



“Serving Alamance, Montgomery, Moore, Orange, and Randolph Counties”

WORKFORCE INNOVATION & OPPORTUNITY ACT

YOUTH PROGRAM

REQUEST FOR PROPOSAL (RFP)

PY 2020 (July 1, 2020 – June 30, 2021)



RELEASE DATE – March 27, 2020

**REGIONAL PARTNERSHIP WORKFORCE DEVELOPMENT BOARD
221 S. FAYETTEVILLE STREET, POST OFFICE BOX 1883
ASHEBORO NC 27204-1883
336-629-5141**

SECTION I: GENERAL INFORMATION:

YOUTH SERVICES

Purpose:

One of the responsibilities of local Workforce Development Boards is to solicit competitive bids through Requests for Proposals (RFPs) for the selection of providers to operate the Workforce Innovation and Opportunity Act (WIOA) programs. Key features of the program design are outlined in Section 129 of the Act. The structure of the program is designed so that each youth receives an objective assessment and an individual service strategy with the objective to prepare youth for postsecondary education and/or employment. Proposals should include innovative ideas along with integration and partnerships to carry out the program.

Regional Partnership Workforce Development Board (RPWDB) is soliciting competitive bids from experienced organizations for the operation of the WIOA Title I Youth Program for youth ages 16-24 in the following counties: **Alamance, Montgomery, Moore, Orange, and Randolph.**

Bidders must submit a proposal to operate both the In School and Out of School Youth Programs.

The NextGen Youth Programs are administered under the guidance and oversight of the WDB which oversees the NCWorks Career Center one-stop system in the Local Area (LA) and the WIOA funded programs. The WDB approves the annual WIOA Workforce Development Plan and all WIOA funded contractor and service providers.

Any governmental, educational, community-based or non-profit organization engaged in public service or any private for-profit agency may apply. Each entity proposing to provide WIOA NextGen Youth Program Activities as prescribed by this RFP must do so as an individual company or agency and be prepared to provide the services directly.

The provision of these services will be funded by the WIOA, Title I, Public Law 113-128 which began July 1, 2015 and is authorized through September 2020. Bidders must propose to implement a case management concept that includes a mix of youth activities as required in 20 CFR sec. 681.460. The NextGen Youth Program design offers a unique opportunity to provide a mix of services to address the academic and vocational needs of at-risk youth. Proposals are being solicited for comprehensive year-round youth programs for youth ages 16-24. The focus of recruiting should be on youth that have not completed their high school diploma or obtained a GED and out-of-school (OSY) youth that are disengaged. Service activities are explained in this RFP.

North Carolina WDBs has developed a Youth & Young Adult Framework (found in attachments) to provide organizations a baseline of services and guidelines for delivering youth services. Organizations should reference this document for additional details on youth services.

WIOA legislation calls for youth programs that focus on the following:

- Significantly increased services to out-of-school youth ages 16-24;
- High school dropout recovery;

- Achievement of recognized post-secondary credentials;
- Career pathways and work-based learning tied to a systematic approach that offers youth a comprehensive set of service strategies;
- Closer linkages to the local labor markets; and
- Required connections between WIOA-funded youth programs and the one-stop system providing information on the full array of appropriate services that are available to youth.

The WDB is interested in cost efficient, collaborative efforts that result in comprehensive services to youth. Effective programs require the involvement of local partners providing input on the proposed program design and coordination of service delivery with other youth services available throughout the community.

Administrative Entity:

Regional Consolidated Services, Asheboro, NC 27204

Contact:

Tammy Wall, Director
 Regional Partnership Workforce Development Board
 221 S. Fayetteville St., Asheboro, NC 27204
 (336) 629-5141

Due Date:

Proposals are due by **12:00 p.m. on April 29, 2020.** Please submit **one electronic copy and one original** 3 hole-punched and secured with a binder clip with a label (which lists proposer’s agency name and the county/counties) of the proposal along with the budget sheet(s) for each specific county(s) which you are applying for. **Any proposals submitted after 12:00 p.m. on due date will not be accepted.**

Detailed instructions for submittal are found in Section III of this document.

Estimated Available Funds:

Proposals should be developed based on a maximum funding availability for the twelve-month period. The actual budget for the Contract will be negotiated between the WDB and the selected Contractor. Refer to Historical Data (***Attachment A***) on Customers Served.

Schedule of Events:

RFP Release Date	March 27, 2020
Bidders Conference	April 15, 2020
Proposal Deadline	April 29, 2020 by 12:00 PM
Technical Compliance Review	April 30 – May 7, 2020
Local Board Review Process	May 11 – May 29, 2020
Notice of Selection	June 1, 2020

Anticipated Contract Start Date	July 1, 2020
---------------------------------	--------------

Questions:

Questions regarding specifics of the RFP must be submitted via **email only** to **Tammy Wall**, twall@regionalcs.org. All questions will be answered within 72 business hours of receipt and written responses will be posted to the WDB website, www.regionalpartnershipwdb.org. Questions must be received no later than **April 23, 2020** to be guaranteed a response.

Bidders Conference:

A Bidders Conference will initiate via teleconferencing **April 15, 2020** at **2:00 pm sharp**. **Bidders must contact Tammy Wall by April 10, 2020 to be added to the teleconference in order to bid.** Bidders will **not** be admitted late. Login information will be made available on our website: www.regionalpartnershipwdb.org by **April 13, 2020**.

Application Package:

The RFP package and budget sheets are available on the Regional Partnership WDB website www.regionalpartnershipwdb.org in a downloadable Adobe pdf format & (Excel) for the Budget sheets.

Evaluation Criteria and Approval Process:

The intent of the evaluation process is to certify that each proposal received meets the basic qualifying conditions and to determine the overall quality of each proposal. Proposals must pass an initial technical review for completeness and responsiveness to the RFP. The Local WDB shall review all proposals to determine which Contractor shall be awarded the local contract.

The Evaluation Criteria rating scale is based on a total maximum award of 300 points reflecting the weights assigned to each section of the RFP. Reviewers may be provided with additional elements to consider when evaluating specific aspects of the RFP. In general, the key factors will include clarity of descriptions and explanations; feasibility and reasonableness of the RFP plan, including relative budget line items compared to proposed services; and demonstrated understanding of the WIOA requirements as outlined in federal and state laws and regulations. An emphasis will be placed on career pathways and sector strategies in moving youth to self-sufficiency, serving a diverse population, and developing partnerships.

Request for Proposal Response Section	Maximum Points	Relative Weight
Organization history and experience	45	15%
Staffing plan and qualifications	25	8%
Program design/plan description	125	42%
Past Employment/Training program performance	35	12%
History of meeting Enrollment and Financial Goals of Employment/Training Programs	25	8%

Budget and budget narrative	45	15%
Total	300	100%

The WDB may:

- Accept or reject any or all proposals received. All solicitations are contingent upon availability of funds.
- Request additional data, changes, and documentation.
- Request an oral presentation of the bidder’s proposal to the RFP Review Committee after its opening.
- Select a service provider, based on initial offers received, without discussion of such offers. Initial offers should be submitted on the most favorable terms from a price and technical standpoint that the Bidder can submit.
- Fund part or all of a proposal even though it is found to be in competitive range if, in the opinion of the WDB, the services proposed are not needed or the costs are higher than the WDB finds reasonable in relation to the overall funds available, or if past management concerns lead the WDB to believe the contractor has undertaken more services than it can successfully handle.
- Reject any proposal based upon the total proposed expenditures for staff salaries and compensation that exceeds what is considered to be “reasonable and comparable” based on similar positions of the WDB staff.
- Maintain ownership exclusively to the WDB of all data, materials, and documentation originated and prepared by the bidder pursuant to the RFP.

Notification:

Formal notification to award a contract and the actual execution of a contract are subject to the following:

- Receipt of WIOA funds granted under the WIOA Plan
- Results of negotiations between selected Contractor and the WDB

Each bidder submitting a proposal will be notified in writing of the decision concerning its proposal.

Contract Execution:

A contract will be executed by the WDB Director in accordance with the terms approved by the WDB and mutually agreed upon with the Contractor. The contract documents will be finalized before the 2020 program year begins on July 1, 2020. The program funding period will be July 1, 2020 through June 30, 2021. Continuation beyond June 30, 2021 is subject to future funding and legislative authority. The option exists to extend the contract for two additional years beginning July 1, 2021 with the opportunity for re-negotiation to be initiated in writing by the WDB at least sixty days before the expiration date of the first-year contract. Each renewal shall be limited to a one-year period. The service provider’s performance will be evaluated at the end of each program year before granting an additional contract year. The following will be considered before an additional contract is awarded:

- Availability of funds
- Contractor performance
 - Monitoring reports
 - Programmatic findings

- Audit reports
- Fiscal findings

Expenditure rates

Effectiveness of coordination with other partner programs

Achievement of performance measures

Participant ratios (in-school and out-of-school)

Achievement of 20% work-based learning requirement

Achievement of slot levels goals (number of participants served)

Note: The slot level and associated costs may be modified at any time.

Contractor may not subcontract any or part of their implementation to another Contractor or entity without WDB approval.

Type of Contract:

The type of contract entered into by the awarded Contractor for the services outlined in this RFP is a cost-reimbursement contract. The contract provides for payment to the Contractor of a negotiated fee that is fixed at the inception of the contract.

The fixed fee does not vary with actual cost but may be adjusted as a result of changes in the work to be performed under the contract. Please see Local Area addenda for guidelines on other fees that may be negotiated by a for-profit bidder.

