

# **HIGH COUNTRY WORKFORCE DEVELOPMENT BOARD**

**WORKFORCE INVESTMENT ACT**

**ADULT, DISLOCATED WORKER, &  
YOUTH SERVICES**

**REQUEST FOR PROPOSAL  
PROGRAM YEAR 2012**

**JULY 1, 2012 – JUNE 30, 2013**



**High Country Council of Governments  
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**Contents**

PURPOSE..... 3

    BACKGROUND..... 4

    ONE-STOP DELIVERY SYSTEM UNDER WIA ..... 5

    INSTRUCTIONS FOR SUBMISSION ..... 9

    TERMS OF SELECTION..... 10

    APPEAL PROCEDURES..... 10

GENERAL PROVISIONS AND REQUIREMENTS..... 12

    CASE MANAGEMENT AND SERVICE TRACKING SOFTWARE..... 14

    DATA VALIDATION ..... 14

    STAFF DEVELOPMENT..... 15

    STAFF/CUSTOMER RATIO..... 15

    BUSINESS SERVICES ..... 21

YOUTH: PROGRAM DESCRIPTION AND REQUIREMENTS ..... 23

    PROGRAM DESCRIPTION ..... 23

        COUNTIES TO BE SERVED - PROGRAM ALLOCATIONS ..... 23

        ELIGIBLE TARGET POPULATION ..... 24

    GENERAL REQUIREMENTS – OPERATION..... 25

    PERFORMANCE MEASURES ..... 27

ADULT AND DISLOCATED WORKER: PROGRAM DESCRIPTION AND REQUIREMENTS..... 29

    PROGRAM DESCRIPTION ..... 29

        COUNTIES TO BE SERVED - PROGRAM ALLOCATIONS ..... 29

        ELIGIBLE TARGET POPULATION ..... 30

        ADULT/DISLOCATED WORKER SERVICES TO BE PROVIDED THROUGH THE JOBLINK CAREER CENTER ..... 31

    PERFORMANCE MEASURES ..... 33

ATTACHMENTS ..... 35

PROPOSAL FORMAT AND REQUIRED FORMS ..... 39

    2012 WIA RESPONSE PACKAGE COVER SHEET ..... 40

    STATEMENT OF WORK NARRATIVE..... 41

    BUSINESS SERVICES ..... 43

    YOUTH SERVICES ..... 44

    ADULT /DISLOCATED WORKER SERVICES..... 47

    STATEMENT OF COMPLIANCE ..... 53

    JOB DESCRIPTIONS..... 60

## **PURPOSE**

The purpose of this Request for Proposal (RFP) is to solicit proposals from agencies that have expressed an interest in providing comprehensive Workforce Investment Act (WIA or the Act) services through the Intent to Bid Process for the operation of the WIA Title I (B) Youth, Adult, and Dislocated Worker Programs in the following counties of the High Country Workforce Development Board (HCWDB) service area: Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, and Yancey.

Youth Program, branded as Get *REAL* in the HCWDB region: Proposals are being solicited for comprehensive year-round Youth services for low income *in-school and out-of-school* youth ages 16-21 who meet WIA eligibility requirements. Offerors should propose to implement a case management concept that includes a combination of employment and training activities. Targeted activities include study skills training and dropout prevention activities, occupational skills training, paid and/or unpaid work experience, job shadowing opportunities, leadership development opportunities, supportive services, comprehensive counseling and guidance, academic enrichment activities with an emphasis on career/vocation exploration, promoting a strong work ethic, development of life skills and work readiness skills, adult mentoring and follow-up services for at least twelve months after exit from WIA services. Proposals should include strategies to promote educational attainment, employment, and self sufficiency.

The HCWDB is particularly interested in cost-efficient, collaborative efforts that result in better, more comprehensive, effective services to youth.

Adult and Dislocated Worker Program: Proposals are being solicited for core, intensive, and training services for eligible WIA Title I (B) adults and dislocated workers to be provided through local one-stop JobLink Career Centers. Offerors should propose to implement a case management concept that includes a combination of employment, training, and job retention services, as well as a process whereby adults and dislocated workers needing training are provided Individual Training Account vouchers and access to lists of eligible training providers.

Proposals should address innovative strategies that enhance a participant's ability to move into self-sustaining employment, resulting in an upwardly mobile career path and higher earnings potential. The provision of a full array of services should be included. Program designs should include proactive strategies to involve employers in the design of services; implementation of the program; and the delivery of services to both job seekers and businesses.

## **BACKGROUND**

The Workforce Investment Act of 1998 is the nation's principal workforce development legislation. Key components of WIA include the following: streamlining services through a one-stop service delivery system; empowering individuals through information and access to training resources; providing universal access to core services; increasing accountability for results; ensuring a strong role for local Workforce Development Boards and the private sector in the workforce investment system; facilitating state and local flexibility; and improving youth programs.

The WIA Interim Final Rules were published by the United States Department of Labor (USDOL) in the April 15, 1999 Federal Register and are available on the internet at <http://www.doleta.gov/usworkforce/wia/act.cfm>.

The North Carolina Strategic Five-Year Workforce Investment Plan was submitted to USDOL on July 23, 1999 after a period of public review and comment. Each year the plan has been modified to incorporate changes to Department Of Labor strategies.

WIA legislation for youth programs has moved away from one-time, short-term interventions for youth and towards a systematic approach that offers youth a comprehensive set of service strategies and a closer link to the labor market. Additionally, WIA requires connections between youth programs and the one-stop system providing information on the full array of appropriate services that are available to youth. Youth program design features are outlined in Section 129(c) of the Act. WIA Title I (B) formula funds are allocated to local Workforce Development Boards for Youth Services. Local workforce areas may use Youth funds to provide services for individuals between the ages of 14 –21 (ages 16-21 in the High Country Local Area) who meet the federal WIA eligibility criteria.

WIA Title I (B) formula funds allocated to local Workforce Development Boards for Adults and Dislocated Workers must be used to provide core, intensive, and training services through the one-stop delivery system. Local workforce areas may use grant funds to provide services to individuals who are 18 years of age or older and meet the federal WIA, Title I Adult and/or Dislocated Worker eligibility definitions.

The HCWDB has the responsibility to manage and oversee the administration and implementation of WIA programs and services. The High Country Council of Governments (HCCOG) is the grant recipient/fiscal agent and administrative entity for the WIA Title I (B) funds as designated by the High Country Workforce Development Consortium. Contracts entered into with WIA service providers in the Local Area will be with the HCCOG and must comply with current USDOL regulations as well as any future interpretations that are published. Funds available under WIA Title I (B) are authorized under and administered under North Carolina General Statute (NCGS) 143B-438.13, July 1, 1999. Administration and operation of this program is subject to compliance with the federal Workforce Investment Act of 1998, state policies and procedures as issued from the North Carolina Department of Commerce, Division of Workforce Development, and local policies and procedures as issued by the HCWDB. Funded proposals will be required to meet specific federal, state, and local guidelines for participant outcomes and program performance.

## **ONE-STOP DELIVERY SYSTEM UNDER WIA**

The cornerstone of the current workforce investment system is one-stop service delivery that unifies numerous training, education, and employment programs into a single, customer-friendly system in each community. The underlying notion of the one-stop is the coordination of programs, services, and governance structures so that the customer (job seeker and business entity) has access to a seamless system of workforce investment services. Through the one-stop system, the workforce investment system is a gateway to a wide variety of employment, training, educational, and other human resource programs. In North Carolina, the one-stop initiative is currently called JobLink, and efforts are underway to re-brand the JobLink name. Due to the absorption of the Department of Employment Security into the Department of Commerce, where the Division of Workforce Development is also housed, it is unclear when re-branding will occur.

The HCWDB, in partnership with workforce development agencies, has developed a system of comprehensive and non-comprehensive JobLink Career Centers in the seven-county region. The system design includes three full-service, comprehensive JobLink Career Centers; one full-service, non-comprehensive JobLink Career Center; three JobLink Career Center Information Sites; and one affiliate site (see Attachment A). Each JobLink Center is staffed on a full or part time basis by mandated state partners as well as additional partners as specified in the WIA legislation. The design framework specifies that each partner will provide their core services through the one-stop system in a way that is consistent with their authorizing legislation. As WIA Title I (B) activities are approved through the RFP process, strategies for integrating WIA Title I(B) services through the JobLink Career Centers will be implemented. This will include a requirement for approved service providers to locate their WIA Title I (B) staff (where possible and feasible) at the local JobLink Career Center. Efforts are currently underway both locally and statewide to redesign one-stops in order to better serve customers with an inspiring, professional atmosphere. As part of those efforts the HCWDB has recently completed a preliminary redesign of the interior of some local JobLinks. These designs will serve as benchmarks in order to further analyze current JobLink sites. The HCWDB will be working closely with JobLink operators and partners in order to bring the new designs to reality. It is anticipated that all current career centers will be evaluated, and a plan for any changes will be developed.

The JobLink system design encompasses the goals of WIA and the four guiding principles of North Carolina's JobLink Career Center System:

- 1. Universality** - The JobLink system supports universal access to a wide array of employment and training services including the initial assessment of skills and abilities, self-help information relating to career exploration, skill requirements of various occupations, consumer report information on the performance of local education and training providers, and quality labor market information.
- 2. Customer Choice** - The JobLink system offers employers and job seekers access to the information they need to make informed choices among education, training, and employment options.
- 3. Integration** - The JobLink system embraces a seamless approach to service delivery providing access to services under a wide array of employment, training, and education

programs. Integration is also required of governance structures at both the state and local levels.

4. Performance-Driven/Outcome-Based Measures - The JobLink system will ensure customer satisfaction through establishing clear outcome measures as part of the continuous improvement process.

The JobLink system offers a wide range of services from self-services to multiple training and employment programs to meet the needs of both job seekers and employers. Below is a listing of service examples:

<b><u>Job Seekers</u></b>	<b><u>Employers</u></b>
<ul style="list-style-type: none"><li>• Resume Preparation and Job Search Assistance</li><li>• Eligibility Determination and Financial Aid Information</li><li>• Assessment</li><li>• Career and Training Information</li><li>• Case Management</li><li>• Labor Market Information</li><li>• Job Placement and Follow-up Services</li><li>• Support Services Information</li><li>• Services to People with Disabilities</li><li>• School-to-Work Connections</li><li>• Occupational and Literacy Training</li><li>• Information on Upgrading Skills</li><li>• Unemployment Insurance Information</li><li>• Filing for Unemployment Claims</li><li>• Job Readiness Training</li></ul>	<ul style="list-style-type: none"><li>• Outreach/Recruitment Assistance</li><li>• Labor Market Information Services</li><li>• Information on Unemployment Insurance</li><li>• Information on Tax Credits and other hiring incentives</li><li>• Coordinated approach to obtain and fill job orders</li><li>• Rapid Response Assistance</li><li>• Clearinghouse for Training Information</li><li>• Apprenticeship Programs</li><li>• On-the-Job Training (OJT)</li><li>• Customized Training</li><li>• Skill Upgrade Training</li><li>• Incumbent Worker Training</li><li>• Workplace Literacy</li><li>• Seminars/informational workshops</li></ul>

It is expected that by integrating the services offered through multiple programs and increasing the use of technology, the JobLink system will be able to offer customers - job seekers and employers - a choice of any or all core services and information. The current JobLink system infrastructure will support the customer working electronically through a self-service mode or with limited staff assistance on such tasks as job listings, resume writing, job search, resume posting, and registering for work as appropriate. However, recognizing that many customers may have limited experience or ability to perform these functions, staff assistance should be made available.

With this contract the HCWDB is seeking to raise the level of overall customer service delivered at all JobLink Centers. The quality of the customer experience in the center is dependent on far more than the availability of training funds, yet so much of the regulations, required documentation, and program reporting centers around the provision of training services.

