be submitted monthly to the M/SCWDB.

- **Administrative costs** cannot exceed 6.5% of the total budget. The costs of administration are the costs associated with performing general administrative functions such as accounting, budgeting, financial and cash management; procurement and purchasing functions; property management, payroll, audit functions; general legal services functions; performing oversight and monitoring responsibilities; and travel costs incurred for official business in carrying out administrative activities or the overall management of the contract.
- **Direct program service costs** refer to personnel who are directly related to providing services to participants. This includes salaries, wages, fringe benefits, equipment, supplies, staff training, materials used by and for the participant, job placement services, and follow-up activities.

### **Profit and Program Income**

Public and private non-profit entities will be required upon completion of a contract to report their actual operational costs of the contract to the M/SCWDB by line item. If the M/SCWDB has paid the public or private non-profit entity more than the actual operational costs, the entity must return all revenues in excess of costs to the M/SCWDB.

Further, a private-for-profit entity must identify profit (fees or other revenue in excess of actual costs) in their line-item budget. In accordance with federal mandates that require assurances that profit is reasonable and allowable, the M/SCWDB requires profit to be based on the net cost of the contract, not to exceed 10%. Payment of profit will be tied to achieving contractor goals under an incentive plan that will be determined during contract negotiations.

Income earned by the service provider as a result of contracts entered into with the M/SCWDB is program income. Program income includes income from fees for services performed and from conferences, usage or rental fees, sale of commodities or fabricated

items, interest earned on funds, and reimbursed awards for public or private non-profit entities that were in excess of actual costs incurred in providing services. Program income in excess of contract costs will be returned to the M/SCWDB.

### **Accounting Methods/Procurement**

Reference to the Federal Regulations Operations relating to this RFP will be held to the standards identified in Federal Register Office of Management and Budget Volume 78, No. 248 Dated December 26, 2013, 2 CFR Chapter I, Chapter II, Part 200, et al.; Uniform Administrative Requirements, Cost Principles, and Audit Requirement for Federal Awards; Final Rule. <https://www.federalregister.gov/articles/2013/12/26/2013-30465/uniform-administrative-cost-principles-and-audit-requirements-for-federal-awards.aspx>

This requirement is part of a contractual agreement, to ensure M/SCWDB meets Federal Regulation for reporting of federal grants.

Invoicing for expenditures will include actual plus accrued expenses to be submitted monthly to the M/SCWDB with a final accounting to be made at the close of the contracting period.

There are specific uniform administrative requirements for the procurement of equipment, supplies, and/or services utilizing any State of Michigan Labor and Economic Opportunity funding source. Contractors must agree to follow the procurement policy outlined in Attachment A.

### **Assurances and Certifications**

The M/SCWDB assures and certifies that all programs and activities funded under WIOA will comply with the provisions of

- The Elliott Larsen-Civil Rights ACT (MCLA 37.2101 et seq.), 1976 PA 453 as amended;
- The Persons with Disabilities Civil Rights Act (MCLA 37.1101 et seq.), 1997 PA 220, as amended;
- The Whistleblower's Protection Act (MCLA 15.361 et seq.) 1989 PA 469
- Executive Order 11246m as amended by 113758 (41CFR Parts 60-64);
- The Rehabilitation Act of 1973, as amended, Sections 503 and 504 (29 USC 793 and 794), PL 93-112;
- The Americans with Disabilities Act of 1990 (42 USC 12101 et seq.,) PL 101-336;
- The Immigration and Nationalization Act of 1986 (8 USC 1324a), PL 99-603;
- The Age Discrimination Act of 1975, as amended (29 USC 621), PL 94-135;
- The Older Americans Act of 1965 as amended (47 USC 3001 and 3056 et seq.), PL 89 73
- The Family Medical Leave Act of 1993 (29 USC 2601), PL 103-3;
- The Pregnancy Discrimination Act of 1975 (92 Stat 2076), PL 95-555

- The Civil Rights Act of 1964, Titles VI and VII (42 USC 2000e seq.), PL 88-352
- The Civil Rights Restoration Act of 1991 (20 USC 1686-1688, 29 USC 706 and 709, 42 USC 2000 d-4a and 6107), PL 100-259;
- The Education Amendments of 1972, Title IX, as amended (USC 1681-1683);
- The Affirmative Action Provisions of the Vietnam Era Veteran's Readjustment Assistance Act, as amended (38 USC 4218), PL 72-74
- The Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act; CFR 29 Part 38

### **Grievance Policy**

The M/SCWDB subscribes to the policy of equal opportunity, and as such, maintains a formal grievance procedure to handle complaints of participants and service deliverers. Adherence to same is acknowledged by acceptance of a contract from the M/SCWDB. Refer to Attachment B.