The Contractor is expected to make, in a timely manner, all payments on behalf of customers (such as tuition, supportive services, work experience payroll, OJT reimbursement, etc.) Based on funding availability, the local board may extend a contract if it appears to be in the best interest of the WIOA Program and is agreeable with the time during a contract period by executing a contract modification agreement signed by both parties.

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 solicitations and awards procedure and not on the relative merit of the offers submitted. If a Bidder believes to have been harmed by the violation or misapplication of procedure or regulation of this program, the Bidder has the right to file a grievance.

Any protest or appeal must be submitted in writing to the Workforce Development Board within five (5) working days of the notification of refusal. All protests or appeals are to be addressed to the Workforce Development Director. Only protests or appeals which cite the specific section(s) of the RFP that have been violated will be considered. Once reviewed by the Workforce Development Director for merit, the protest or appeal will be advanced to the appropriate WDB Committee and then to the WDB of Directors. Protests and appeals received after the established time frame will not be accepted. The decision made by the full WDB Board of Directors as to which proposal(s) is/are funded will be final.

A grievance shall be filed according to the written procedure established by the LA and may be obtained by contacting the Local Area Director at 221 South Fayetteville Street, Asheboro, North Carolina 27204, (336) 629-5141.

Pre-Award Provisions and Requirements:

WDB approval of a proposal does not negate the fact that the Bidder must meet certain pre-award conditions before contracts are executed as follows:

- Contractor will hire any grantor staff or contractor staff that is dislocated as a result of the procurement process for a minimum of 90 days and transition to permanent status those who meet the requirements expected of new hires.
- Contractor must indicate its ability to provide sufficient and qualified staff.
- Contractor must maintain a physical presence of WIOA NextGen Youth staff in the local NCWorks Career Center location(s) served by the WDB.
- Contractor provides assurances of business license, insurance, bonding, etc.
- Contractor offers evidence of financial controls.
- Contractor will be expected to adhere to procedures to collect, verify, and submit required monthly reports as well as invoices to the WDB.
- Contractor must ensure equal opportunity to all individuals and assure that it will comply with the nondiscrimination and equal opportunity provisions of the applicable regulations. No individuals shall be excluded from participation in, denied benefits of, or subjected to discrimination under any WIOA funded program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.
- Contractor will be liable for any disallowed costs or illegal expenditure of funds or program operations.
- Contractor will allow access to all WIOA records, program materials, staff and participants for local, state, and federal representatives. In addition, contractors are required to maintain all WIOA records for five complete program years.
- Service providers shall give credit to the WDB as the program funding source in all oral presentations, written documents, publicity, and advertisements regarding any activities.
- Contractor shall not be subject to disbarment or suspension from receipt of federal, state, or local funds.
- Contractor shall not have any outstanding monetary audit claims by the state and federal government. If there are outstanding monetary audit exceptions, the Contractor must provide proof that sufficient non-state or non-federal funds are available to satisfy the claim prior to contract award.
- Contractor must have in place agency administrative policies and/or procedures.

Limitations:

The RFP does not commit the WDB to award a contract, to pay costs incurred in preparation of RFP, or to contract for services.

The WDB reserves the right to accept or reject any or all proposals received as a result of the request; to negotiate with all qualified sources; or to cancel in part or in its entirety the RFP if it is in the best interest of the Program to do so.

Any changes to the WIOA program, the State of North Carolina Plan, or the Local Workforce Area Plan, may result in a change in contracting. In such instances, the LA will not be held liable for what was originally in the bidders RFP.

The WDB's obligation to a Contractor is contingent upon the availability of grant funds from the State of North Carolina and/or the US Department of Labor from which payment for contract purposes can be made; it has no legal liability for payment of money unless and until projects are approved, contracts are executed and funds are made available by the NC Department of Commerce.

Procurement Guidelines:

The RFP process shall be conducted with a level of confidentiality to ensure a fair opportunity for all bidders to compete. Certifications: Assurance and Statement of Compliance (**Attachment B**) indicates that the Bidder has adhered to the following procurement standards:

- The individual signing certifies that the prices quoted on the RFP have not been knowingly disclosed by the Bidder prior to an award, to any other Bidder or potential Bidder.
- The individual signing certifies that the Bidder is not involved in any agreement to pay money or other consideration for the execution of this agreement, other than to an employee of the Bidder.
- The individual signing certifies that the prices quoted in this proposal have been arrived at independently, without consultation, communication or agreement, for the purpose of restricting competition.
- The individual signing certifies that the Bidder has no agreement to subcontractor or hire any person involved in the procurement process, nor had unauthorized contact with WDB members for information related to the RFP.
- Actions that breach the confidentiality of the process or actions to give unfair advantage to a Bidder shall constitute grounds for elimination of the proposal from consideration.

Addenda:

If at the discretion of the WDB, it becomes necessary to revise any part of this RFP, an addendum will be provided to all known recipients of this RFP and posted on the WDB website at www.regionalpartnershipwdb.org. Any revisions will become an addendum to this RFP.

Respondents are responsible for checking the website frequently to remain informed about the procurement process and other information that may affect this RFP (e.g., WIOA updates, changes to performance measures, and revisions to the timeline).

SECTION II: PROGRAM MANAGEMENT REQUIREMENTS:

Experience Requirements:

The WDB requires Bidders to have at least three years of experience providing youth employment and training programs for disadvantaged and hard to serve youth. Bidder's experience in operating youth program must include:

- Case management and development of individual service strategy plans for youth
- Monitoring programs for compliance
- Partnerships with community organizations to provide a full array of services and to integrate and collaborate services and leverage funds

- Partnerships with employers for job placements and referral services
- Operating system for tracking costs associated with services funded
- Evidence of development and management of work-based learning opportunities for youth, including development of worksite agreements or contracts; monitoring worksites and participants; orientation for employers on process and policies and laws and regulations; and invoicing or payroll processing

The Bidder will need to be able to provide all of the above services immediately upon selection.

Infrastructure and Center Locations:

Regional Partnership WDB maintains certified NCWorks Career Centers (the North Carolina name for one-stop centers, otherwise referred to as American Job Centers) in all five counties served. **Alamance, Montgomery, Moore, and Randolph Counties** WIOA NextGen Youth Programs are currently housed in the NCWorks Career Centers; **Orange Counties** WIOA NextGen Youth Programs are housed in their own Youth Center, however, staff not housed in NCWorks Career Centers are required to have a presence in the one-stop through a set schedule. As we consider Youth to be Young Adults, career services are to be integrated with the NCWorks Career Centers and funds should be leveraged with other available resources as much as possible.

Lease and Utilities:

Expenses are to be included in the RFP budget.

Equipment/Furnishings and Services:

Office equipment must include copiers and service; computers and network service; phones and fax service; materials and supplies; and office and staff furniture which are to be included in the RFP budget. Arrangements may be made to provide resources and services through coordination between partners as negotiated in each individual county where appropriate.

NextGen Youth Center Locations:

County	Address	Phone
Alamance	2640 Columbine Lane, Burlington, NC 27215	336-570-6800
Montgomery	1011 Page St., Troy, NC 27371	910-898-9669
Moore	245 Shepherd Trail, Aberdeen, NC 28315	910-944-7697
Orange	113 Mayo St. Hillsborough, NC 27278	919-245-2800
Randolph	600 S. Fayetteville St. Asheboro, NC 27203	336-625-5128

Service Levels, Target Groups, Budget Limitations and Requirements:

The following table lists the maximum funds and enrollment goals made available for this RFP for **Program Year 2020 (July 1, 2020 – June 30, 2021)**. These figures are based on **PY19** allocations and subject to change after final contract negotiations.

County	Allocation	Enrollment Goal
Alamance	\$ 205,057	40
Montgomery	\$55,640	13
Moore	\$110,678	26
Orange	\$200,73148\\	48
Randolph	\$191,394	31

As stated in the State Unified Four-Year Plan, the Governor continues to make education and preparing the state’s youth to enter the workforce a key focus of NCWorks. The state is making investments to ensure high school graduates are college and career ready by strengthening K-12 education, enhancing career and technical education, adult literacy programs, and high-demand courses at community colleges, and creating high expectations for employment among youth, including youth with barriers to employment. In addition, efforts are being made to help prepare young people for careers in critical cluster areas, by increasing competency-based credentials, work-based learning opportunities and apprenticeship programs across the state.

Training and Employment Guidance Letter (TEGL 23-14) and Federal Register, Sec. 681.210, state that WIOA Title I Youth formula programs shift the primary focus to support the educational and career success of out-of-school youth (OSY). **A minimum of 75 percent of WIOA NextGen Youth funds is required to be spent on OSY.** WIOA NextGen Youth programs are to provide a continuum of service to help disconnected youth navigate between the educational and workforce systems.

The WIOA places emphasis on career pathways; integration and coordination of education and training services; sector-based strategies; streamlined services; and a focus on work-based learning **with a minimum of 20 percent of WIOA NextGen Youth funds spent on work-based-learning.** Work-based learning must be under actual working conditions and must be designed to enhance the employability, responsibility, and confidence of the youth.

Youth programs will commit to:

- Providing high-quality services for disconnected youth beginning with career exploration and guidance;
- Continued support for educational attainment;
- Opportunities for training in demand occupations;
- Opportunities for post-secondary education; and
- Work-based learning opportunities.