During Program Year 2010 the High Country Local Area served nearly 1,100 individuals who were enrolled into WIA services. By reviewing data from the JobLink Management Information System (MIS) more than 20,000 people were also served who visited the JobLink Centers and received some form of service but may not have been enrolled in WIA.

Placing a greater emphasis on the overall customer service experience will benefit customers and the entire workforce system. This changing emphasis is reflected in the total number of participants for each county. The HCWDB region has typically ranked among the top for the total number of participants served, while also ranking near the bottom among Local Areas in overall funding.

For the 2012 Program Year, service provider participant goals have been set near the median level of all local workforce areas. This will reduce the burden on case managers with the expectation that more of their time can now be utilized assisting in the JobLink Center resource area with general customer service. Some centers may benefit from having a dedicated "greeter" position while others may choose to schedule staff for general customer service on a rotating basis.

## **GENERAL INFORMATION**

*NOTE: Bidders, contractors, offeror, and service providers for the purposes of this document are interchangeable terms and refer to the organization proposing to provide the services outlined in this document for WIA funding.*

Bidders and contractors should be aware that there are currently a number of changes taking place at a state and local level that have potential to impact the workforce development system in North Carolina. Contractors are advised that although the extent and measure of the changes are unknown at this time it is anticipated that these changes will impact many aspects of the service delivery system. Some of the changes include the following:

- The North Carolina Division of Workforce Development (NCDWD) and the North Carolina Division of Employment Security (NCDES) are undergoing a merger within the Department of Commerce and will likely result in changes to the current funding streams associated with JobLink Career Centers. Discussions so far have indicated that WIA funding will be combined with Wagner Peyser and Trade Adjustment Assistance funding. No additional details are available at this time.
- As part of the merger, the workforce development delivery system (JobLink) will be renamed, and a new brand logo and branding standards will be developed. A workgroup will be developing recommendations for a statewide branding effort in the winter of 2012.
- Several significant upgrades to the existing technology infrastructure are expected in the near future. Possible changes include labor exchange technology, case management and participant tracking systems, financial reporting and management systems, and electronic document storage. It is anticipated that these changes will streamline the work at JobLink Centers and provide better information and reporting. No additional details are available at this time.

# **SOLICITATION PROCESS AND TERMS**

## **INSTRUCTIONS FOR SUBMISSION**

Proposals are being solicited for provision of the full range of WIA Title 1(B) services in one or more of the High Country Local Area's counties. Any governmental, educational, community-based organization or non-profit agency engaged in public service; or any private-for-profit agency may apply. Each entity proposing to provide the employment and training services as prescribed by this RFP, must do so as an individual company or agency, and be prepared to either provide the services directly or actively refer customers to the appropriate provider(s) of the services.

### **Schedule for Review, Award, and Notifications of Proposing Agencies**

RFP Released		January 13, 2012
General Bidders Conference	2:00 p.m.	January 20, 2012
Proposals Due	5:00 p.m.	February 10, 2012
HCWDB Review		February-March 2012
Notice of Selection		April 12, 2012
Contract Negotiations		April - June 2012
Program Start-up Date		July 1, 2012

Proposals must be submitted as a hard copy. Please submit one signed original with attachments. An electronic version of the complete document must also be submitted to the HCWDB Director at [adrian.tait@highcountrywdb.com](mailto:adrian.tait@highcountrywdb.com) in a pdf format.

Hard copy originals with attachments should be mailed or hand-delivered to the following address:

High Country Workforce Development Board  
Attention: Adrian Tait, Director  
468 New Market Blvd  
Boone, North Carolina 28607

**All proposals are due by 5:00pm on Friday, February 10, 2012.**

### **Bidders Conference**

The HCWDB will hold a bidders conference on January 20, 2012 at 2:00 PM at the HCCOG offices located at 468 New Market Blvd Boone, NC 28607. There will be a brief presentation about this RFP and an opportunity for questions. In the event of inclement weather the bidders conference will be rescheduled to January 24<sup>th</sup> at 2pm. Until the date of the bidders conference, if you have questions about this request, please direct them in writing to Adrian Tait through email at [adrian.tait@highcountrywdb.com](mailto:adrian.tait@highcountrywdb.com) or through mail to Adrian Tait, High Country Workforce Development Board, 468 New Market Blvd, Boone, NC 28607.

The HCWDB encourages all interested offerors to attend the bidders conference. While every effort has been made to include all necessary information, specifications and examples, the need for clarification or interpretation is recognized as a possibility. This is the forum the HCWDB has selected to answer questions so that all interested parties will have the benefit of the same answer.

Following the bidders conference, questions should be emailed to Adrian Tait at [adrian.tait@highcountrywdb.com](mailto:adrian.tait@highcountrywdb.com). Questions and answers will be forwarded to all bidders.

## **TERMS OF SELECTION**

The HCWDB reserves the right to accept or reject any or all proposals received. The HCWDB reserves the right to waive informalities and minor irregularities in offers received. All solicitations are contingent upon availability of funds. The HCWDB reserves the right to request additional data or oral discussion or documentation in support of written offers.

Any offeror may be requested to make an oral presentation of their proposal(s) to the HCWDB after its opening. The HCWDB staff will schedule the time and location for these presentations, if required.

## **APPEAL PROCEDURES**

Appeals by proposing organizations denied funding are limited to procedural appeals only; such appeals shall be based solely on allegations of irregularities in the solicitation and awards procedure and not on the relative merit of the offers submitted. If an offeror believes to have been harmed by the violation or misapplication of procedure or regulation of this program, the offeror has the right to file a grievance according to the written HCWDB Procurement Appeals Policy.

## **PROGRAM PERIOD**

The program funding period is from July 1, 2012 through June 30, 2013. Continuation beyond June 30, 2013 is subject to future funding and legislative authority. Based on funding availability, the option to extend the contract for two additional years beginning July 1, 2013 exists with the opportunity for re-negotiation to be initiated in writing by the HCWDB at least sixty (60) days before the expiration date of the first year contract. In order for the HCWDB to exercise its second and/or third year option, the contractor must meet performance requirements as outlined in the contract documents. However, the HCWDB is not bound to exercise a second and/or third year contract solely on stated performance criteria. The HCWDB can, with sufficient justification, renew an annual contract for two additional years without benefit or competitive procurement not to exceed a total of three years. Each renewal shall be limited to a one-year period.

## **TYPE OF CONTRACT**

Bidders must propose a Cost Reimbursement Contract. A Cost Reimbursement Contract is one that establishes an estimate of total costs for the purpose of obligating funds and a ceiling that the contractor may not exceed (except at contractor's risk) unless the awarding party agrees to amend the contract to provide additional funds. A line item budget shall be based on all legitimate costs to be incurred by the contractor in carrying out the activities. The contractor is reimbursed for actual expenses according to the approved line item budget.

At this time, the WIA service provider is expected to make all payments on behalf of customers (such as tuition, supportive services, work experience payroll, OJT reimbursement, etc.) and in a timely manner. The HCWDB is currently exploring other financial management systems that may result in changes to processing participant expenditures.

Based on funding availability, the HCWDB may extend a contract if it appears to be in the best interest of the WIA Program and is agreeable with the contractor. Similarly, the training slot levels and/or number of participants served and/or associated costs may be modified at any time during a contract period by executing a contract modification agreement signed by both parties.

Although not expected, if any part of the work covered by this request is to be subgranted, the grantee shall identify the subgranting organization and a subgrant agreement must be entered into between the two parties. Copies of the subgrant agreements must be submitted to the HCWDB for approval, prior to execution of the sub-grant agreements.

## GENERAL PROVISIONS AND REQUIREMENTS

1. This RFP does not commit the HCWDB to award a grant.
2. Ownership of all data, material, and documentation originated and prepared by the service provider pursuant to the contract shall belong exclusively to the HCWDB.
3. Proposals should be submitted in the format set forth in the Proposal Format and Required Forms section of the RFP and adhere to the minimum requirements specified therein.
4. Formal notification to award a contract and the actual execution of a contract are subject to the following:
  - (a) receipt of WIA funds granted under the WIA plan;
  - (b) results of negotiations between selected service providers and HCWDB administrative staff; and
  - (c) continued availability of WIA funds.
5. Any changes to the WIA Program, the state of North Carolina WIA Plan, or the HCWDB WIA Plan, may result in a change in contracting and requirements. In such instances, the HCWDB will not be held liable for what is in the offeror's proposal or this RFP package.
6. Each offeror submitting a proposal will be notified in writing of the HCWDB decision concerning its proposal.
7. Proposals submitted for funding consideration and programs operated must be consistent with the federal WIA legislation, all applicable federal regulations, the NCDWD Policies and Issuances, and the HCWDB Policies and Procedures.
8. Offerors selected for funding must also ensure compliance with the following: USDOL Regulations 20 CFR Part 652 (WIA Final Rule), Office of Management and Budget (OMB) Circulars A-21, A-87, A-110, A-122, A-133, or 48 CFR Part 31, whichever is applicable.
9. HCWDB may require selected service providers to participate in negotiations and to rewrite their proposals as agreed upon during the negotiations.
10. Additional funds received by the HCWDB may be contracted by expanding existing programs and contracts, or by consideration of proposals not initially funded under this RFP, if such proposals were rated in the competitive range. These decisions shall be at the discretion of the HCWDB.
11. The HCWDB may decide not to fund part or all of a proposal even though it is found to be in the competitive range if, in the opinion of the HCWDB, the services proposed are not needed, or the costs are higher than the HCWDB finds reasonable in relation to the

overall funds available, or if past management concerns lead the HCWDB to believe that the service provider has undertaken more services than it can successfully handle.

12. If through the negotiation process, it becomes evident that the proposed service provider may not be able to fulfill contract expectations, the HCWDB reserves the right not to enter into contract with the organization, regardless of HCWDB approval of the offeror's proposal.
13. The HCWDB is required to abide by all WIA legislation and regulations. Therefore, the HCWDB 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.
14. Service providers will be expected to adhere to HCWDB procedures to collect, verify, and submit any required monthly or quarterly reports as well as monthly invoices to the HCWDB.
15. All grievances arising out of the WIA Program or this RFP must be filed according to HCWDB's established grievance procedures as specified in the RFP Appeals Policy.
16. All service providers must ensure equal opportunity to all individuals. No individual in the High Country Local Area shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any WIA-funded Program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.
17. Service providers must accept liability for all aspects of any WIA Program conducted under contract with the HCWDB. Service providers will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.
18. Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a service provider fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the federal or state governments.
19. Service providers will allow access to all WIA records, program materials, staff, and participants to local, state, and federal representatives. In addition, service providers are required to maintain all WIA records for five years from the last day of each program year.

## **ADDITIONAL REQUIREMENTS FOR WIA ADULT, DISLOCATED WORKER AND YOUTH SERVICES**

### **CASE MANAGEMENT AND SERVICE TRACKING SOFTWARE**

North Carolina uses a web-based software product, *Workforce Plus*<sup>™</sup>, to support the WIA Program. The software was specifically developed to provide an automated client “intake,” tracking, case management and reporting system for the WIA Program. The Workforce Plus MIS System will fulfill the functions of eligibility determination and certification, comprehensive case management, and reporting participant outcomes.

The system is browser-based, provides security for participant records, and will provide reports, which will be accessible to the WIA service provider and High Country Local Area. A personal computer that has Internet Explorer 4.0 or higher and an Internet connection will be able to access and use the system.

Service providers will use this system to input data and maintain program information. It is encouraged that all entries be made within five working days of the action or event for each participant but in no case more than 10 working days of the activity.

All participants are expected to receive continuous services throughout their enrollment in WIA programs. With limited exceptions all participants are required to receive services at a minimum every 90 days. Beyond a 90 day gap in services participants will be considered exited from service and included in performance outcomes. See Local Area Issuance No. 2011-04.

The JobLink MIS tracking system is designed to track all customers and services provided at the JobLink Center. This can include core, intensive, and training services but may also include additional services rendered by partner agencies at the JobLink Centers. Providers are expected to correctly track the full range of services that they provide.