### **Proposal Evaluation**

The bidder application is a preliminary mechanism used to determine the suitability of a bidder for funding. The review process involves:

**Preliminary Screening:** To be considered for funding the entire application must be completed in the format prescribed and received by the application deadline.

Responses must be comprehensive. Based on the response, an evaluation team will determine whether further consideration of the application is warranted.

**Follow-up/Fact Finding:** Upon analysis of the application and budget, additional information may be requested. Clarification questions require a written response from the bidder.

**Evaluation Process:** All proposals will be scored and ranked according to the evaluation criteria.

**Recommendation of Selection:** Recommendations will be made to the appropriate committee of the M/SCWDB and then to the full board of directors for final approval. The selected service provider(s) will then be invited to negotiate costs and contract terms.

Point values are indicated on the application. Proposals will be reviewed and rated in the following manner:

Criteria	Maximum points will be earned if respondent demonstrates:	Maximum Points
Organizational History and Experience  (Questions # 1, 2, 4)	<ul style="list-style-type: none"> <li>• the organization's mission aligns with the objectives of the Young Professionals.</li> <li>• a history of providing quality workforce development activities for young adults.</li> <li>• response to risk assessment questions indicate a low risk.</li> </ul>	15
Program Design and Operations  (Questions # 3-37)	<ul style="list-style-type: none"> <li>• program model is designed to lead to WIOA performance standards.</li> <li>• strategies with unique approaches are incorporated into the program design.</li> <li>• there is a clear strategy to identify and recruit eligible young adults.</li> <li>• action steps are clearly identified for each of the fourteen program elements.</li> <li>• a process for the development of career pathways is clearly defined.</li> <li>• the proposer is offering activities and services that are consistent with the RFP.</li> </ul>	91
Staff  (Question # 38)	<ul style="list-style-type: none"> <li>• staff have the expertise to implement and successfully execute the proposed project.</li> <li>• staff have relevant qualifications and experience needed to assess, mentor, and facilitate young adults towards successful completion of goals.</li> <li>• staff meet preferred education and experience.</li> </ul>	20
Cost Effectiveness/Budget  (Budget Attachment)	<ul style="list-style-type: none"> <li>• budget is thorough with accurate calculations of line items &amp; responsive to the requested format.</li> <li>• administrative budget is within allowable limitation.</li> <li>• profit margin is within allowable rate or is an eligible non-profit.</li> <li>• number of staff and their wage rates are appropriate for the scope of the project.</li> <li>• costs are justified and reasonable for the proposed activities/services.</li> </ul>	20
Completion of Application	<ul style="list-style-type: none"> <li>• application is responsive and comprehensive in all areas.</li> <li>• Three printed copies and a USB drive are submitted.</li> </ul>	5

### **Bidder Questions**

Potential bidders may ask clarifying questions regarding this RFP via email to Beth Diehl, WIOA Coordinator [beth@macomb-stclairworks.org](mailto:beth@macomb-stclairworks.org)

### **Proposal Submission/Deadline**

For consideration, all proposals must be sealed and received in the administrative office of the Macomb/St. Clair Workforce Development Board **No later than 12 Noon EST on Friday, April 23, 2021.**

John H. Bierbusse, Executive Director  
VerKuilen Building  
21885 Dunham Rd, Suite 11  
Clinton Township, MI 48036

Bids must be labeled "WIOA Youth Bid". The electronic date/time stamp recorded by the administrative staff at the M/SCWDB upon receipt of the proposal will indicate if a proposal was submitted on time. Proposals received prior to the due date will be time-stamped and secured until the scheduled bid opening time. There is currently limited in-person staffing at the administrative office. If you are hand delivering your proposal, it is recommended that you phone ahead to be sure a staff person is available to accept the proposal. 586-469-5220

- The "Application in Response" to the M/SCWDB RFP for Youth Workforce Investment Activities must be submitted as three printed copies plus an electronic copy in Word and Excel format on a flash drive.
- Proposals must be submitted in the legal name of the organization and signed by the individual with legal authority to enter a contract.
- Proposals received by the due date and time will be opened and recorded on Friday, April 23, 2021 at 2:00 p.m. in the administrative office of the M/SCWDB.
- Notice of awards will be made on or about May 21, 2021.