Programs will coordinate services with their local Career and Technical Education (CTE) programs in the high schools; Adult Basic Education and Literacy programs in the community colleges; Vocational Rehabilitation programs; NCWorks partner programs; and other community-based programs.

Performance Measures:

Section 116 of WIOA established performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served by the workforce development system’s six core programs.

Regional Partnership Workforce Development Board negotiated local performance measures with the Division of Workforce Solutions for Program Year 2020 performance measures. Future years will be determined by the state and may be re-negotiated. Below is a chart reflecting PY 18 and PY 19 measures. Boards are expected to meet 100% of all measures. The WDB will monitor performance measures quarterly and will report to the WDB at quarterly meetings.

Performance Measure	*Youth	
	PY 2018	PY 2019
Employment Rate 2nd Quarter	79.4%	87.5%
Employment Rate 4th Quarter	84.4%	78.3%
Credential Attainment Within 4 Quarters	48.0%	81.8%

*Information in this table was obtained from NC Performs

Measurable Skills Gain

The measurable skills gain (MSG) is a new indicator required by the Workforce Innovation and Opportunity Act (WIOA) designed to measure in-progress skills gains made by program participants in education or training during a program year.

The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are achieving measurable skills gains, defined as documented academic technical, occupational, or other forms of progress, towards such a credential or employment. Further guidance from the state will

Planned Performance Outcomes

(Attachment H) consists of a chart that the Bidder will complete, identifying projected service levels for the period July 1, 2020 – June 30, 2021, which will become part of the Bid evaluation.

NCWorks and NCWorks Performs Online Systems:

NCWorks Online is the state’s job-matching system that helps connect people to jobs and helps businesses find the talent needed. The system includes labor market information by industry, occupation, and region.

This system is an integrated case management system for core programs. It is essential that all data entry must be entered within ten working days of an actual service. This system will track all customers and services provided in the Centers and all services provided in the WIOA programs.

Accountability is an **essential** aspect of the administration of WIOA. All services and outcomes must be tracked and federal and state reporting requirements must be met. The North Carolina

Department of Commerce, Division of Workforce Solutions utilizes NCWorks Online to provide for the storage and maintenance of data that is necessary to comply with federal and state requirements. NCWorks Online was developed to provide an automated customer intake, tracking and reporting system for WIOA shared by all core program staff. The system is built around a concept of workflow that is intended to match the reality of case management in the field. The system is internet-based, provides security for customer records, and features standard reports that are accessible to the RPWDB, program service staff and to Career center staff. An individual customer record is created in NCWorks Online for each person served under WIOA. Staff members are required to use NCWorks Online to track all customers from initial contact through intake/application, WIOA registration and enrollment, into selected activities, case management/case notes, activity status updates, outcomes reporting, exit, and post-employment follow-up. **NCWorks Online Website** address is www.ncworks.gov

NCWorks Performs Online is an additional reporting system that interfaces with NCWorks Online. This site provides extensive performance data on all activities. This system is accessed by WDB staff only and reports are submitted to the WDB at their meetings.

Currently, there is not a state tracking system expressly for training expenses. Individual participant expense data will be entered in the service activity in NCWorks. The Bidder will need to have an internal tracking system in place in order to provide required reporting to the WDB.

Data Validation:

The Contractor will be provided training and data validation guidelines once they are released by the State. The Contractor is expected to comply with those guidelines.

Policies:

The chosen Contractor will agree to abide by WDB policies and guidelines. These will be provided to the Contractor when the contract is complete.

Staff Development:

Customer engagement for front-line customer service staff is a critical component for delivering exceptional customer service. It is imperative that staff is well-trained, friendly, professional, and highly knowledgeable. Staff must have a strong commitment to customer service. They also need to have strong organizational and time management skills, attention to detail, computer skills, and a working knowledge of current economic and workplace trends. This forms the basis for their ability to properly advise jobseekers about skills and training that will result in employment.

Staff training will be provided through the NCWorks Training Center, cross-training, WDB quarterly training sessions, workshops, webinars and conferences.

Staff/Participant Ratio:

The Contractor will serve participants who are currently enrolled in the program or completing their 12 month follow-up period after exit from the program. The Contractor is expected to maintain a relatively constant number of active participants throughout the year. Refer to the WDBs Historical Data on customers served (*Attachment A*) on serving youth in recent years. Career Advisors for the NextGen Youth Program should maintain a 45-1 participant/staff ratio.

Equal Employment Opportunity (EEO):

The Contractor assures compliance with Section 188 of the Workforce Innovation & Opportunity Act; Age Discrimination Act of 1975; Section 504 of the Rehabilitation Act of 1973; the American with Disabilities Act of 1990; Title IX of the Education Amendments of 1972; and Title VI and Title VII of the Civil Rights Act of 1964 which govern the Contractor's responsibilities in upholding laws pertaining to EEO.

Participants and staff will be informed of EEO policies and guidelines and the name of the EEO Officer during a formal orientation prior to participating in any WIOA-funded activity. The Contractor is required to develop and adhere to affirmative action policies.

All grievances and complaints submitted by WIOA participants involving allegations of discrimination, violations of the WIOA, or criminal fraud, abuse or misconduct must be processed according to the WDBs Grievance/Complaint Procedures.

WIOA Background:

The Workforce Innovation and Opportunity Act (WIOA), signed into law on July 22, 2014, is the first legislative reform of the public workforce system in 15 years. The law supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

WIOA presents an extraordinary opportunity to improve job and career options for our nation's workers and jobseekers through an integrated, job-driven public workforce system that links diverse talent to businesses. It supports the development of strong, vibrant, regional economies where businesses thrive and people want to live and work.

WIOA retains the nationwide system of one-stop centers, which directly provide an array of employment services and connect customers to work-related training and education. WIOA furthers a high quality one-stop center system by continuing to align investments in workforce, education, and economic development. The new law places greater emphasis on one-stops achieving results for jobseekers, workers, and businesses. WIOA reinforces the partnerships and strategies necessary for one stops to provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

Training and Employment Guidance Letter WIOA No. 21-16 **Background:** Title I of WIOA outlines a broad youth vision that supports an integrated service delivery system and provides a framework through which states and local areas can leverage other Federal, state, local, and philanthropic resources to support in-school youth (ISY) and out-of-school youth (OSY). Title I of WIOA affirms the Department of Labor's (DOL) commitment to providing high-quality services for youth, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training, such as pre-apprenticeships or internships, for in-demand industries and occupations and culminating with employment, enrollment in postsecondary education, or a Registered Apprenticeship.

The NextGen Youth program is funded by WIOA Title I. Final Rules 20 CFR, published on August 19, 2016. All parties contracting with the WDB must comply with US Department of Labor Employment and Training Administration WIOA laws and regulations. Administration

and operation of this program is subject to compliance with WIOA State policies issued by the Department of Commerce Division of Workforce Solutions and LA policies. Please reference the following resources:

- US Department of Labor Employment and Training Administration website at www.doleta.gov for guidance on WIOA reauthorization and key principles. This site includes links Training and Employment Guidance Letter 23-14, relating to youth transition from WIA to WIOA; and the Notices of Proposed Rulemaking which Part 681 is specific to youth services.
- Federal policy information is posted at www.doleta.gov/usworkforce.
- North Carolina's policy information and Four-year Unified State Plan is available at www.nccommerce.com.

Service Delivery

It is the goal of NCWorks youth services to provide activities to enable young adults to be work-ready and prepared for their future. Provided services will help young adults access opportunities for work-based learning, complete industry recognized credentials, and enter employment in demand occupations. NCWorks youth services in the Regional Partnership area will be housed within the career center and should be designed in a manner that integrates young adults in order to receive the full range of services. Integration with other program staff, such as the adult program for referrals and with business services for work-based learning and connections with employers, will be necessary to meet expectations.

With the focus moved to older, out-of-school youth, it is likely this population will be visiting the NCWorks Career Center seeking career services. Appropriately trained staff and customer flow of the center will be important in identifying which customers may be most appropriate for receiving youth-funded services/elements.

WIOA requires the following fourteen (14) elements to support the success of youth. While every youth may not need every element, providers are required to either provide or connect youth to organizations that meet their identified needs. Proposals must identify an initial plan of how the following elements will be addressed.

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of a school diploma or its recognized equivalent (including a certificate of attendance for individuals with disabilities) or for a recognized postsecondary credential;
2. Alternative secondary school services or dropout recovery services;
3. Paid and unpaid work experiences that have as a component academic and occupational education which may include the following:

Summer employment opportunities and other employment opportunities available throughout the school year; Pre-apprenticeship programs; Internships and job shadowing; and On-the-job training opportunities.

4. Occupational skills training, which shall include priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in-demand industry sectors or occupations in the local area;
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
6. Leadership development opportunities, which may include community service and peer-centered activities;
7. Supportive services;
8. Adult mentoring for a period of participation and a subsequent period for a total of no less than 12 months;
9. Follow up services for no less than 12 months after the completion of participation, as appropriate;
10. Comprehensive guidance and counseling;
11. Financial literacy education;
12. Entrepreneurial skills training;
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration; and
14. Activities that help youth prepare for and transition to postsecondary education and training.

Note: Youth programs should incorporate the same in demand occupational training areas that apply to the adult/dislocated worker program. All customers interested in receiving WIOA scholarship assistance must apply for a Pell Grant, and if awarded, be applied to the cost of training.