### **DATA VALIDATION**

The Employment and Training Administration (ETA) of USDOL has issued data validation policy for federally-funded employment and training programs, including the WIA Program. The intent of the USDOL policy is to establish requirements for states and Local Areas to follow in order to ensure the accuracy of information collected and reported on program activities and program outcomes for all Title 1(B) programs. WIA adult, dislocated worker, and youth programs are included. The federal policy mandates that states “demonstrate the validity of reported data,” and conduct data validation reviews annually. The data validation process is intended to ensure the accuracy and reliability of information reported to our stakeholders at the national, state, and local levels.

Therefore, the NCDWD conducts an annual data validation review of exited customers each autumn from a sample of WIA customer files and reports the results of that review to USDOL by February 1<sup>st</sup>. Prior to the annual review, WIA service providers will deliver the customer files selected to the HCCOG offices.

One positive benefit of the data validation process has been the development of standardized file structures across the state. This leads to more organized files that will contain all the information required by case managers, management, program monitors, and data validation reviewers. As a result, case managers no longer have to guess at file contents or question whether or how data elements are to be documented in the case files. See Local Area Issuance NO. 2011-06 from NCDWD that addresses statewide (WIA) Data Element Validation and Participant File Structure policy guidance. The High Country Local Area has established file structure checklists for adults, dislocated workers, younger youth, and older youth for guiding the organization of these customer files. It is expected that High Country WIA service providers will organize their customer files based upon the appropriate checklist.

## **STAFF DEVELOPMENT**

It is recognized that front-line customer service staff is THE critical component in the ability to deliver great customer service. The front line staff, sometimes referred to as case managers, career specialists, etc. is the face of the entire organization. As such, it is vital to the health of the organization that staff is well-trained, friendly, professional, and highly knowledgeable. Staff must be, first and foremost, great at working with people. They also need to have strong organizational skills, attention to detail, and a working knowledge of current economic and workplace trends. This forms the basis for their ability to properly counsel jobseekers about skills and training that will result in employment.

Periodically during the year HCWDB will host staff/contractor meetings. Attendance at staff/contractor meetings is mandatory. At the meetings, contractors will be updated on program issues and policy updates. Throughout the year, contractors will be asked to provide timely reports to include upcoming events, success stories, and program highlights.

It is strongly encouraged that each staff member completes the Global Career Development Training and becomes certified. In addition, contractors are expected to attend conferences and trainings sponsored and/or endorsed by the NCDWD as appropriate and as available funding allows.

## **STAFF/CUSTOMER RATIO**

Proposers who are selected to operate programs will serve participants who are currently enrolled or in follow-up as well as be expected to enroll new participants. The actual number of new participants expected to be enrolled will be negotiated with service providers following contract award notification. Contractors are expected to maintain a relatively constant number of active participants throughout the program year.

A realistic staff to customer ratio can mean the success of a program. Too many or too little customers per staff member can be disruptive to the customer and have an effect on the program. Based on the program services, determine a staff to customer ratio that will reflect the purpose of the program and expected success rate. In addition, it is suggested that staff have an equal amount of customers based on their job description. All staff members are also expected to participate in the functions of the JobLink Center and assist general customers with workforce development services such as job search, resumes, etc. in the resource area on a regular basis.

## **Equal Employment Opportunity (EEO)**

The Contractor assures that its personnel policy will apply to all persons employed or funded in whole or in part under this contract, and that merit-based personnel policies are followed.

The Contractor agrees not to discriminate on any basis prescribed in the WIA or prohibited under state law. The Contractor shall designate a person other than its chief executive as its equal employment opportunity officer, who shall be responsible for the Contractor's nondiscrimination policy and for developing a procedure of investigation of and hearings on equal employment opportunity grievances.

The contractor agrees as a condition to the award of financial assistance from the Department of Labor under Title I of WIA, the grant applicant/subcontractor assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I-financially assisted program or activity;
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant also assures that it will comply with 29 CFR Part 37 and all other regulations in implementing the above-listed laws.

All grievances and complaints submitted by WIA participants involving allegations of discrimination; violations of the WIA; criminal fraud, abuse or misconduct must be processed according to the High Country Local Area Grievance/Complaint Procedures.

## **Internal Program Management**

All WIA Contractors are required to establish internal program management procedures to assure compliance and to review program progress. The Contractor agrees to monitor and review the following major areas of operation:

1. Compliance with the provisions of the WIA and regulations or any applicable federal or state regulations;
2. Compliance with the provisions of the WIA contract;
3. Compliance with all applicable State and HCWDB policies; and
4. Compliance with the WIA Regulations regarding records maintenance.

The internal program management and monitoring procedures must be sufficient to prevent fraud and abuse. All reports of information creating suspicion of or instances of criminal misconduct, fraud or willful and gross misconduct, in connection with any WIA Program shall be reported immediately to the HCWDB, the NCDWD, and the USDOL. Internal program management procedures must also ensure that auditable and otherwise adequate records are maintained to support the eligibility of all WIA participants and confirm adherence to specific program requirements and limitations. The HCWDB will require that the WIA Contractors adhere to their established monitoring procedures for ensuring program compliance with federal regulations.

### **Monitoring Procedures**

The HCWDB staff monitors and evaluates the quality and effectiveness of WIA funded programs. Monitoring is the quality control system whereby the HCWDB gathers and analyzes information to detect problems, identify strengths and weaknesses, and propose improvements to the program. Monitoring activities are conducted periodically to determine whether programs are in compliance with contractual agreements, HCWDB policies and requirements, and WIA regulations. The HCWDB monitors performance, programmatic, and fiscal activities. In many instances the different types of monitoring are interrelated and conducted simultaneously.

Oversight and monitoring is required by 20 CFR 667.410 of the Federal Register. Contractors must cooperate with any monitoring, inspection, audit, or investigation of activities related to WIA contracts. These activities may be conducted by the HCWDB, NCDWD, the state of North Carolina, and the USDOL or their designated representatives. This cooperation includes access to the premises for the purpose of interviewing employees or participants and permitting the examination of, and/or photocopying of books, records, files, or other documents related to the contractual agreement.

### **Records Retention**

Records and documents must be maintained for WIA participants and employees. The proposed Contractor agrees to make these records available for monitoring and review by the HCWDB and agrees to retain these records, subject to audit, for a minimum of five (5) years for each program year's records. Release of responsibility to retain records after the five (5) year period will not be authorized until final resolution of any and all audit findings is completed. In the event the Contractor goes out of business or ceases to be an organization or a High Country WIA service provider, prior to the expiration of record retention responsibility, the Contractor will deliver all records required to be retained hereunder to the HCWDB administrative entity. The following records shall be transmitted to the HCWDB for acceptance in an orderly fashion with documents properly labeled and filed and in an acceptable condition for storage:

1. General ledger or equivalent;
2. Cash receipts and cash disbursement journals/reports or equivalent;
3. Bank statements, reconciliation, deposit slips, and canceled checks for each bank account through which WIA funds were received or disbursed;
4. Contract with HCWDB, including all amendments;
5. All financial reports and requests for reimbursement;
6. Payroll records including Individual Earning Record, Employee Withholding Authorization (W-4), FICA reporting forms, Federal and State Withholding, Unemployment taxes, Employee Personnel Files, Time Records and Employee Time/Salary Allocation plan;
7. Invoices and/or supporting data for non-payroll disbursements;
8. Participant files and records including data forms, verification/documentation items, assessment tests and results and the Employment Plan (or Individualized Service Strategy);
9. Monthly and End of Year Financial Invoices/Reports and Programmatic Reports; and
10. Any other WIA related financial records requested by the HCWDB.

### **Internal Financial Management**

The Contractor agrees to conduct internal financial management reviews of the following major areas:

1. Compliance with the provisions of the WIA, its regulations, and the WIA Program;
2. Compliance with the provisions of the WIA Contract;
3. Compliance with the applicable state and HCWDB policies;
4. Compliance with the WIA contract regarding record maintenance;
5. Compliance with accepted financial management and accounting practices as appropriate (20 CFR Part 652);
6. Compliance with applicable OMB Circulars and Certified Federal Register (CFR) regulations.

Internal financial management procedures shall be sufficient to prevent fraud and abuse. All suspicion of, or instances of criminal misconduct, fraud or willful and gross misconduct, in connection with any WIA Program shall be reported immediately to the HCWDB Director, the NCDWD, and to the USDOL. Internal financial management procedures must also ensure that auditable and otherwise adequate records are maintained which support all expenditures of WIA funds and confirm adherence to any policies or federal circulars regarding allowable costs and allocations of costs to proper cost categories. The Contractor shall document all internal financial compliance reviews.

### **Invoicing, Reporting and Contractor Close-out**

The HCCOG will reimburse the Contractor for total allowable costs incurred as agreed upon between the HCWDB and the WIA Contractor. The Contractor will submit a monthly invoice for reimbursement of incurred allowable costs. The invoice must be submitted to the HCCOG no later than the 10<sup>th</sup> working day of the month for WIA programs and services and the 4<sup>th</sup> day of the month for any American Recovery Reinvestment Act (ARRA) funded programs or services of any given month and should cover all allowable costs disbursed during the previous month.

In order to assure that the HCCOG reimbursements are used in accordance with the provisions of the contract, the Contractor shall do the following: (a) use such fiscal, audit, and accounting procedures as may be necessary to assure proper accounting for reimbursements received; and (b) provide the HCCOG and authorized representatives of the USDOL or NCDWD access to and the right to examine any books, documents, papers, records, property and equipment pertaining to funds provided or activities undertaken concerning the program.

All Contractor invoices and other reports must contain information required by the HCWDB. The final contract closeout report must be furnished to the HCCOG within forty-five (45) days after the ending date of the contract. Any participant and financial reports requested are to be provided to HCWDB staff by established deadlines. Reporting forms will be provided and explained upon development of the reports.

### **Submission of Most Recent Audit**

As a recipient of WIA funds, WIA Contractors will comply with the audit requirements of OMB Circular A-133 at 29 CFR 95.26 for institutions of higher education, hospitals, and other non-profit organizations and at 29 CFR 97.26 for governmental organizations.

This requirement will be met by providing HCWDB a copy of the organization's latest annual audit. Subsequent audits should be submitted within thirty (30) days after the completion and acceptance by the Contractor's board, but not later than nine (9) months after the end of the audit period.

### **Bonding Insurance Requirements**

Agencies must meet bonding requirements as required through the OMB Circulars or other applicable regulations. Public agencies are required by North Carolina General Statute to be bonded. Non-governmental agencies shall procure a blanket fidelity bond, position bond, or name schedule fidelity bond for all persons or positions authorized to receive or disburse WIA funds. The Contractor must maintain all bonding in force for the period of the contractual agreement. The proposed Contractor must submit a written notice to the HCWDB within fifteen (15) days prior to any reduction in the limits stated on the bonding document. Similarly, the Contractor must provide written notice of any cancellation of the bonding policy to the HCWDB immediately upon receipt of the cancellation notices.

### **Requirements for Depository Accounts Holding WIA Funds**

Due to cost reimbursement contracting, excess WIA funds are not typically on hand at the service provider level since the service provider is being reimbursed for funds already expended. However, if a situation arises that result in the contractor having excess cash on hand that has been deposited into an interest bearing account, then it may require the reporting of interest as program income.

The Contractor must assure that in the instance where excess cash is on hand that it will be tracked and any interest resulting from the cash on hand will be properly tracked and used for WIA operations as program income. If it is determined that excess cash is on hand, HCCOG may require that a check be issued to HCCOG for the amount of the excess cash.

## **Program Income Requirements**

Historically, program income has not been a common occurrence with High Country WIA service providers. However there may be instances where program income is earned and if so needs to be accounted for correctly. The Contractor assures that it will comply with federal requirements, described at 29 CFR 95.24 or 29 CFR 97.25 (g)(2), as appropriate, for all program income earned under the WIA.