Respondents' proposals should reflect "an age continuum of services" and age-appropriate activities based on the expectation that youth may be enrolled in WIOA services for the time period determined to successfully complete their service strategy. Planned services and activities should be designed to meet the needs of out-of-school youth, ages 16-24. The intensity and methods of delivering WIOA services should be flexible to respond to the individual needs of youth as they age and develop. A variety of workforce development activities should be available to help youth identify personal and vocational interests and begin to clarify long-term employment goals. Negotiating the transition from school to the workforce requires more than the acquisition of skills specific to an occupation. It is also necessary for youth to master the developmental tasks associated with cognitive, emotional, and social maturity that are critical to long-term employment success.

Many young adults that are disconnected from education and employment may demonstrate a need for supportive services in order to successfully begin, carry out, or complete their service strategy. Service providers should collaborate with partner agencies on meeting these needs prior to use of WIOA funds. Common types of supportive services include childcare, transportation, and emergency assistance.

Proposals should demonstrate linkages with the public schools, alternative schools, and various training providers to extend and enhance learning opportunities as part of a year-round strategy to improve academic achievement and build connections between work and learning. Respondents are expected to build and strengthen partnerships with community organizations in order to effectively recruit, engage, and sustain out-of-school youth in successful completion of WIOA activities. Organizations should develop a plan that provides outreach to underserved young adult populations in the region.

Service providers are also expected to assist in workforce system building activities with education and partners. Activities should include, but are not limited to, partnerships with schools to provide workforce information and resources, assisting with career fairs, hosting workshops, support of Work Ready Communities, Career Pathways, and the NCWorks system. Proposals should incorporate activities that demonstrate the provider's ability to successfully engage and contribute to the development of workforce services throughout the region.

Service providers are expected to provide 12 months of follow-up services for all youth. Services should be designed to assist customers in entering and retaining employment or education. Under WIOA measures, successful follow-up is a critical component that should be seen as equally important as services prior to exit.

Program Requirements and Service Activities:

Service Requirements:

Section 129 (c)(1) of the Workforce Innovation and Opportunity Act, states that funds allocated to a local area for eligible youth shall be used to carry out, for eligible youth, programs that:

1. Provide an **objective assessment** of the academic levels, skill levels, and service needs of each participant, which includes a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and development needs of such participant. Assessments must also consider a youth's strengths rather than just focusing on areas that need improvement. Programs must use instruments that are valid and appropriate for the target population, and must provide reasonable accommodations in the process, if necessary. Local programs may use previous basic skills assessment results if such previous assessments have been conducted within the past six months.

Local programs have the discretion to determine what specific program services a youth participant receives based on each participant's objective assessment and individual service strategy. Local programs are not required to provide every program service to each participant.

2. Develop **Individual Service Strategy (ISS)** for each participant that shall identify career pathways that include education and employment goals, appropriate achievement objectives, and appropriate services for the participant taking into account the assessment conducted.
3. Must provide:
 - a) Activities leading to the attainment of a secondary school diploma or its recognized equivalent or a recognized postsecondary credential;
 - b) Preparation of postsecondary educational and training opportunities;
 - c) Strong linkages between academic learning and occupational learning;
 - d) Preparation for unsubsidized employment opportunities; and
 - e) Effective connections to intermediaries with strong links to the job market and local, regional employers.

Eligibility:

TEGL 23-14 states that WIOA Title I Youth formula programs shift the primary focus to support the educational and career success of out-of-school youth (OSY). **A minimum or 75 percent of WIOA NextGen Youth funds is required to be spent on OSY.** WIOA NextGen Youth programs will provide a continuum of service to help disconnected youth navigate between the educational and workforce systems.

As defined in WIOA Sec. 129(a)(1)(A) YOUTH PARTICIPANT ELIGIBILITY. In general, to be eligible to participate in activities carried out under this chapter during any program year an individual shall, at the time the eligibility determination is made, be an out-of-school youth (OSY) or an in-school (ISY) youth. Both in-school youth (ISY) and out-of-school youth (OSY) are eligible for youth services.

School status is determined at the time of program enrollment. Because the process of program enrollment can occur over a period of time, school status must be based on status at the time the eligibility determination is made. Youth will remain throughout their enrollment in the program that they were determined eligible for at time of enrollment.

WIOA general criteria:

- US Citizen or authorized to work in the United States: and
- Comply with Selective Service registration, if applicable

OUT OF SCHOOL YOUTH ELIGIBILITY CRITERIA BACKGROUND:

Federal Register Sec. 681.210 defines an out of school youth as an individual who is—

- (a) Not attending any school (*as defined under State law*);
- (b) Not younger than age 16 or older than age 24 at time of enrollment. Because age eligibility is based on age at enrollment, participants may continue to receive services beyond the age of 24 once they are enrolled in the program; and
- (c) One or more of the following:
 - (1) A school dropout;
 - (2) A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter.
 - (3) A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner;
 - (4) An offender.

- (5) A homeless individual, a homeless child or youth or a runaway youth.
- (6) An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act or an out-of-home placement;
- (7) An individual who is pregnant or parenting;
- (8) An individual with a disability; or
- (9) A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment. **Use this category for OSY who are low income individuals.**

IN SCHOOL YOUTH ELIGIBILITY CRITERIA BACKGROUND:

Federal Register Sec. 681.220 defines the term in-school youth as an individual who is:

- (a) Attending school (as defined by State law), including secondary and postsecondary school;
- (b) Not younger than age 16 or (unless an individual with a disability who is attending school under State law) older than age 21 at time of enrollment, participants may continue to receive services beyond the age of 21 once they are enrolled in the program;
- (c) A low-income individual; and
- (d) One or more of the following:
 - (1) Basic skills deficient;
 - (2) An English language learner;
 - (3) An offender;
 - (4) A homeless individual, a homeless child or youth or a runaway;
 - (5) An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act or in an out-of-home placement.
 - (6) An individual who is pregnant or parenting;
 - (7) An individual with a disability; or
 - (8) An individual who requires additional assistance to enter or complete an educational program or to secure or hold employment. **Regional Partnership only utilizes this exception for special circumstances at the Local Area Director’s discretion.** Therefore, all In School Youth must be low income.

Note: For the purposes of WIOA, low income In School Youth includes persons receiving free-reduced lunch under the Richard B. Russell National School Lunch Act and living in high poverty as determined by the US Census Bureau.

Enrollment:

To participate in youth programs, the following must occur:

- Eligibility determination by providing required documentation which is entered in the NCWorks Online system. This system determines the programs the participant is eligible. The participant is then certified and enrolled in the appropriate program.
- An Objective Assessment is created in NCWorks Online, identifying service needs
- An Individual Service Strategy plan is developed;
- A first case note with biographical information; and
- Begin pertinent program activities.

All activities are entered and tracked in the NCWorks Online system and must be entered within 10 days of activity.

Career Advising:

The WIOA staff will provide career planning services to youth to support and assist them in completing WIOA-funded activities and in attaining meaningful outcomes. Staff are expected to work closely with each customer to provide support and guidance, address needs and barriers, resolve problems that may arise, and assist in the attainment of the goals agreed upon in the ISS. The ISS will be reviewed periodically to arrange for needed services, address changes if needed, and document progress made during participation. Regular personal contact between staff and the WIOA customer is expected. Based on the career management relationship, the customer should be aware that he/she has support and accountability in working to achieve his/her workforce development goals. Primary career planning functions are services, coordination, advising and counseling, advocacy, accurate record-keeping, and follow-up.

All staff members are expected to be informed of, and adhere to professional standards of client confidentiality and abide by LA confidentiality policy. Staff with access to, or control over WIOA customer records or other confidential information is expected to safeguard such information. No staff member, volunteer, or other person associated with the Career center staff shall release or disclose information concerning a youth without securing a signed release of information authorization prior to releasing the records. This includes information sharing that is verbal, written or electronic. Exchange of information is generally to be used for eligibility verification, coordination of services and activities, tracking progress and participation, securing additional services, and for follow-up purposes.

Work Experience:

Work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid. A work experience may be in the private for profit, non-profit, or public sector. Work experience services are designed to promote the development of good work habits and basic work skills for individuals who have never worked or those who have very limited work history. Participation in a WIOA-subsidized work experience must be based on the initial/entry assessment of the youth's work history, job skills, financial needs, supportive service needs, employment goals, and other factors affecting the likelihood of success.

A subsidized work experience must be for a reasonable length of time, up to 500 hours in duration, based on the customer need and the worksite. The program contractor will serve as the employer of record for work experience activities and will be responsible for required employment records and for payroll. Fair labor standards apply in any work experience where an employee/employer relationship, as defined in the Fair Labor Standards Act exists. Health and safety standards under Federal and State law otherwise applicable to working conditions of employees are equally applicable to working conditions of WIOA customers engaged in work experience activities under WIOA.

Workers' compensation insurance coverage must be secured by the WIOA staff for youth engaged in subsidized work experience. A written work experience agreement between the WIOA staff and the worksite must be executed for each subsidized work experience. In some cases, it may be appropriate to provide a WIOA youth customer with a combination of classroom training and subsidized work experience in order to enhance their skills and make them more competitive in

the job market.

On-the-Job Training (OJT)

On-the-Job training is designed to provide occupational/professional skills and job-specific knowledge that is essential to the full and adequate performance of a job. A regular (not temporary) job opening must exist where the OJT customer can be retained in a full-time unsubsidized job upon successful completion of the subsidized training. OJT is limited in duration, based on the occupation SVP codes, for which the WIOA customer is being trained, the content of the OJT training, and taking into account the skills gap of the customer. OJT trainees must be certified as WIOA-eligible and OJT-eligible (eligibility and initial assessment records completed) prior to final hire decision by an employer. Training content for the OJT period must go beyond general orientation content that may be given to all employees to include job-specific learning objectives and skills training.

Under an OJT contract and training plan between the WIOA program contractor and the employer, the employer may be reimbursed for up to 50% of the base wage rate (converted to an hourly rate) of the OJT trainee for the extraordinary costs of providing the training and the additional supervision related to the training. OJT requires written documentation by the employer of the OJT trainee's progress during training. Staff access to observe the actual training and access to original and/or copies of the OJT trainee time and payroll records prior to reimbursement to the employer for OJT training is expected. The employer must have appropriate employee's worker's compensation and/or other forms of workplace insurance to cover OJT trainees. LA staff will assist, if needed, in the development of OJT contract. The LA policy will be adhered to.

Supportive Services

WIOA funds may be used to provide youth participants with needed supportive services if the following conditions apply: a.) the youth is unable to obtain supportive services through other programs, and, b.) supportive services are necessary to enable the individual to participate in WIOA training or work activities. WIOA funds may only be spent on supportive services for youth who are enrolled in one or more allowable/ appropriate WIOA activity(s). Other resources that provide supportive services in the county must be utilized first before expending WIOA funds for the supportive service.

Allowable types of WIOA supportive services include the following: transportation assistance; child care, emergency housing, utilities, or car repairs; records required for employment such as a background check; appropriate work attire; safety equipment; or work-related tools for OJT or Work Experience; special services/supplies for persons with a disability; and uniforms and other required items for specialized or health occupations training.

Career Advisor is responsible for obtaining written verification of the actual need and costs for any of the above expenses prior to authorizing WIOA funds for supportive services. All such payments must be authorized in writing by staff and must be issued as payment directly to a vendor or as reimbursement to a participant who has valid receipts for purchases or payments. Written authorization by staff must precede payment or reimbursement. Payment or reimbursement of costs for penalties, court costs, and other related criminal fees are not allowable supportive service costs.

Career advisor is responsible for ensuring transportation and childcare supportive services are paid only for actual days in school, and/or days of participation in a WIOA activity.

Transportation forms must be checked for calculations and attendance prior to submission. Licensed daycare providers that have a policy requiring continued payment of the regular weekly or daily daycare charge during school breaks/holidays is an allowable exception. The use of a time sheet or other attendance record is required to document attendance and authorize supportive service payments. Funds for supportive services are limited and may only be provided as needed. The LA Supportive Services Policy will be adhered to.

Internal Program Management:

All WIOA 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 WIOA (P.L. 105-220) and any applicable federal or state regulations;
2. Compliance with the provisions of the WIOA contract;
3. Compliance with all applicable State and WDB policies; and
4. Compliance with WIOA regulations regarding records maintenance.

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 WIOA program shall be reported immediately to the WDB, the North Carolina Division of Workforce Solutions and the U.S. Department of Labor.

Internal program management procedures must also ensure that auditable and otherwise adequate records are maintained to support the eligibility of all WIOA participants and confirm adherence to specific program requirements and limitations. The WDB will require that WIOA Contractors adhere to their established monitoring procedures for ensuring program compliance with federal regulations.

Monitoring Procedures:

The WDB staff monitors and evaluates the quality and effectiveness of WIOA funded programs. Monitoring is the quality control system whereby the WDB 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, WDB policies and requirements and WIOA regulations. The WDB 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. Contractors must cooperate with any monitoring, inspection, audit or investigation of activities related to WIOA contracts. This cooperation includes: providing 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. Monitoring activities may be conducted by the North Carolina Division of Workforce Solutions, State of North Carolina, the U.S. Department of Labor, and the WDB or its designated representative.

Property Management Requirements:

Property management is required of all WIOA contractors when using WIOA funds to purchase. Contractors will be required to maintain an accurate inventory of all WIOA property in their possession. The contractor will agree not to dispose of or transfer any property purchased with WIOA funds without the prior approval of the Local Workforce Area. In the event of stolen property, contact the local authorities and request a written police report which must be forwarded to the Local Workforce Area within thirty days of the incident.

Records Retention:

The following records and documents must be maintained for WIOA participants and employees. The contractor agrees to make these records available for monitoring and review by the Local Workforce Area and agrees to retain these records, subject to audit, for **five years** from completion of services. Release of responsibility to retain records after the five completed year's period will not be authorized until final resolution of any audit findings. In the event the contractor goes out of business or ceases to be an organization prior to the expiration of records retention responsibility, all records that will be required for retention will be delivered to the Local Workforce Area. The following records shall be transmitted to the Local Workforce Area for acceptance in an orderly fashion with documents properly labeled and filed in an acceptable condition for storage:

- General ledger
- Cash receipts and cash disbursement journals/reports
- Bank statements, reconciliation, deposit slips and canceled checks for each bank account through which WIOA funds were received or disbursed
- Contracts including amendments
- All financial reports and requests for reimbursements
- Payroll records including Individual Earning Record, employee withholding authorization, FICA reporting form, Federal/State withholding, unemployment taxes, employee personnel files, time records, and employee time/salary allocation plan
- Invoices and/or supporting data for non-payroll disbursements
- Participant records, including data forms, verification and documentation items, assessment tests and results and EP
- Monthly financial reports and any other financial report as requested by the Local Workforce Area
- Any other financial records requested by the Local Workforce Area.

Invoicing, Reporting and Contractor Close-out:

The Local Workforce Area will reimburse the contractor for total allowable costs incurred as the Local Workforce Area operates on a "cost reimbursement" system. All financial invoices along with supporting documentation must be submitted within the time frame established by the Local Workforce Area.

Insurance and Working Conditions:

The service provider shall provide adequate on-site medical and accident insurance for all enrollees not covered by North Carolina's Workers' Compensation law. This coverage shall not include income maintenance. Contributions to a self-insurance plan, to the extent that they are comparable in costs and extent of coverage, had insurance been purchased, are allowable upon prior approval by the State of North Carolina, Division of Workforce Solutions, through the LA.

Requests for such approval are to be submitted in writing to the LA. OJT employers must provide proof of workers' compensation or comparable coverage prior to execution of the OJT contract. No WIOA client will be required or permitted to work, or receive services or training in a building or surroundings or under working conditions which are unsanitary, hazardous, or dangerous to the client's health and safety.

General Liability Insurance

General public liability insurance coverage in the amount of \$500,000 single limit coverage is required of all WIOA contractors except where a lesser amount may be agreed to by the Consortium. NOTE: Contractors that are state agencies or political subdivisions of the State of North Carolina are exempt from the public liability insurance requirement referenced above.

Automobile Insurance:

Contractors using motor vehicles in conducting program activities shall provide automobile insurance which clearly specifies that the RPWD and/or staff are held harmless against claims arising from ownership, maintenance or use of said vehicle. The RPWDB requires a minimum coverage of \$100,000 per person and \$300,000 per accident for bodily injury and \$25,000 per accident for property damage.

SECTION III: SUBMISSION REQUIREMENTS AND INSTRUCTIONS:

A. Requirements:

Proposals are due by **12:00 p.m. on Wednesday, April 29, 2020**. Any submitted after 12:00 p.m. on due date will **not** be accepted and will be returned to the Bidder unopened.

B. Instructions:

Please submit:

- An electronic copy of the proposal and budget to twall@regionalscs.org by the due date. Receipt of all emailed copies will be confirmed by return email.
- **ONE Original** (clearly marked with Statement of Compliance signature and labeled as original);
 - ✓ Use 12 pitch font (preferably Times New Roman)
 - ✓ Include a cover identifying your agency
 - ✓ Include a completed cover sheet with all information
 - ✓ Three hole punch and secure with binder clips
 - ✓ Use tab dividers clearly identifying each section in sequential order
 - ✓ Number pages and attachments
- Hand deliver or mail to:
 - Tammy Wall, WDB Director
 - Regional Consolidated Services
 - PO Box 1883
 - 221 S. Fayetteville St.
 - Asheboro, NC 27204-1883
- Sealed modifications of proposals already submitted will be considered if received at the designated location by the **deadline** for submittal.
- Do not submit this entire RFP. You will need to submit only the components described below in Section III.
- Include the following:
 - ✓ Cover sheet
 - ✓ A. RFP Narratives: Executive Summary (2 page limit)
 - ✓ B. Planned Program Narrative (20 page limit)
 - ✓ C. Planned Outcomes
 - ✓ D. Budget Summary (no limit)
 - ✓ E. Financial Management and Reporting
 - ✓ Attachment A: Historical Data on Customers Served
 - ✓ Attachment B: Statement of Compliance
 - ✓ Attachment C: Bidder's Job Descriptions
 - ✓ Attachment D: Bidder's Organizational Chart
 - ✓ Attachment E: Elements Service Delivery Plan Form
 - ✓ Attachment F: Supportive Services Policy
 - ✓ Attachment G: Bidder's Three References
 - ✓ Attachment H: Planned Outcomes Chart
 - ✓ Attachment I: 2017 Budget Summary (completed)

SECTION IV: REQUEST FOR PROPOSAL APPLICATION:

A. Cover Sheet: Complete the following cover sheet.

**Request for Proposal (RFP)
Cover Sheet
Regional Partnership Workforce Development Board
PY 2020 WIOA Title I NextGen Youth Program**

The Local Workforce Development Board is releasing this RFP for PY 2020 for “NextGen” Youth Program Activities for the period **July 1, 2020 to June 30, 2021 for Youth ages 16 to 24.** Responses to this RFP must be made to the requests herein.