## **Property Management Requirements**

1. The Contractor agrees to maintain careful accountability of all WIA purchased non-expendable property (property with a life expectancy of one year or more and a unit cost of \$500.00 or more) and to maintain an inventory of all properties issued by the HCWDB or subsequently acquired with WIA funds. Acquisition of non-expendable property with a unit cost of \$500.00 (including taxes, shipping and handling costs) or more must be approved by HCWDB staff, prior to the purchase. The HCWDB will maintain a fixed-asset listing to be verified for physical location and serviceability at the locations where equipment is maintained through an annual inventory review.
2. Any purchases made for \$5,000 or more with WIA funds must be approved by the HCWDB and the state of North Carolina, prior to the actual purchase. North Carolina will monitor the inventory of all items purchased or leased with a value of \$5,000 or more.
3. The Contractor agrees not to dispose of or transfer any non-expendable property purchased with WIA funds which has a unit cost of \$500 or more and/or a life expectancy of one year or more until written authorization is received from the HCWDB. Any disposal of WIA property must be according to applicable federal, state, and local disposal procedures. Any revenues derived from the sale of property purchased with WIA funds must revert to a WIA activity.
4. The Contractor will be responsible for maintaining an accurate inventory of all WIA property in their possession. A copy of the updated annual inventory shall be submitted by the contractor to the HCWDB with the 13<sup>th</sup> month/ Final Financial Closeout documents.
5. In the event property purchased with WIA funds is stolen or destroyed by criminal act, the Contractor will notify appropriate law enforcement officials immediately. The High Country Workforce Development Director must be notified within three (3) working days of discovering the loss or damage. A copy of the police report will be maintained as documentation of loss and a copy forwarded to the HCWDB.
6. The Contractor agrees to pay for or replace (from non-federal funds) any property purchased with WIA funds that is lost, damaged, destroyed, or misplaced through negligence of the Contractor, its staff, or representatives.

## **Medical/Accident/Workers Compensation Insurance**

The Contractor shall provide adequate on-site medical and accident insurance for all enrollees not covered by the North Carolina Workers' Compensation Law. This coverage shall not include income maintenance. Service providers must have a Workers Compensation policy that covers WIA participants during paid work experiences. It is recommended that this be a separate policy from the agency's organizational policy.

## **General Liability Insurance**

General public liability insurance coverage is required of all WIA proposed contracts operators.

*NOTE: Contractors that are state agencies or political subdivisions of the state of North Carolina are exempt from the above-referenced public liability insurance requirement.*

## **Automobile Insurance**

Contractors using agency owned or leased motor vehicles in conducting program activities shall provide automobile insurance coverage for WIA funded staff and program participants using such vehicles for WIA sponsored/funded activities and services.

## **Personnel Policy**

Please provide a copy of the agency's most recent personnel policies, including the agency's hiring practices and separation policies. It is recommended that each Contractor conduct a criminal background check for new employees. Only criminal background check companies that have not had their licenses revoked for incomplete and non-updated data by the state of North Carolina should be used.

## **BUSINESS SERVICES**

*Note: Service delivery in Watauga County will not include a WIA-funded business services position through this response package; this function will be made available in cooperation with HCWDB staff.*

Since 2004 the HCWB has placed significant emphasis on the increased connection of the local workforce system to the business community. The WIA service providers have been asked to provide a staff person dedicated to the provision of business services. The Business Services Representative (BSR) is expected to be highly-qualified to fully engage the business community, to compel the business community to see the public workforce development system as an equal business partner, and to help shape the workforce system so it is able to successfully serve in this role. Employers must be engaged in workforce development efforts for the system to move forward. Businesses must see themselves as an integral partner with workforce systems if workers are to be successfully prepared and trained for current and future jobs. Likewise, the workforce development system must fully recognize the potential contribution and partnerships that can be offered by the business community.

The BSR must understand the business hiring decision-making processes; the work culture and business environment; and the nature of daily work tasks and responsibilities. There can be no question about the BSR's qualifications in this regard. The BSR must constantly be looking for ways to assist the area's employers. The BSR has an affirmative responsibility to act as ambassadors of the HCWDB and the workforce development system, in addition to their JobLink roles.

Due to the continued slump in economic conditions, on-the-job training (OJT) has once again become a highly-emphasized workforce activity in serving business customers and job seekers trying to get back into the workforce. The BSR has played an integral role in the success of these OJT activities. The OJT training must continue as a primary service to the business community while also giving the workforce system an opportunity to meet job seeker customer needs. Therefore, it is expected that WIA service providers will continue using OJT to the greatest extent possible as appropriate and as available funding allows.

### **Partnering with Economic Development**

It is a goal that economic development and workforce development will be integrated. The BSR, and/or the service provider, will continue to work closely with organizations involved in economic development efforts (Chambers of Commerce, Economic Development Commissions, etc.) through membership and participation in activities and committees *appropriate* to enhancing workforce development efforts such as making contacts that can serve to assist program activities directly (through hiring, training, funding, etc) and the active advocacy for weaving workforce development efforts into the broader economic development efforts of the community. Note that only those tasks relevant to workforce development are legitimate work-related activities as part of such associations and can be paid with WIA funds.

A key recommendation of the publication *Working Hard is Still Not Enough* is that North Carolina's workforce development agencies need to include other organizations in their planning processes to ensure proper understanding of economic trends, as well as workforce and employer realities. The BSR must aggressively engage in collaborative economic development activities to further the integration of economic and workforce development. Service providers further agree to actively/openly serve as a spokesperson and advocate of the HCWDB when functioning in such capacity.

### **Assessment of Local Economic Conditions**

Serving the local workforce development area and using resources effectively and efficiently requires an assessment of current economic landscape and labor market. The assessment provides the foundation for mapping strategies to effect change that will facilitate achievement of local goals.

# **YOUTH: PROGRAM DESCRIPTION AND REQUIREMENTS**

## **PROGRAM DESCRIPTION**

Get *REAL*: Resources, Employment, Advancement, and Learning represents key areas of focus of the WIA services in the region.

The HCWDB is seeking year-round programs of activities and services for low-income youth between the ages of 16 and 21 who are attending school and low-income youth between the ages of 16 and 21 who are currently not in school. At a minimum, 50% of the total youth funds will be used to fund out-of-school youth activities.

The youth program design consists of three (3) components: 1) service approach; 2) objective assessment of youth's skill levels and service needs; and 3) development of an individual service strategy or service plan. In addition to the three (3) program design components, there are ten (10) required program elements. The proposal must ensure that program elements are made available to each youth participant based on the participant's objective assessment and services strategy. It is expected that each youth will participate in more than one (1) of the ten (10) program elements required as part of any local youth program. All youth must receive some form of follow-up services for a minimum period of twelve (12) months from the date of exit/completion of participation in the program.

Under current WIA legislation, one (1) allocation will be provided for comprehensive youth services each program year, typically received by local workforce areas in July.

Youth program outcomes should prepare youth for entering and completing post-secondary educational opportunities, provide better linkages between academic and occupational learning, prepare youth for employment, and offer effective connections to partner organizations that provide strong links to the job market and employers.

Providers should develop programs that focus on educational attainment while including ongoing opportunities for development of life skills and work-readiness preparedness.

## **COUNTIES TO BE SERVED - PROGRAM ALLOCATIONS**

In preparing a bid, an offeror must specify the counties in which services are being proposed and develop budgets based on the following allocations:

*Note: This is a draft of estimated allocations based on PY 2011 funding. Actual figures will be determined at a later date based on approval of the United States Congressional budget and by the HCWDB. These figures should be used in preparing the budgets to be included with the agency's response. Budgets will most likely have to be modified prior to July 1, 2012.*

<u>County</u>	<u>Projected Allocation</u>	<u>Minimum Enrollment Goal</u>
Alleghany	\$ 40,000	16
Ashe	\$ 50,000	20
Avery	\$ 50,000	20
Mitchell	\$ 60,000	24
Watauga	\$ 80,000	32
Wilkes	\$110,000	44
Yancey	\$ 60,000	24

## **ELIGIBLE TARGET POPULATION**

An eligible youth is defined, under WIA section 101(13), as an individual who:

- Is age 14 through 21 (**High Country policy has limited services to ages 16-21**), a low-income individual, as defined at 101(25) and is within one or more of the following categories:
  - Deficient in basic literacy skills
  - School dropout
  - Homeless, runaway, or foster child
  - Pregnant or parenting
  - Offender
  - Is an individual (including a youth with a disability) who requires additional assistance to complete an educational program, or to secure and hold employment.
- An individual who requires additional assistance is defined by LA Issuance 2009-18 as the following:

Is currently attending an educational program AND

- Has previously dropped out of an educational program OR
- Has poor attendance patterns in educational program during the last 12 calendar months OR
- Has below average grades OR
- Has aged out of the foster care system (ages 18-21) OR
- Has a currently incarcerated parent(s)

OR

Is not attending an educational program AND

- Has a poor work history, to include no work history, or has been fired from a job in the last six calendar months OR
- Has aged out of the foster care system (ages 18-21) OR
- Has a currently incarcerated parent(s).

Program Year 2011 Lower Living Standard Income Level Chart can be found under LA Issuance 2011-03. Youth who are a member of a food stamp household is low-income by definition.

Youth must be a United States citizen or eligible non-citizen; a North Carolina resident; and if male, comply with the Military Selective Service Act. Generally, youth should reside in the High Country region. However, in the event their residence is outside of the High Country, consideration should be given as to what service area would best meet the individual's needs. It is appropriate and customary to notify the adjacent workforce areas so it is aware of intended service.

WIA youth service providers will be required to coordinate services with local JobLink Career Centers and other programs. The WIA youth service provider will be responsible for certifying and documenting participant eligibility; required to follow the USDOL requirements on acceptable verification sources as identified by the NCDWD; and will be required to comply with the HCWDB's eligibility file maintenance requirements.

Service Providers must determine if eligible youth are also suitable youth and should consider things such as motivation, support, ability, etc. in order to have a successful program and promote successful completion.

*NOTE: A youth's school status does not change during enrollment. If a youth is enrolled as **out-of-school**, their status/funding will be **out-of-school** throughout enrollment, regardless if they enter school or not. If a youth enrolls as **in-school**, their status remains as **in-school**, even if they dropout or complete school. Youth must be 16-21 at enrollment and may continue their services in WIA after their 21st birthday.*

Up to 5% of the region's youth enrollments may be youth who do not meet income requirements but still have a required barrier and are approved by the Local Area (664.220). Prior approval by the Local Area is required before enrolling youth customers that do not meet the low-income definition.

The Employment and Training Administration (ETA) has emphasized serving those youth most in need and those hardest to serve (TEGL 13-09).

## **GENERAL REQUIREMENTS – OPERATION**

All services and activities proposed must meet the specifications contained in this section of the RFP.

The following are general requirements from Section 129 of the Workforce Investment Act of 1998 that applies to the operation of Youth Programs.

**PURPOSES:** The purposes of funding for youth activities are as follows:

1. to provide, to eligible youth seeking assistance in achieving academic and employment success, effective and comprehensive activities, which shall include a variety of options for improving educational and skill competencies and provide effective connections to employers;

2. to ensure ongoing mentoring opportunities for eligible youth with adults committed to providing such opportunities;
3. to provide opportunities for training to eligible youth;
4. to provide continued supportive services for eligible youth;
5. to provide incentives for recognition and achievement to eligible youth; and
6. to provide opportunities for eligible youth in activities related to leadership development, decision making, citizenship, and community service.

**PROGRAM DESIGN:** The proposal must provide information on how the following components will be carried out (§664.405):

- Provide an objective assessment of the academic and occupational skill levels, as well as the service needs of each youth per 129(c)(1)(A);
- Develop individual service strategy for each youth participant that meets the requirements of WIA section 129(c)(1)(B); and
- Provide preparation for postsecondary educational opportunities, provide linkages between academic and occupational learning, provide preparation for employment, and provide effective connections to intermediary organizations that provide strong links to the job market and employers.