=====
BIDDER: _____

ADDRESS: _____

MAILING ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

CONTACT PERSON: _____ TITLE: _____

EMAIL: _____ PHONE: _____ FAX: _____

COUNTY (IES) SUBMITTING PROPOSAL FOR:

ALAMANCE MONTGOMERY MOORE ORANGE RANDOLPH

TOTAL COST OF PROGRAM: _____ TOTAL NUMBER SERVED: _____

YOUTH BREAKOUT: IN-SCHOOL _____ OUT-OF-SCHOOL _____

NOTE: 75% OF YOUTH FUNDS MUST BE SPENT ON OUT-OF-SCHOOL AND
20% OF PROGRAMMATIC FUNDS MUST BE SPENT ON WORKBASED LEARNING

Print Name of Signatory Official

Job Title

Signature of Signatory Official

Date

B. RFP Narratives:

The program narrative consists of Executive Summary, Program Plan, and Budget Summary. Narratives must provide specific detailed responses to the questions.

It is assumed that the Bidder has a working knowledge of the WIOA. When addressing each area, do not directly quote the WIOA regulations. The WDB is expecting a narrative outlining your plans to provide service to youth through the WIOA program in your county within the framework of WIOA law and regulations.

1. Executive Summary:

Executive Summary (two page limit and on agency letterhead) is an overview of the Bidder's organization and the capability of the Bidder to deliver the proposed services; and a summary of the proposed program, the amount of funding requested, and the number of participants to be served.

The Executive Summary must contain the following:

- a. An overview of the organization's qualifications, including number of years successfully providing services, types of customers served with employment and training programs.
- b. The organization's **specific experience in serving youth** with significant barriers to employment for the **past three years**. This information must contain the following information:
 - ✓ Specific program/grant by name, indicate the funding year;
 - ✓ Funding source per grant per year;
 - ✓ Funding amount per grant per year and did you meet your financial expenditure goal?
 - ✓ Total number of participants enrolled per funding year per grant and did you meet your enrollment goal?
 - ✓ Total number participants exited per funding year per grant;
 - ✓ All reasons exited, broken out per positive and negative outcomes.
- c. A description of **your organization's history and experience**: Include:
 - ✓ Mission and vision statements.
 - ✓ Areas of expertise and special qualifications that may distinguish your organization's programs and services from others.
- d. A description of the **organization's self-monitoring policy** that will be utilized to ensure WIOA services are delivered efficiently and effectively while complying with applicable federal, state, and local laws, regulations, and policies.
- e. The **amount of WIOA funding requested**. Describe any in-kind contributions that will be contributed to the program. Specify estimated dollar amounts. Bidders are encouraged to use the current NextGen Youth Program locations as listed in this RFP.
- f. **Current and proposed partners** (if applicable) briefly explain their services and expertise.

- g. **Plans to integrate service delivery** into current structure through alignment of staff, physical location, and financial resources.
- h. **Staffing Plan** that identifies staff positions necessary for the operation of this program. Describe experience, qualifications, and credentials. Identify staff to be program funded and whether part-time or full-time and list hours per week. Identify any special skills or certifications of staff and ability to meet the needs of youth. Attach job descriptions as **Attachment C**.
 - a. Description of your process for **staff orientation and training** on the regulations and program requirements.
 - b. Identification of **lines of authority and supervision** for program operations. Include a program organizational chart (**Attachment D**) that outlines the administration of the organization for the proposed RFP.

2. Program Plan Narrative:

Program Plan Narrative (20-page limit). This portion of the RFP describes the Bidder's organizational structure, previous experience, financial structure and plans for providing youth services.

Outreach/Recruitment:

Describe strategies to be used for outreach and recruitment of out-of-school and/or in-school youth.

Describe the eligibility verification process and how provider will conduct orientation for participants.

Describe the referral procedure to other community partners for services for both eligible and ineligible youth.

Identify specific partnerships and collaborations involved. Indicate the numbers of youth to be served, July 1, 2020-June 30, 2021.

Target Populations:

Describe strategies to focus WIOA services to youth who do not have a high school diploma or GED; youth who have a high school diploma or GED; youth with basic skills deficiencies; youth not engaged in education, training and/or employment.

In-School and Out-of-School Expenditure Goals:

WIOA requires that 75% of expenditures be made on out-of-school youth (as defined in §681.210). Explain how you will ensure that this goal is met.

Assessment:

Describe planned assessment activities to determine youth's skills levels and service needs. Include a description of resources used and how these assessments are utilized to determine service strategy.

- Basic skills
- Work readiness
- Interests
- Aptitudes
- WorkKeys CRC

Program Eligibility/Selection:

Describe your process for eligibility determination, program selection, and enrollment procedures.

Objective Assessment/Individualized Service Strategy (ISS):

When a reportable youth has satisfied all applicable program requirements for the provision of services, including eligibility determination, an objective assessment will be completed to identify services needed. The ISS is a plan of services leading to unsubsidized, gainful employment for the WIOA customer. Describe how youth and career advisors will work together to develop the ISS and how the plan will incorporate career pathways, long and short-term education, training and employment goals and benchmarks to achieve identified goals.

Career Services/Elements:

Once a youth has completed the development of an ISS, and received one of the fourteen (14) WIOA NextGen Youth program elements, he or she is considered a participant. Describe how your program will directly and indirectly provide access to the fourteen service elements as described in this document. If not providing service directly, describe your existing or planned relationship with the organization providing the service. Describe how your organization will ensure the quality of the services provided. Attach a copy of the WIOA fourteen (14) Service Elements Delivery Plan Form (*Attachment E*).

Career Advisement:

Describe planned case management services to include how and when counseling will be provided to youth participants. Describe how the participant's progress and attendance will be monitored.

Describe workshops you plan to offer and the best practices or other information used in the development of the workshop design. Explain how often workshop offerings will be reviewed and updated.

Supportive Services:

Identify types of supportive services payments such as uniforms, childcare, transportation; special testing such as nursing exam, etc. that will be paid with WIOA funds. Note: incentive payments (\$15 limit) are permitted for recognition and achievement directly tied to training activities and work experiences. The LA policy must be followed for all Supportive Services Policy (*Attachment F*).

1. Describe how the need for supportive services will be determined and the process of disbursing payments.
2. Describe the process for ensuring the child care provider is certified.
3. Describe how your agency will ensure non-duplication of supportive services.

If providing transportation, describe your requirements and how you will administer. Note: Youth must be enrolled in a training activity to receive supportive services.

a. Training Services:

Describe the process you will utilize to ensure training services provided to participants in occupations that are in-demand in the LA and that providers are approved by the LA in the NCWorks Online system.

Describe how you will determine eligibility for training funds and readiness of youth for occupational training. Note: Youth must be at least 8.9 reading and math levels to participate in training activities unless approved by the LA.

Describe the process for ensuring customer choice in the selection of an occupation and eligible training provider.

Describe how Individual Training Account (ITA) vouchers or Cost Authorizations (CAs) will be issued and tracked to finance training services (tuition, fees, books and supplies). Currently, curriculum training requires an ITA and non-credit training a CA.

b. Work-based Learning Activities:

Explain how you will provide work-based learning activities, such as work experience, on-the-job, apprenticeships, internships, etc. and include criteria and guidelines for selecting youth participants and identifying employers for these activities.

As defined in Federal Register sec. 681.600, **20% of expenditures are to be spent on work-based learning activities** including wages and staff costs for development and management of work-based learning. Explain how you will ensure that this expenditure requirement is met.

Describe strategies for, and experience with, engaging businesses and industry leaders in your program. Explain how employers and employer organizations are involved with your organization as a whole and specifically with program delivery. Describe your process of employer engagement from the initial contact to placement of participants and retention.

Describe how you would integrate classroom training and work-based learning. Describe employer relationships currently in place regarding work-based learning opportunities.

c. Follow-up Services:

Describe your process for follow-up activities and strategies to ensure retention in employment, education, and training activities. Explain how you will maintain contact and assist youth during 12 month follow-up period.

d. Special Events:

Describe special events and youth development and leadership activities that encourage responsibility, employability and other positive behaviors that you conducted or participated in. Describe space available for workshops, etc.

e. Equal Opportunity (EO):

Complete the following section. Areas that address compliance issues must identify the appropriate member of the agency's staff responsible for compliance.

Equal Employment Opportunity to assure compliance with Section 188 of the Workforce Innovation & Opportunity Act; Age Discrimination Act of 1975; Section 504 of the Rehabilitation Act of 1973; the American with Disabilities Act of 1990; Title IX of the Education Amendments of 1972; and Title VI and Title VII of the Civil Rights Act of 1964 which govern the Contractor's responsibilities in upholding laws pertaining to EEO

Explain how participants and staff will be informed of EO policies and guidelines and the name of the EO Officer during a formal orientation prior to participating in any activity funded by WIOA.

All grievances and complaints submitted by WIOA participants involving allegations of discrimination, violations of the WIOA, or criminal fraud, abuse or misconduct must be processed according to the Local Workforce Area's Grievance/Compliant Procedures.

f. Internal Program Management:

All contractors are required to establish internal program management procedures to assure compliance and to review program progress. The contractor must agree to monitor and review the following major areas of operations:

- Compliance with the provisions of the WIOA and regulations or any applicable federal or state regulations;
- Compliance with the provisions of the WIOA Contract;
- Compliance with WIOA regulations regarding records maintenance; and
- Compliance with applicable State and Local Workforce Area policies
- Compliance with WIOA (20CFR Part 675, et al) regarding records maintenance.