*NOTE: The High Country is currently using My Personal Strengths/Skills/Interest Inventory and My Personal Goal and Service Plan found at <http://www.highcountrywdb.com/professionals/>.*

**PROGRAM ELEMENTS:** The ten (10) program elements (664.410) must be addressed in the proposal to show how each will be available to youth participants whether through the planned activity or referral to other resources. These program elements are designed to fill the gaps in the lives of youth who lack the family, educational, and social frameworks to meet their essential needs.

1. Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies;
2. Alternative secondary school offerings;
3. Summer employment opportunities directly linked to academic and occupational learning;
4. Paid and unpaid work experiences, including internships and job shadowing as listed in §664.460 and §664.470 of the WIA regulations;
5. Occupational skill training;
6. Leadership development opportunities, which may include such activities as positive social behavior and soft skills, decision making, team work, and other activities as provided in §664.420 and §664.430 of the WIA regulations;
7. Supportive services, which may include services listed in §664.440
8. Adult mentoring for a duration of at least twelve (12) months, that may occur both during and after program participation;
9. Follow-up services as provided in §664.450 of the WIA regulations; and
10. Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.

Local programs have the discretion to determine what specific program services will be provided to a youth participant, based on each participant's objective assessment and individual service strategy/plan (§664.410(b)).

The goal of the WIA youth system is to assist youth in making a successful transition to further education and enter employment that leads to self sufficiency. However, WIA recognizes that simply providing training is not enough to enter a specific occupation or to become self sufficient. A wide range of activities and services must be available to assist youth, especially at-risk youth, in making a successful transition to adulthood. Successful bidders must develop a design that will allow flexibility in meeting the needs of the youth, yet structured to convey clear expectations while incorporating the ten (10) elements.

Program design should include the use of assessments, supportive services, skills training, group and one-on-one activities, incentives (see Attachment G), work experience, and referrals.

*NOTE: Service providers must assess youth for reading and math skills prior to their enrollment using an approved type of assessment (or use an approved assessment that has been completed within the past six months). All youth that test basic skills deficient, are to have a literacy and numeracy activity in Workforce Plus. Per Local Area Issuance 2008-09, in school younger youth that test basic skills deficient are to have a basic skills goal.*

The following are suggested strategies for effective youth programs:

1. Develop relationships between youth and caring adults
2. Involve family members
3. Build youth responsibility
4. Develop youth citizenship and leadership skills
5. Place high expectations on youth and staff
6. Provide appropriate services based on age and individual youth needs
7. Demonstrate involvement of the business/employer community
8. Provide accommodations for special needs populations
9. Demonstrate prior successes in providing employment and training services to youth
10. Prepare youth for success and employment
11. Improve educational achievement
12. Provide high support for youth
13. Demonstrate the connection between work and learning
14. Provide comprehensive guidance and counseling

## **PERFORMANCE MEASURES**

The WIA establishes a comprehensive performance accountability system in order to optimize the return on investment of federal funds and to assess the effectiveness of Local Areas in achieving continuous improvement of WIA activities funded under Title I of the WIA. Under WIA's Reauthorization Act, Common Performance Measures took effect in North Carolina beginning July 1, 2007.

The core indicators for successful outcomes of WIA youth activities are as follows:

1. Entry into employment, advanced training (post secondary/occupational skills training), or the military;
2. Attainment of a degree or certificate; and
3. Attainment of literacy or numeracy skills for out-of-school youth who are basic skills deficient.

Proposers should be prepared to collect data pertaining to these indicators throughout the contract period.

*NOTE: The NCDWD has negotiated performance goals with USDOL for the state of North Carolina and has subsequently negotiated performance measures with local areas. The PY 2011 WIA Performance Goals for Youth are as follows:*

High Country	Program Year 2011 Goals	Prior Program Year Performance (PY 2010)
Placement in Employment or Education	62.16%	45.76%
Attainment of a Degree or Certificate	49.77%	34.92%
Literacy or Numeracy Gains	32.88%	29.41%

*Note: For information regarding Common Measure please reference to USDOL website: [http://www.doleta.gov/performance/guidance/tools\\_commonmeasures.cfm](http://www.doleta.gov/performance/guidance/tools_commonmeasures.cfm)*

# **ADULT AND DISLOCATED WORKER: PROGRAM DESCRIPTION AND REQUIREMENTS**

## **PROGRAM DESCRIPTION**

The HCWDB is soliciting proposals for comprehensive services for adults and dislocated workers under the federal WIA.

Providers should develop programs that focus on work readiness and educational/skill attainment to meet the ever-changing workforce needs.

Bidders are expected to serve the general adult population needing employment/workforce services with a focus on unemployed and underemployed adults and dislocated workers. The adult and dislocated worker program design consists of three levels of services: 1) core services 2) intensive services, and 3) training services. Due to changing workforce demands and the skill development needs of the population served, classroom training and work place training are common activities often necessary for obtaining unsubsidized employment and ultimately achieving financial self sufficiency. It is expected that WIA services provided to customers be based upon a comprehensive assessment used to determine each customer's needs. Upon completion of the assessment process, an Individual Employment Plan is developed between the WIA staff and the customer as a road map to successful completion of services. Expected outcomes include the following: 1) entry into unsubsidized employment, 2) retention in employment for at least six months after the exit quarter, and 3) achieving adequate wage levels to meet financial self sufficiency.

Under current legislation, WIA adult and dislocated worker funding is issued in two (2) funding cycles for each program year. In July of each year, the USDOL allocates adult and dislocated worker funds to states for the period of July through September. The remainder of the annual funding (October through June allocation) is typically issued in late October. Therefore, the management of obligating adult and dislocated worker funds and tracking actual expenses is critical all year long, but most especially during the first quarter of each year.

## **COUNTIES TO BE SERVED - PROGRAM ALLOCATIONS**

In preparing a bid, an offeror must specify the counties in which services are being proposed and develop budgets based on the following allocations:

*NOTE: This is a draft of estimated allocations based on PY 2011 funding. Actual figures will be determined at a later date based on approval of the United States Congressional budget and by the HCWDB. These figures should be used in preparing the budget packets. Budgets will most likely have to be modified prior to July 1, 2012.*

<u>County</u>	<u>Projected Adult Allocation</u>	<u>Minimum Enrollment Goal</u>
Alleghany	\$ 35,000	21
Ashe	\$ 40,000	24
Avery	\$ 50,000	29
Mitchell	\$ 50,000	29
Watauga	\$ 60,000	35
Wilkes	\$115,000	68
Yancey	\$ 50,000	29

<u>County</u>	<u>Projected Dislocated Worker Allocation</u>	<u>Minimum Enrollment Goal</u>
Alleghany	\$ 60,000	33
Ashe	\$ 90,000	50
Avery	\$ 90,000	50
Mitchell	\$105,000	58
Watauga	\$ 60,000	33
Wilkes	\$170,000	94
Yancey	\$100,000	56

## **ELIGIBLE TARGET POPULATION**

Services should be targeted for individuals residing in Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes and Yancey counties. Due to the physical geography of the region, there may be instances when residents of adjacent counties may wish to receive WIA services in the High Country region due to ease of access. The High Country Workforce Local Area considers this good customer service. It is appropriate and customary to notify the adjacent workforce areas so it is aware of intended service. All adult and youth participants must reside in North Carolina at the time of application. Dislocated workers that have been displaced from businesses located in North Carolina but reside in another state may choose to pursue WIA services in North Carolina.

North Carolina has established priority of services in Section III.B.1.h of the Five-Year Strategic Plan. The policy states that North Carolina will initially provide priority consideration for intensive and training services to low-income individuals and public assistance recipients. Priority for service does not preclude service to individuals who are not low-income or not receiving public assistance, but rather establishes the order of precedence for service as provided at Section 663.600(d) of the WIA Final regulations.

The *basic* eligibility requirements are as follows:

- To be eligible in the adult and dislocated worker program, an individual must be 18 years of age or older; a US citizen or eligible non-citizen; and if a male, must comply with the Military Selective Service Act.

- Eligible adults must be unemployed at the time of application or if employed has earned less than the self sufficiency level as defined by the HCWDB during the six (6) months prior to application.
- Eligible dislocated workers in the adult and dislocated worker program must meet the definition of “dislocated worker” at WIA section 101(9).

## **ADULT/DISLOCATED WORKER SERVICES TO BE PROVIDED THROUGH THE JOBLINK CAREER CENTER**

WIA adult and dislocated worker services are divided into three (3) levels: core, intensive, and training services.

### **Core Services**

At a minimum, all core services described in WIA section 134 (d) (2) and §662.240 will be made available to customers residing in the seven-county service delivery area through the local JobLink Career Centers. Core services will include, but are not limited to the following:

1. Determination of eligibility to receive assistance;
2. Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the JobLink Career Center;
3. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
4. Job search and placement assistance, and where appropriate, career counseling;
5. Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas including job vacancy listings in such labor market areas, information on job skills necessary to obtain the jobs, and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
6. Provisions of performance information and program cost information on eligible providers of training services provided by programs and eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act, and providers of vocational rehabilitation program activities described in Title I of the Rehabilitation Act;
7. Provision of information regarding how the Local Area is performing on the local performance measures and any additional performance information with respect to the JobLink Career Center delivery system in the Local Area;
8. Provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services as appropriate;
9. Provision of information regarding filing claims for unemployment compensation;
10. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under WIA and are available in the Local Area; and
11. Follow-up services including counseling regarding the workplace for participants in WIA activities who are placed in unsubsidized employment for not less than twelve (12) months after the first day of employment as appropriate.

### **Intensive Services**

Intensive services will be available through the JobLink Career Center system through contracts with service providers. The categories of adults and dislocated workers who may receive intensive services include those:

1. Who are unemployed and are unable to obtain employment through core services;
2. Who have been determined by a JobLink Career Center to be in need of more intensive services in order to obtain employment; or
3. Who are employed\*, but who are determined by the JobLink Career Center to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency\*

*\*Customers employed at the time of application must have earned less than the minimum “self-sufficiency” level during the preceding six months in order to qualify for Intensive Services. The HCWDB has defined adult self-sufficiency as 200% of the lower living standard income level (based on customer’s individual income) and availability of health insurance benefits and not receiving public assistance (this includes housing, transportation, Medicaid, child care, and/or food stamps). Dislocated worker self-sufficiency is defined as the individual entering employment at a wage that is at least 80% of his/her previous earnings and availability of health insurance or the adult self-sufficiency definition, whichever is higher.*

Such intensive services may include the following:

1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools and in depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
2. Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals;
3. Group counseling;
4. Individual counseling and career planning;
5. Case management for participants seeking training services; and
6. Short-term prevocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.

### **Training Services**

WIA service providers will provide access to training services for customers:

1. Who have met the eligibility requirements for intensive services and who are unable to obtain or retain self sufficient employment through such services;
2. Who after an interview, evaluation, or assessment, and case management, have been determined to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;

3. Who select programs of training services that are directly linked to the employment opportunities in the Local Area or in another area in which the adults or dislocated workers receiving such services are willing to relocate;
4. Who meet the qualification requirements and who are determined to be eligible in accordance with the priority system.

Other sources of training funding, such as Pell Grants, scholarships, or other financial awards are expected to be utilized prior to the use of WIA funds. Training services may be provided to an individual who meets the qualifications while an application for a federal Pell Grant is pending, except that if the individual is awarded a federal Pell Grant, appropriate reimbursement shall be made to the WIA service provider or the Local Area.

Service providers will use North Carolina State Training Accountability and Reporting System (NC STARS) as a source for eligible training providers available to participants receiving training funding.

Training Services may include the following:

1. Occupational skills training, including training for nontraditional employment;
  2. On-the-job training;
  3. Programs that combine workplace training with related instruction which may include cooperative education programs;
  4. Training programs operated by the private sector;
  5. Skill upgrading and retraining;
  6. Entrepreneurial training;
  7. Job readiness training;
  8. Customized training conducted with a commitment by an employer or group of employers to employ an individual or group of individuals upon successful completion of the training.
- Training services shall be provided in a manner that maximizes consumer choice in the selection of an eligible provider of such services.
  - Training services shall be provided to eligible adults and dislocated workers through the use of Individual Training Accounts (ITAs).
  - It is expected that the provision of training will follow the HCWDB WIA Approved Occupational Training Programs (See Attachment H).

## **PERFORMANCE MEASURES**

The WIA establishes a comprehensive performance accountability system in order to optimize the return on investment of federal funds and to assess the effectiveness of Local Areas in achieving continuous improvement of WIA activities funded under Title I of the WIA. Under WIA's Reauthorization Act, Common Performance Measures took effect in North Carolina beginning July 1, 2007.

For the adult program, the performance indicators are as follows:

1. Entry into unsubsidized employment;

2. Retention in unsubsidized employment six months after entry into the employment; and
3. Earnings received in unsubsidized employment six months after entry in the employment.

For the dislocated worker program, the indicators are as follows:

1. Entry into unsubsidized employment;
2. Retention in unsubsidized employment six (6) months after entry into the employment; and
3. Earnings received in unsubsidized employment six months after entry in the employment.

Proposers should be prepared to collect data pertaining to these indicators throughout the contract period.

*NOTE: The NCDWD has negotiated performance goals with USDOL for the state of North Carolina and has subsequently negotiated performance measures with local areas. The PY 2011 WIA Performance Goals for Adult & Dislocated Workers are as follows:*

High Country	Program Year 2011 Goals	Prior Program Year Performance (PY 2010)
Adult Entered Employment Rate	75.44%	65.08%
Adult Retention Rate	82.2%	87.43%
Adult Average Earnings	\$10,159.13	\$11,372.53
Dislocated Worker Entered Employment Rate	83.4%	77.12%
Dislocated Worker Retention Rate	90.0%	86.43%
Dislocated Worker Average Earnings	\$11,320.00	\$12,784.77

*NOTE: For information regarding Common Measure please reference the USDOL website: [http://www.doleta.gov/performance/guidance/tools\\_commonmeasures.cfm](http://www.doleta.gov/performance/guidance/tools_commonmeasures.cfm)*

## ATTACHMENTS

The following attachments are found on the HCWDB website under Publications & Docs/Workforce Development Professionals along with other policies, forms, and guidance documents at <http://www.highcountrywdb.com/professionals/>.

**Attachment A: High Country JobLink Career Centers – Local Area Structure**

[http://www.highcountrywdb.com/professionals/downloads/jlcc\\_system\\_attachment\\_a\\_-\\_rfp.pdf](http://www.highcountrywdb.com/professionals/downloads/jlcc_system_attachment_a_-_rfp.pdf)

**Attachment B: Core Services Received/Eligibility Documentation Sheet (Adults/Dislocated Workers)**

[http://www.highcountrywdb.com/professionals/downloads/core\\_services\\_a\\_and\\_dw\\_elig\\_revise\\_d\\_march\\_2011.pdf](http://www.highcountrywdb.com/professionals/downloads/core_services_a_and_dw_elig_revise_d_march_2011.pdf)

**Attachment C: High Country Supportive Services Policy (Adult/Dislocated Workers and Youth)**

[http://www.highcountrywdb.com/professionals/downloads/supportive\\_services\\_policy\\_revised\\_for\\_py\\_09.pdf](http://www.highcountrywdb.com/professionals/downloads/supportive_services_policy_revised_for_py_09.pdf)

**Attachment D: High Country Individual Training Account Policy (Adults/Dislocated Workers)**

[http://www.highcountrywdb.com/professionals/downloads/ita\\_policy\\_6.11.pdf](http://www.highcountrywdb.com/professionals/downloads/ita_policy_6.11.pdf)

**Attachment E: High Country Self Sufficiency Definitions (Adults/Dislocated Workers)**

[http://www.highcountrywdb.com/professionals/downloads/policy\\_on\\_self-sufficiency.pdf](http://www.highcountrywdb.com/professionals/downloads/policy_on_self-sufficiency.pdf)

**Attachment F: High Country On-the-Job Training Policy (Adults/Dislocated Workers/Youth)**

[http://www.highcountrywdb.com/professionals/downloads/ojt\\_policy\\_revised\\_may\\_23\\_2011.pdf](http://www.highcountrywdb.com/professionals/downloads/ojt_policy_revised_may_23_2011.pdf)

**Attachment G: High Country Incentive Policy (Youth)**

[http://www.highcountrywdb.com/professionals/downloads/local\\_area\\_incentive\\_policy\\_revised\\_2.20.09.pdf](http://www.highcountrywdb.com/professionals/downloads/local_area_incentive_policy_revised_2.20.09.pdf)

**Attachment H: High Country WIA Approved Occupational Training Programs (Adults/Dislocated Workers)**

[http://www.highcountrywdb.com/professionals/downloads/high\\_country\\_la\\_approved\\_occupational\\_training\\_programs\\_july\\_10.pdf](http://www.highcountrywdb.com/professionals/downloads/high_country_la_approved_occupational_training_programs_july_10.pdf)

## EVALUATION CRITERIA AND SELECTION OF SERVICE PROVIDERS

**Evaluation Criteria:** The criteria which will be used to evaluate proposals is listed below along with their point values. An application must achieve a minimum score of seventy-five (75) points in order to be considered for funding.

### **A. Probable Program Effectiveness (Point Value: 50)**

Information to indicate an offeror's ability to do the following:

1. To successfully implement the program services proposed in the Statement of Work Narrative sections of the response package;
2. Provide the planned services to the target populations;
3. Incorporate innovative employment and training strategies;
4. Move eligible individuals into education and employment through local, community-based services;
5. Provide individual case management services;
6. Address individual participant training and supportive service needs and barriers to employment; and
7. Provide participant follow-up services for twelve (12) months after the participant is employed and for youth twelve (12) months after exit.

### **B. Offeror Qualifications (Point Value: 25)**

Response to indicate an offeror's capabilities related to the following:

1. Experience in providing employment and training services for similar target groups;
2. Past performance; and
3. Current staff and/or proposed staff – job duties, education, experience, and/or job duties, required education and/or experience of additional staff.

### **C. Budget (Point Value: 15)**

Soundness and/or reasonableness of budget in respect to the following:

1. Staff and operating costs;
2. Cost per participant;
3. Cost categories;
4. Inclusion of a reasonable mix of training and supportive service cost; and
5. Total program cost.

**D. RFP Responsiveness (Point Value: 10)**

1. Demonstrated an understanding of and conformance to the format of the RFP; and
2. Provides adequate, specific, and realistic information in response to the narrative questions; and
3. Responds with logic, consistency, and accuracy.

**SELECTION OF SERVICE PROVIDERS**

The primary consideration in selecting agencies or organizations to deliver services will be the effectiveness of the agency or organization in delivering an effective mix of services based on demonstrated performance, in terms of the likelihood of meeting performance goals, cost to provide effective services, quality of staff and the services they provide, and ability to serve the targeted populations.

Determinations will take into consideration such matters as to whether the organization has the following:

1. Adequate financial resources or the ability to attain them;
2. The ability to meet the program design specifications at a reasonable cost, as well as the ability to meet performance goals;
3. A satisfactory record of past performance (in employment and training-related activities), including demonstrated quality of training, the ability to provide or arrange for appropriate supportive services, successful placement of customers into education and employment, and successful retention in employment or education as applicable to the target groups and earning rates of participants after entry into employment;
4. The ability to provide services that can lead to long-term unsubsidized employment for participants with identified deficiencies;
5. A satisfactory record of integrity, business ethics, and fiscal accountability;
6. The necessary organization, experience, accounting, and operational controls;
7. The technical skills to perform the work; and
8. An adequate plan to provide services and all related aspects of providing services as described in the offeror's proposal.

**High Country Projected WIA Youth, Adult, and Dislocated Worker Allocations for PY 2012 Summary \***

<b>County</b>	<b>Projected Youth Allocation</b>	<b>Youth Enrollment Goal</b>	<b>Projected Adult Allocation</b>	<b>Adult Enrollment Goal</b>	<b>Projected Dislocated Worker Allocation</b>	<b>Dislocated Worker Enrollment Goal</b>	<b>Total Projected Allocation Amount by County</b>	<b>Total Enrollment Goal by County</b>
Alleghany	\$40,000	16	\$35,000	21	\$60,000	33	\$135,000	70
Ashe	\$50,000	20	\$40,000	24	\$90,000	50	\$180,000	94
Avery	\$50,000	20	\$50,000	29	\$90,000	50	\$190,000	99
Mitchell	\$60,000	24	\$50,000	29	\$105,000	58	\$215,000	112
Watauga	\$80,000	32	\$60,000	35	\$60,000	33	\$200,000	101
Wilkes	\$110,000	44	\$115,000	68	\$170,000	94	\$395,000	206
Yancey	\$60,000	24	\$50,000	29	\$100,000	56	\$210,000	109
Totals by Funding Stream	\$450,000	180	\$400,000	235	\$675,000	375	\$1,525,000	790

CCCTI	\$80,000	32	\$60,000	35	\$60,000	33	\$200,000	101
MCC	\$170,000	68	\$150,000	88	\$295,000	164	\$615,000	320
WCC	\$200,000	80	\$190,000	112	\$320,000	178	\$710,000	370
Total	\$450,000	180	\$400,000	235	\$675,000	375	\$1,525,000	790

\* Based on the projected cost per participant, these are minimum service levels.

*NOTE: These figures were developed with a fair share formula and adjusted to allow all counties adequate funding to provide services throughout the region.*

# PROPOSAL FORMAT AND REQUIRED FORMS

Proposals should include all items listed with all information requested and executed properly. Proposals that fail to include all applicable forms and information will not be considered. **Please number each page.**

1. 2012 WIA RESPONSE PACKAGE COVER SHEET
2. STATEMENT OF WORK NARRATIVE - If a section does not apply, write “N/A.”
3. PROGRAM AND FINANCIAL MANAGEMENT FORM - Carefully review each section. Identify the appropriate agency staff member responsible for compliance.
4. ASSURANCES AND CERTIFICATION FORM - Requires signature of authorized representative.
5. STATEMENT OF COMPLIANCE FORM - Requires signature of authorized representative.
6. CERTIFICATE REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS - Requires signature of authorized representative.
7. CERTIFICATION REGARDING DRUG-FREE WORKPLACE – List the site(s) where WIA funded staff will provide services - Requires signature of authorized representative.
8. CERTIFICATION REGARDING LOBBYING - Requires signature of authorized representative.
9. JOB DESCRIPTIONS - Complete using the attached form.
10. BUDGETS – Complete a separate budget using the online High Country Budgeting and Invoicing Software for each of the following funding streams: Adult Services, Dislocated Worker Services, In-School Youth Services and Out-of- School Youth Services for all proposed costs to implement your program(s) of services.
11. OTHER - ATTACH THE FOLLOWING ITEMS:
  - a. Financial Statement and/or copy of last audit
  - b. Agency Grievance Procedures
  - c. Copy of Bond Coverage (or explanation of planned coverage if an award is made)
  - d. Agency Personnel and Travel policies
  - e. Current Organization Chart
  - f. Charter and Bylaws of Organization, attach list of current Board Members
  - g. Cost Allocation Plan (if applicable, provide a copy of the agency Indirect Cost Plan)
  - h. Certificate of Worker’s Compensation Insurance
  - i. Certificate of General Liability Insurance
  - j. Certificate of Automobile Insurance

## 2012 WIA RESPONSE PACKAGE COVER SHEET

Youth, Adult and Dislocated Worker Services  
High Country Local Area

Agency Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_  
 Contact Person(s): \_\_\_\_\_  
 Telephone Number(s): \_\_\_\_\_  
 Fax Number(s): \_\_\_\_\_  
 E-Mail: \_\_\_\_\_  
 Federal ID# \_\_\_\_\_

The following proposal is hereby submitted in response to the HCWDB 2012 -2013 WIA-RFP to provide WIA Title I (B) services for the indicated counties below:

County	Adult & Dislocated Worker	Youth
Alleghany		
Ashe		
Avery		
Mitchell		
Watauga		
Wilkes		
Yancey		

**CERTIFICATION:** I certify that the information contained in this proposal fairly represents this entity and its operating plans and budget necessary to conduct the proposed WIA Employment, Training and Services Program Activities described herein. I acknowledge that I have read and understand the requirements of the RFP and that this entity is prepared to implement the proposed activities as described herein. I further certify that I am authorized to sign this proposal and any contractual agreement emanating there from on behalf of the entity submitting the proposal.