The internal program management 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 WIOA program shall be reported immediately to the Local Workforce Area, the North Carolina Division of Workforce Solutions, and the U.S. Department of Labor. Internal program management procedures must also ensure that auditable and otherwise adequate records are maintained to support the eligibility of all WIOA participants and confirm adherence to specific program requirements and limitations.

C. Planned Performance Outcomes:

Describe your outcomes from implementing programs of a similar nature over the past three years and describe key benchmarks used to achieve positive performance outcomes. Include, as **Attachment G** three (3) references (along with contact information) of organizations who can attest to your ability in serving the youth population, achieving grant deliverables and meeting performance benchmarks. The WDB will consider any and all previous performance data from employment and training programs.

Complete the Planned Performance Outcome Chart **Attachment H**. This chart will be used as a basis for evaluating your priorities for youth services, the feasibility of delivering the services as described, and as a comparison to other proposals. Actual performance objectives will be negotiated as part of the Contract development process. Describe the specific outcomes to be achieved by the proposed program and the measures that will be used to determine the degree to which outcomes are to be accomplished. Explain how will you evaluate and assess the effectiveness and quality of the program. Identify who will be responsible for data, reporting, and general oversight of performance objectives.

D. Budget Summary (no page limit) will describe the Bidder's planned budget.

The type of contract entered into by the awarded Contractor for the services outlined in this RFP is a cost-reimbursement contract that provides for payment to the contractor of a negotiated fee that is fixed at the inception of the contract.

The fixed fee does not vary with actual cost, but may be adjusted as a result of changes in the work to be performed under the contract to include the line item budget summary and the detailed worksheets for the budget proposed. **The Bidder must complete the Projected Budget using Excel (2020 RFP Budget Summary)** **Attachment I**. Enter your Bidder's name PY 2017 WIOA Budget-Organization Name.

If you are proposing to be reimbursed for Indirect Costs, provide a copy of the approved indirect cost plan that has been approved. Instructions for completing the form follow. Each underlined section is asking for a narrative response.

E. Financial Management and Reporting:

Describe the monitoring and evaluation of the program operations to be routinely carried out. Include any systems and software that will be utilized to track, capture, and report outcomes.

Describe your fiscal system and include the following:

- The process the Bidder proposes to use to timely capture and report fiscal information to the WDB’s administrative entity;
- Describe how the Bidder will internally track both actual and projected obligations and encumbrances to ensure budget goals are attained;
- Describe how the system will track the 20% work-based learning expenditure requirement;
- Describe the Bidder’s ability and method it would use to repay disallowed costs if such disallowances are identified in the monitoring or audit of the contract.
- Explain your capacity and experience to operate a work experience program as the “employer” for paid work experiences.
- Describe how you will ensure costs charged to the program are approved, reasonable, allowable, and necessary.

Program and Financial Management Staff:

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

Invoicing, Financial reporting, and Contractor Closeout:

Staff Name	Title	Email Address	Phone No.
------------	-------	---------------	-----------

Requirements for Depository Accounts Holding WIOA Funds:

Staff Name	Title	Email Address	Phone No.
------------	-------	---------------	-----------

Property Management Requirements:

Staff Name	Title	Email Address	Phone No.
------------	-------	---------------	-----------

Equal Employment Opportunity (EEO):

Staff Name (EEO officer)	Title	Email Address	Phone No.
--------------------------	-------	---------------	-----------

Internal Program Management and Monitoring Procedures:

Staff Name	Title	Email Address	Phone No.
------------	-------	---------------	-----------

SECTION V: ATTACHMENTS

**ATTACHMENT A
HISTORICAL DATA**

WIOA Youth participant enrollments for past 3 Program Years:

County	PY 2017	PY 2018	PY 2019*
Alamance	42	40	32
Montgomery	8	9	6
Moore	20	12	4
Orange	40	26	19
Randolph	37	31	23

*PY19 numbers are not final and do not include spring/summer enrollments

ATTACHMENT B
ASSURANCES AND CERTIFICATIONS

General Assurances:

- A. The Program Bidder (hereinafter referred to as the “Contractor”) assures that it will fully comply with the requirements of the Workforce Innovation and Opportunity Act and its regulations, and the WIOA Local Area Plan approved by the RPWDB, the Chief Elected Official for the Regional Partnership Workforce Development and the North Carolina Division of Workforce Solutions.
- B. The Contractor assures that it will administer its services under the WIOA in full compliance with safeguards against fraud and abuse as set forth in the WIOA regulations; that no portion of its service will in any way discriminate against, deny benefits to, deny employment to, or exclude from participation any person on the grounds of race, color, national origin, religion, age, sex, disability, or political affiliation or belief; that it will target employment and training services to those most in need of them.
- C. The Contractor assures that it will administer its services funded under the WIOA in accordance with these provisions: (1) a trainee will receive no payments for training activities in which the trainee fails to participate without good cause; (2) on-the-job training participants will be compensated by the employer at the same rate, including periodic increases, as similarly situated employees or trainees and in accordance with applicable law, but in no event less than the higher of the rate specified in Section 6(a)(1) of the Fair Labor Standards Act of 1938 of the applicable State Minimum Wage Law; and (3) participants employed in activities authorized under the Act must be paid wages which will not be less than the highest of (a) the minimum wage under Section 6(a)(1) of the Fair Labor Standards Act of 1938, (b) the minimum wage under the applicable State Minimum Wage Law, or the prevailing rates of pay for individuals employed in similar occupations by the same employer.
- D. The Contractor assures that it will administer its services under the WIOA in full compliance with health and safety standards established under State and Federal law and those conditions of employment and training are appropriate and reasonable in light of such factors as the type of work, geographical area and proficiency of the participant.
- E. The Contractor assures that all staff and participants/enrollees paid from the grant funds and employed in any service will be covered by workers compensation benefits in accordance with State law; that enrollees in WIOA work-related training will be provided accident or medical insurance to cover any injury resulting from participation in the program; and that enrollees employed in subsidized jobs will be provided benefits and working conditions at the same level and to the same extent as other employees working a similar length of time and doing the same type of work.
- F. The Contractor assures that no funds available under the WIOA will be used for contributions on behalf of any enrollee to retirement systems or plans; to impair existing conditions for services or collective bargaining agreements; to assist, promote, or deter union organization; and to displace any currently employed worker.
The Contractor assures that no enrollee will be employed or fill a job opening when any other individual is on layoff from the same or substantially equivalent job or when the employer terminates the employment of any regular employee or otherwise reduces its work force with the

intention of filling vacancies so created by hiring participants subsidized under the Act; and no funds may be used to create promotional lines that infringe upon any current promotional opportunities.

- G. The Contractor assures compliance with all federal rules and regulations which prohibit the use of WIOA funds to lobby the Executive or Legislative Branches of the Federal Government in connection with a specific contract, grant or loan. If lobbying has occurred utilizing other than Federal appropriated funds, the contractor agrees to file a disclosure report if applicable.
- H. The Contractor assures and certifies that it is in compliance with federal rules and regulations, Debarment and Suspension, 29 CFR Part 98 and is not presently debarred, suspended, for debarment, declared ineligible, or involuntarily excluded from participation in this transaction by any Federal department or agency.
- I. 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.
- J. The Contractor will comply with the provisions of the Hatch Act which limits the political activity of certain State and local government employees.
- K. The Contractor will comply with NC-GS-234 which contains a provision that prohibits public officials and employees from having a personal interest in any contract to which he/she is also a party in an official capacity.
- L. 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
 - Child Labor Laws
 - The American's with Disabilities Act
 - The Immigration Reform Act
 - The Fair Labor Standards Act

Certification: This is to certify that all specifications contained within this document have been read, understood, and addressed in the business plan; 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 assurance; and that this proposal has been duly authorized by the governing body of the Contractor organization.

Printed Name and Title of Authorized Administrative Entity Signatory Official

Signature

Date

Certification Regarding Debarment, Suspension, and Other Responsibility Matters- Primary Covered Transactions:

- 1. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;
 - b. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - d. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
1. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

**Certification Regarding Debarment, Suspension, and Other Responsibility Matters
Instructions for Certification – Primary Covered Transactions:**

1. By signing and submitting the certification signature page with this proposal, the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
3. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participants, 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 the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.

5. The prospective primary participant 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 proposed for debarment under 48 CFR Part 9, Subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction.
6. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled “A Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction,” provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not proposed for debarment under 48 CFR Part 9, Subpart 9.4, debarred, suspended, ineligible, 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 Federal Procurement and Non-Procurement programs.
8. 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.
9. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR Part 9, Subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

Printed Name and Title of Authorized Administrative Entity Signatory Official

Signature

Date

ATTACHMENT C
BIDDER'S PROSED WIOA YOUTH PROGRAM JOB DESCRIPTIONS

ATTACHMENT D
BIDDER'S ORGANIZATIONAL CHART

ATTACHMENT E

FOURTEEN (14) SERVICE ELEMENTS DELIVERY PLAN

County: _____

Bidder's Name: _____

Element	Check if your agency is directly providing this element.	If your agency is NOT directly providing this element, identify who you will be partnering with to provide this required element.	Check if formal linkage agreement is in place
1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of secondary school diploma or its recognized equivalent or for a recognized postsecondary credential.			
2. Alternative secondary school offerings.			
3. Summer employment opportunities directly linked to academic and occupational learning.			
4. Paid and unpaid work experiences, including summer employment opportunities, internships, pre-apprenticeship programs, job shadowing and on the job training opportunities.			
5. Occupational skill training; which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in demand industry sectors or occupations.			
6. Leadership development opportunities, which may include such activities as positive social behavior and soft skills, decision making, team work, and other activities.			
7. Supportive services.			
8. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.			
9. Follow-up services for a minimum 12-month period.			
10. Comprehensive guidance and counseling, including drug and alcohol abuse counseling, mental health counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.			
11. Financial literacy education			
12. Entrepreneurial skills training			
13. Services that provide labor market and employment information about in-demand industry sectors and occupations			
14. Activities that help youth prepare for and transition to post-secondary education and training.			