\_\_\_\_\_/\_\_\_\_\_  
 (SIGNATURE and DATE of Signatory Official)

\_\_\_\_\_/\_\_\_\_\_  
 (Typed or Printed NAME and JOB TITLE of Signatory Official)

## **STATEMENT OF WORK NARRATIVE**

This portion of the proposal should give reviewers a clear picture of the proposed services and the capability of the offeror to deliver the proposed services. Proposers should follow the numerical sequence of the format. Provide responses as brief as possible but with enough information to adequately respond to the questions or statements.

### **PROGRAM MANAGEMENT**

1. Provide a brief summary of how the proposed services will fit with the mission of your organization. Include a program organizational chart that clearly shows the lines of responsibility for the administration of the proposed program.
2. Describe the organization's specific experience in serving individuals with significant barriers to employment and the employment outcomes that were achieved.
3. Specify the location(s) where services will be delivered. Describe any challenges and/or opportunities specific to each location.
4. Describe how internal program monitoring and management activities will occur. Identify staff responsible. Include specifics regarding frequency of monitoring, documentation of results, and details regarding the corrective action process when problems are identified.
5. Describe the standard training process for all WIA-funded staff.
6. Describe any in-kind contributions that will be contributed to the program.
7. Identify staff positions necessary for the operation of this program. Include a job description (job duties, education and experience) for each of the WIA staff positions using the attached Job Description form. If a position will serve both youth and adults, describe strategies to effectively serve both target populations.
8. Describe continuous improvement procedures that will be used to obtain feedback from participants, employers, and other appropriate parties on the responsiveness and effectiveness of the training and services provided.

## WORKFORCE PLUS (WF+)

1. The System Exit Report is one of many online reports that contractors can use in their internal monitoring process. This report is not a reminder to case managers that their cases have not been updated. It is a report showing the case managers who are not updating the files as required. Describe your agency's plan to ensure that case managers are entering required information into WF+ correctly and updating participant cases in Workforce Plus at least monthly.
2. Data Validation is an important part of WIA Performance. Describe how your agency will review data in the participant files, compared to data that has been keyed into the WF+ System for accuracy, and ensure that supporting documentation has been received, filed, and labeled correctly in the participant files.

## FISCAL MANAGEMENT

The HCWDB requires that contractors expend at least 80% of current year allocations within the program year. Also, the Local Area has to report to the state the plan of projected expenditure levels for three different periods within a program year, (ending December, ending March, and ending June). Funding cuts/sanctions may result from low expenditure levels. Also, throughout the year the Local Area is required to report actual monthly expenses and accruals to the NCDWD within specific timelines.

1. Taking this into account, please describe your agency's plan of action to ensure that expenditures and accruals are reported accurately and within the reporting timelines to the Local Area each month.
2. Provide your agency's projected expenditure levels for the following reporting periods:

	YTD TARGETED EXPENDITURES <i>DECEMBER 31, 2012</i>	YTD TARGETED EXPENDITURES <i>MARCH 31, 2013</i>	YTD TARGETED EXPENDITURES <i>JUNE 30, 2013</i>
ADULT	\$	\$	\$
DISLOCATED WORKER	\$	\$	\$
YOUTH	\$	\$	\$

3. Costs must be allowable and approved per budget/budget revisions. Describe your agency's plan of action to continuously monitor expenditures in the areas of allowable costs and cost limits and appropriate documentation of need for services such as training, books, supplies, childcare, transportation, physicals, etc. and is recorded in WF+ for inclusion in the customer file. All costs shall only be incurred after a customer has been determined eligible and all the necessary documentation is in place to support eligibility to receive WIA services.

4. Describe your agency's plan to conduct internal review of financial obligations in comparison to available funding, submitted and approved budget(s) and program narrative(s).
5. Based on the fact that OJT Contracts and Work Experience Agreements have maximum allotted hours/time frames and/or wage reimbursements, describe your internal process for monitoring of individual contracts/agreements for compliance with the specified limits.
6. Indicate if program income is expected and if yes, how it will be tracked by the contractor and reported to the HCWDB?
7. Are funds from other funding sources being requested in order to implement this proposed WIA program? If yes; please explain sources of funding and amounts.

## **BUSINESS SERVICES**

*Note: Service delivery in Watauga County will not include a WIA-funded BSR position through this response package. The BSR function will be made available in cooperation with H C WDB staff.*

1. Describe the role of the BSR within your planned program service delivery. Include marketing and outreach efforts, activities and services to be provided (including emphasis on OJT as a tool for serving business), coordination with other organizations that work with business to avoid duplication, and innovative practices proposed based upon past experiences. Give examples of how this position will significantly enhance your organization's proposed service delivery.
2. Describe how the BSR can enhance the private sector's perception of the workforce system and the role of the JobLink Career Center within the business community. Include any planned continuous improvement efforts with timelines and measurable outcomes.
3. Provide a synopsis of the projected economic outlook for PY 2012 in your proposed service delivery area. Include discussion of predicted expansions; possible layoffs or closures; growth occupations or businesses; and those that may be in decline. Describe how your organization's business services strategy will address projected economic issues.
4. Describe the steps your organization has taken or commits to take to increase the workforce system's participation in economic development activities. If these steps are successful, what will success look like and how will it be measured?

## **YOUTH SERVICES**

### **SELECTION AND REFERRALS**

1. Describe the outreach and recruitment methods for potential participants. Describe the procedures that will be used to identify and recruit the youth most in need of assistance.
2. Describe how you will conduct the orientation process for youth.
3. Describe the process for selecting eligible applicants for program enrollment to include eligibility and suitability.
4. Describe the procedures for providing referral to other programs for youth that do not meet the enrollment requirements or who may not qualify for WIA funded youth services.

### **SERVICE STRATEGY**

1. Describe the approach that will be used to make available each of the required ten (10) program elements (note: each element must be available directly or by referral but services will be provided based on each individual's needs and specifics outlined in each youth's Individual Service Strategy/Service Plan). Be specific and please include other agencies or methods which may be used to provide elements.
2. Provide a list of activities that may be implemented during the year (field trips and workshops topics) and an anticipated schedule along with resources that may be used.
3. Describe how incentives will be used for rewarding youth achievements and/or participation (including those identified in the High Country Incentive Policy).
4. Describe how supportive services will be used for youth. Explain the process by which participant expenses will be provided and ensure non-duplication of other available services.
5. Describe how case management will be provided to include the development, review, and updates of youth service plans keeping in mind the developmental stages of youth.
6. Describe strategies that will be used to assist youth in entering and completing an educational component.
7. Describe how youth will be assessed for their academic, occupational, and service needs (including literacy and numeracy). Include the type of assessment(s) and how they will be administered. Include strategies for retesting of youth at required timeframes.
8. Describe how work experiences will be utilized and how youth payroll will be processed.
9. Describe strategies to keep youth engaged and actively participating during enrollment.

10. Indicate the time frames and strategy for effectively implementing the proposed program within the first sixty (60) days after the award of the contract. Include strategies that will address continued and uninterrupted services to youth already enrolled in WIA that will be carried over as well as recruiting and working with new participants.

## **FOLLOW-UP ACTIVITIES**

All WIA youth participants must receive some form of follow-up services for a minimum duration of twelve (12) months after program exit. The types of services provided and the duration of services must be determined based on the needs of the individual.

1. Describe how participants will be encouraged and monitored during follow up. Include activities for individuals who do not complete program objectives and/or do not enter employment/education by exit as well as activities for those who meet program objectives.

# **ADULT AND DISLOCATED WORKER SERVICES**

## **SERVICE STRATEGY**

### **CORE SERVICES**

1. Describe the activities and methods that will be used for outreach and recruitment for potential participants.
2. Describe how, as the provider of adult/dislocated worker services, you will coordinate with partner agencies to insure that an appropriate mix of core services are provided to JobLink customers.

### **INTENSIVE SERVICES**

1. Describe the process for selecting eligible and suitable applicants for adult/dislocated worker services, to include the documentation of core services received prior to enrollment into intensive services.
2. Describe how your organization will determine when funds are limited, and the High Country Local Area Priority of Services Due to Limited Funding Policy must be used to give priority consideration to low-income individuals and public assistance recipients, and veterans.
3. Describe the customer assessment process to include the evaluation of skills, barriers to employment, and educational/employment goals. Include assessment methods and types of assessments to be used.
4. Describe the process for developing an individual employment plan that identifies employment goals, appropriate achievement objectives, and the appropriate combination of services to assist the customer achieve his/her employment goals. Describe how and when the plan will be reviewed and updated.
5. Describe how supportive services will be used for Adults and Dislocated Workers. Explain the process by which participant expenses will be provided and ensure non-duplication of other available services.
6. As part of planned case management services, describe how the customer's progress will be monitored to insure successful completion of services (include methods to be used and frequency).
7. Describe the process to determine if short term prevocational services are needed and how customers will connect with available services to meet their needs.

## **TRAINING SERVICES**

1. Describe the process and factors to be used in determining if adult/dislocated worker customers need and are appropriate for training services.
2. Describe types of training services to be made available through the JobLink Career Center(s) you plan to serve.
3. Describe use of NC STARS for providing customers with optimal customer choice regarding approved training programs.
4. Describe how the Individual Training Accounts will be administered, documented, and tracked for each customer throughout the course of services.

## **PLANNED EMPLOYMENT OUTCOMES**

1. Describe strategies that will be used to place customers into unsubsidized employment and who will assist customers with job placement.

## **FOLLOW UP SERVICES**

1. Describe follow-up services to be provided for individuals who enter employment and include strategies that will be used to ensure that customers remain employed through the one year follow-up period.
2. Describe any planned follow-up activities for individuals who do not enter employment.

## **PROGRAM AND FINANCIAL MANAGEMENT**

Instructions: Please complete the following section. Areas that address compliance issues must identify the appropriate member of the agency's staff who will be responsible for compliance. Add any comments you find necessary for clarification.

### **Equal Employment Opportunity (EEO)**

Name of EEO Officer \_\_\_\_\_  
Position Title \_\_\_\_\_  
Phone number \_\_\_\_\_

### **Internal Program Management and Monitoring Procedures**

Staff Name(s) \_\_\_\_\_  
Email \_\_\_\_\_  
Phone number \_\_\_\_\_

### **Invoicing, Financial Reporting and Contractor Close-out**

Staff Name(s) \_\_\_\_\_  
Email \_\_\_\_\_  
Phone number \_\_\_\_\_

### **Requirements for Depository Accounts Holding WIA Funds**

Name of Institution(s) \_\_\_\_\_  
Is this account interest bearing? \_\_\_\_\_

### **Property Management Requirements**

Staff Name(s) \_\_\_\_\_  
Email \_\_\_\_\_  
Phone number \_\_\_\_\_

## ASSURANCES AND CERTIFICATION

As an agency requesting WIA funding, we assure and certify that our agency will comply with the following provisions:

1. That it will exclusively use the statewide/regional brand name for the statewide/High Country workforce development system when it becomes available in lieu of traditional workforce development language in the marketing and delivery of services and programs;
2. That it will consistently identify individual programs and activities in user-friendly terms, rather than bureaucratic lingo;
3. That it will designate appropriate job titles for staff who work with WIA participants and detailed job descriptions will be available for each job title. These job titles will consistently be used with external customers;
4. That it will maintain customer files according to Local Area policies and guidance and adhere to data validation expectations;
5. That it will not place participants in WIA-subsidized work settings which are designed to maintain the employers' place of business;
6. That it will fully comply with the requirements of the WIA; all federal regulations issued pursuant to the Act; the North Carolina Five-Year Strategic Plan; the Division of Workforce Development; the High Country Five-Year Strategic Plan; Chief Elected Official; HCWDB and High Country Workforce Development Local Area.
7. That it will administer the program in full compliance with safeguards against fraud and abuse as set forth in the law and regulations; that no portion of the program will in any way discriminate against, deny benefits or employment to, or exclude from participation any person on the grounds of race, color, national origin, religion, age, sex, disability, or political affiliation, or any other non-relevant factor;
8. That it will house all WIA service provider staff at the JobLink Center of each county to the greatest extent possible for which it receives a contract and will accept all associated JobLink roles and responsibilities;
9. That it will operate the program in full compliance with health and safety standards established under state and federal law and that conditions of employment and training will be appropriate and reasonable in light of such factors as the type of work, geographical area, and proficiency of the participant;
10. That ineligible applicants will be referred to other appropriate services, including the core services available at the JobLink;
11. That other resources will be exhausted prior to using WIA funds;

12. That all participants employed by the program who are not covered under state workers' compensation laws and all participants enrolled in classroom training shall be provided with adequate on-site medical/accident insurance;
13. That all WIA customers participating in on-the-job training activities or individuals employed in other activities under WIA be compensated at the same rates, including periodic increases and working conditions, as trainees or employees who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills and such rates shall be accordance with applicable law as referenced in the Act at Section 181 (a). In no event shall the wage be less than the applicable state or local minimum wage law;
14. That no participant will be employed to fill a job opening when any other person is on layoff from same or equivalent job, or when employer terminates the employment of any regular employee or otherwise reduces its workforce with the intention of filling vacancies with WIA participants. No funds may be used to create promotional lines that infringe upon any current promotional opportunities as referenced in Section 181 (b)(2)(3) of the Act;
15. That no WIA funds will be used for contributions on behalf of any participant to retirement systems or plans; to impair existing contracts for services for collective bargaining agreements; to assist, promote, or deter union activities; or to displace any currently employed worker;
16. That reports to the HCWDB and/or its staff will be provided in a timely fashion, as requested;
17. That all requested information will be keyed into the client management information system(s) (currently WF+ and JobLink MIS) in accordance with state and local policy, both in terms of content and timeframe expectations.
18. That eligibility verification will be completed and documented in accordance with federal, state, and local policy;
19. That participant loans will not be made from WIA funds;
20. That total project costs will not exceed the amount agreed upon during contract negotiations and included in contracts;
21. That it will coordinate training site visits by the High Country Local Area staff and Workforce Development Board members on request and will fully cooperate with monitoring reviews and other site visits by any representative of the WIA;
22. That it will adhere to the North Carolina records retention policy and all WIA financial and programmatic records (including customer files) will be maintained by each service provider for a minimum of five (5) years from the date of the 13th Month Invoice/Financial Closeout Reports submitted in August.

23. That it will have an annual single audit performed in accordance with current federal regulations and that upon receipt of completed audit, the contractor will submit a copy to the High Country Local Area within thirty (30) days unless a longer period is agreed to;
24. That it will comply with Title VI of the Civil Rights Act of 1964;
25. That it will comply with the nepotism provisions as they relate to federally funded programs;
26. That it will comply with the Immigration Reform and Control Act of 1986 by completing and maintaining on file an I-9 form for each participant receiving WIA wages;
27. That it will comply with the Uniform Relocation Assistance and Real Property Acquisition Act of 1970 which requires fair and equitable treatment of persons displaced as a result of federally assisted programs;
28. That the organization is not debarred, suspended, proposed for debarment, or declared ineligible from participation in this project;
29. That it does not use federal funds for lobbying purposes (29 CFR Part 93). If lobbying has occurred utilizing funds other than federal funds, the contractor agrees to file a disclosure report, if applicable;
30. For grants, contracts, and subcontracts in excess of \$100,000, or where the NCDWD has determined that orders under an indefinite quantity agreement in any year will exceed \$100,000, or if a facility to be used has been the subject of a conviction under the Clean Air Act (42 USC 1319 (c)) and is listed by the United States Environmental Protection Agency (USEPA) or is not otherwise exempt, the operator assures that (1) no facility to be utilized in the performance of the proposed grant is on the EPA List of Violating Facilities; and (2) prior to award, it will notify the NCDWD of the receipt of any communication from the Director of Federal Activities, USEPA, indicating that a facility to be used for a contract is under consideration to be listed.
31. That no funds will be used to develop or implement education curricula for school systems in the state as referenced in Section 129(b)(4)/Section 134(a);
32. That no WIA Funding will be used for sectarian activities in accordance with Section 667.266 and Section 188(a)(3) (Both revised by Federal Register Volume 69, Number 132, July 12, 2004 Rules and Regulations) and that employees paid from WIA funds will not participate in sectarian religious activities in the execution of their job duties;
33. That no WIA funds will be used to encourage or induce the relocation of a business as referenced in Section 181 (d)(1);
34. That no WIA funds will be used for customized or skill training and related activities after the relocation of a business until after 120 days as referenced in Section 181(d);

35. That no WIA funds will be used for employment generating activities, economic development activities and similar activities that are not directly related to training for eligible individuals as referenced in Section 181(e);
36. That no WIA funds will be used for foreign travel as referenced in Section 181(e);
37. That no WIA funds will be used to duplicate services available in the area as referenced in Section 195(2);
38. That participants will not be charged fees for placements or referrals as referenced in Section 195(5).
39. That no WIA financial assistance will be provided to any program that involves political activities as referenced in Section 195(b) and the contractor agrees to comply with the provisions of the Hatch Act which limits the political activity of certain state and local government employees and enrollees in federally funded programs;
40. That all WIA participants and WIA funded staff are aware of grievance procedures and the Contractor assures and certifies that the Contractor has in place an established grievance procedure to be utilized for grievances or complaints about its program and activities from participants/enrollees, sub-grantees, and subcontractors and other interested parties.
41. The Contractor will comply with NCGS 234 and the HCWD Conflict of Interest Policy, which prohibits public officials and employees from having a personal interest in any contract to which s/he is also a party in an official capacity.
42. The Contractor assures and certifies that it, and all of its subcontractors, will comply with applicable provisions of the following laws as they relate to employment and training procedures:

The Drug Free Workplace Act	The Davis-Bacon Act
The Immigration Reform Act	Child Labor Laws
The American's with Disabilities Act	The Fair Labor Standards Act

This is to certify that all specifications contained in the HCWDB's RFP have been read, understood, and addressed in the proposal; that the required format has been followed; that all of the information contained in this proposal is true and correct; that the Contractor organization will comply with all of the above assurances; and that this proposal has been duly authorized by the governing body of the Contractor organization.

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

## STATEMENT OF COMPLIANCE

I hereby certify the following:

1. That the proposer is duly approved to submit this application requesting funding under the WIA;
2. That the proposer does hereby agree to execute all work related to this application in accordance with the WIA Grant, the NCDWD, HCWDB policies and guidelines, and other administrative requirements issued by the Governor of North Carolina. The vendor shall notify the HCWDB within 30 calendar days after issuance of any amended directives if it cannot so comply with the amendments; and
3. That the proposer will ensure special efforts to prevent fraud and other program abuses, such as but not limited to, deceitful practices, intentional misconduct, willful misrepresentation and improper conduct which may or may not be fraudulent in nature; and
4. That the contents of the application are truthful and accurate and the above named vendor agrees to comply with the policies stated in this application; and
5. That this application represents a firm request subject only to mutually agreeable negotiations; and
6. That the proposer is in agreement that the HCWDB reserves the right to accept or reject any proposal for funding; and
7. That the proposer has not been debarred or suspended from receiving federal grants, contracts, or assistance; and that if awarded a contract for the service, assures that no subcontracts, grants or assistance will be made, or permitted to any debarred or suspended organization as provided under Executive Order 12549.

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Organization (proposer)

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Authorized Representative Signature  
Name/Date

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Notary

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Typed Name/Title

Affix Notary Seal

**CERTIFICATE REGARDING DEBARMENT, SUSPENSION,  
INELIGIBILITY and VOLUNTARY EXCLUSION**

**Lower Tier Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' Responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (Pages 19160-19211).

(BEFORE COMPLETING THE CERTIFICATION, READ THE ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)

- (1) The prospective recipient of federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
  
- (2) Where the prospective recipient of federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

\_\_\_\_\_  
Contractor Organization:

\_\_\_\_\_  
Name and Title of Authorized Representative

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **INSTRUCTIONS FOR CERTIFICATION-LOWER TIER TRANSACTIONS**

By signing and submitting this proposal, the prospective recipient of federal assistance funds is providing the certification as set out below as follows:

- The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the federal government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
- The prospective recipient of federal assistance funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- The terms “covered transaction,” “debarred,” “suspended,” “ineligible,” “lower tier covered transaction,” “participant,” “person,” “primary covered transaction,” “principal,” “proposal,” and “voluntarily excluded,” as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
- The prospective recipient of federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the DOL.
- The prospective recipient of federal assistance funds further agrees by submitting this proposal that it will include the clause titled “Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier covered Transactions,” without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to check the list of parties Excluded from Procurement or Non-Procurement Programs.
- Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- Except for transactions authorized under paragraph five (5) of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the federal government, the DOL may pursue available remedies, including suspension and/or debarment.

## **CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

- A. The grantee certifies that it will or will continue to provide a drug-free workplace by the following:
- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - (b) Establishing an ongoing drug-free awareness program to inform employees about
    - (1) The dangers of drug abuse in the workplace;
    - (2) The grantee's policy of maintaining a drug-free workplace;
    - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
    - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will - -
    - (1) Abide by the terms of the statement; and
    - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - (e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
  - (f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted - -
    - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

(2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

(g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e), and (f).

B. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place(s) of Performance (street address, city, county, state, zip code):

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Check [ ] if there are workplaces on file that are not identified here.

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Agency

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Signature of Signatory Authority

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Date

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Signatory Title

# CERTIFICATION REGARDING LOBBYING

## CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS

The undersigned certifies, to the best of his or her knowledge and belief, that:

- 1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- 2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- 3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and discuss accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

\_\_\_\_\_  
Agency

\_\_\_\_\_  
Signature of Signatory Authority

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signatory Title

## JOB DESCRIPTIONS

Job Title/Program: \_\_\_\_\_

Using this format, complete a separate Job Description for each Position/Job Classification that will provide WIA services under the terms of this agreement, whether funded in full, in part, or not at all, with WIA funds from this program. The Job Title used above should agree with the Job Title used in the appropriate section of the Budget Worksheet.

1. Describe actual job duties or tasks to be performed in relation to the above named WIA program and job title.
  
2. Minimum education, experience and qualifications required of the person to perform the above job duties.
  
3. What is the anticipated amount of time this staff person will provide WIA funded services:  
\_\_\_\_\_ hours per day  
\_\_\_\_\_ hours per week  
\_\_\_\_\_ office location
  
4. Indicate the percentage of time this position will be used to serve the following:  
(1) Adult \_\_\_\_\_  
(2) Dislocated Worker \_\_\_\_\_  
(3) Youth \_\_\_\_\_
  
5. Name of Immediate Supervisor: \_\_\_\_\_
  
6. Does the staff person(s) assigned to this position work in other sections/departments with agency? If so; describe.