ATTACHMENT F
SUPPORTIVE SERVICES FOR WIOA PARTICIPANTS POLICY

PURPOSE: To establish Policy, Procedures, and Guidelines for Providing Supportive Services

BACKGROUND:

Federal Register sec. 680.900 and WIOA sections 3(59); 134(d)(2) and (3);134(c)(2) and (3).

Supportive services for Adults and Dislocated Workers include services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under sections 134(c)(2) and (3). Local Boards, in consultation with the one-stop partners and other community service providers, must develop a policy on supportive services that ensures resource and service coordination in the local area. The policy must address procedures for referral to such services, including how such services will be funded when they are not otherwise available from other sources. The provision of accurate information about the availability of supportive services in the local area, as well as referral to such activities, is one of the career services that must be available to adults and dislocated workers through the one-stop delivery system.

Federal Register sec. 680.910

- (a) Supportive services may only be provided to individuals who are:
 - (1) Participating in career or training services as defined in WIOA secs. 134(c)(2) and
 - (2) Unable to obtain supportive services through other programs providing such services.
(WIOA sec. 134(d)(2)(B))
- (b) Supportive services may only be provided when they are necessary to enable individuals to participate in career services or training services activities. See WIOA sec. 134(d)(2)(A) and WIOA sec 3(59).

Federal Register sec. 680.920

- (a) Local Boards may establish limits on the provision for supportive services or provide the one-stop operator with the authority to establish such limits, including a maximum amount of funding and maximum length of time for supportive services to be available to participants.
- (b) Procedures may also be established to allow operators to grant exceptions to the limits established.

Federal Register sec. 681,570 and WIOA sec. 3(59)

Supportive services for youth are services that enable an individual to participate in WIOA funded activities. These services include, but are not limited to, the following:

- (a) Linkages to community services;
- (b) Assistance with transportation;
- (c) Assistance with childcare and dependent care;

- (d) Assistance with housing;
 - (e) Needs-related payments;
 - (f) Assistance with educational testing;
 - (g) Reasonable accommodations for youth with disabilities;
 - (h) Referrals to health care; and
 - (i) Assistance with uniforms or other appropriate work attire and work related tools, including such items as eye glasses and protective eye gear.
- Other items that may be purchased through Supportive Services are clothing for the youth participants attending events such as the Youth Summit, NC Legislative Day, Work Based Learning Opportunities to include WEX, Internships, OJT's and Volunteer activities along with any other activity that the youth may be invited to participate in. The purpose of purchasing clothing for events is to be able to easily identify our group and maintain visibility of our group for the safety of the participants.

ACTION:

Participants require different services at different times during their participation and those services may be vital to their success. Career Advisors will ensure that an objective assessment is completed and updated in NCWorks Online during participant enrollment to determine and needs throughout enrollment. Supportive services are not entitlements and shall be provided on the basis of a documented financial assessment, an individual's circumstance, the absence of other resources, and funding limits.

Contractors are to budget appropriately to allow for these services. Supportive services may be provided when funds are available as designated by the program operator and as outlined in their appropriate program budgets.

The Career Centers have established a supportive services directory available at each Career Center. This career service is defined in the Career Centers Product Boxes. Career Center operators must coordinate services and resources available from partner and community resources to ensure non-duplication of services. Referrals are made to appropriate resources and are to be documented in NCWorks Online.

Before approving supportive services, proof that all resources have been exhausted with little to no success will be required and documented in case notes.

Program contractors have the discretion to limit maximum amounts according to their budgeted funds.

Supportive services may be provided to individuals who are:

- Participating in training services or a career service when training has ended and an occupational exam is required such as for a state license; and who are
- Unable to obtain supportive services through other programs providing such services.
- Supportive services may not be provided when an individual is receiving "basic career services" and not yet enrolled in a WIOA program.

Youth Follow-Up Services:

Youth follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and or postsecondary education and training. Follow up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. The following services for youth may include the following elements:

- Leadership development
- Tutoring and GED (Code F-11 – Supportive Services)
- Adult mentoring
- Financial literacy education
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and care exploration services; and
- Activities that help youth prepare for and transition to postsecondary education and training
All youth participant must be offered an opportunity to receive follow-up services that align with their individual services strategies (ISS). Follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report performance outcome.

Types of Supportive Services:

The Local Area has defined the following categories of supportive services:

- Childcare or Dependent Care
- Educational Testing
- Emergency Assistance
- Medical Services
- Housing/Utility Assistance
- Transportation
- Uniforms and Appropriate Work Attire
- Items needed for special events
- Tools/Materials
- Academic Incentives for Adults and Dislocated Workers. For Youth, refer to Youth Incentive policy.
- Linkages to community services (such as for Drug and Alcohol Abuse Guidance and Counseling as well as all others)
- Youth follow-up supportive services

Childcare: Childcare may be provided for days the participant is involved in WIOA funded activities or to hold a childcare slot open. Contractors must first determine if childcare assistance can be provided by the Department of Social Services or through other resources or if WIOA funds are needed to supplement other programs prior to using WIOA funds.

Childcares utilized must be licensed (list available at www.ncchildcare.net), insured, and sanctioned by DSS. Contractors may pay the portion DSS does not pay or may pay while childcare is waiting DSS approval. If WIOA funds are used for childcare, **a maximum amount of \$155.00 per child per week**, plus a one-time registration fee may be afforded to the participant.

Contractors must ensure that: Childcare providers are entered and approved in NCWorks Online; payments are made directly to childcare providers in accordance with the agreement initiated between the contractor and childcare provider; the childcare provider agreement is filed in the participant's files; and timesheets must match invoices.

Educational Testing: Testing for licensing and other credentials may be provided when they are not included as part of the training program. The testing provider must be entered and approved in NCWorks Online.

Emergency Assistance: Needs that may cause a participant to drop out of training if not met may include replacing a tire if the car is the only means to and from training and is in the participant's or a parent's name (for Youth). Car repairs may be provided if the car is the only means of transportation and the vehicle is registered to the participant or parent (for Youth). Participant must submit three quotes for repairs or tires to the contractor for approval. The local area has determined a **maximum amount of \$800 per program year**.

Medical Services: Medical, dental and vision expenses may be provided in emergency situations only when necessary to continue training and when other resources have been explored. The participant must provide documentation/proof of need. Assistance will only be provided for satisfactory performance at work or school and must show that funds were not available from other sources. Immunizations and drug checks may be provided for employment or program purposes. All medical services will have a **maximum total amount of \$300 per program year**.

Housing and Utilities: Emergency assistance may be provided to assist with rent and utilities on a case-by-case basis. Participants must provide documentation/proof of need such as notice from utility company or conviction notice. All housing/utility assistance will have a **maximum total of \$400 per program year**.

Transportation: Actual miles will be paid to and from training each week. Mileage must be verified by the contractor utilizing the Local Area's Monthly Mileage Reimbursement Report with odometer readings and current mileage amount (\$.40 per mile) and cannot exceed the **maximum reimbursement amount of \$75.00 per week (unless extended miles is required for a particular exam or training and is approved by the Local Area in advance)**. Participant Monthly Attendance Reports must match training days. Paperwork must be submitted within 10 days of following month.

Transportation services may be subcontracted; however, contractors must secure three competitive bids following the contractors subcontracting policy. A signed agreement must be in

place showing cost per participant per mile. The subcontractor must be a provider in NCWorks Online. The provider must provide a W-9 form and proof of insurance. A maximum amount of **\$75.00** per week is permitted unless otherwise approved by the Local Area. Payments will be made when supported by an invoice and matching Participant Monthly Attendance Reports.

Work and Training Uniforms/Clothes: Uniforms/business attire for school or work may be provided. This may include shoes or medical items. Participants must be in a work related or training activity. The **maximum total is \$400 per program year.**

Tools/Materials: Tools/materials must be required by the training program. The participant must submit proof from the provider on letterhead of all required tools/materials. The **maximum total is \$1200 per program year.**

Needs Related Payments: The local area will not provide needs related payments.

Relocation Assistance: The local area will not provide relocation assistance.

Incentives for Adults and Dislocated Workers: Incentive payments may be given for recognition of achievements directly tied to training activities. Incentives must be described in case notes within the “Support Service” activity. Incentives are limited to \$20.00 except for GPA achievements. Incentives cannot be provided for attending workshops. Incentives awarded for GPA achievements require that the participant submit documentation of their grade point average at the end of the semester along with timesheets. The participant must maintain at least a 95 percent attendance record. Incentive amounts for GPA achievements will be limited to:

\$25.00	3.0 – 3.49
\$50.00	3.5 – 3.9
\$75.00	4.0
\$100.00	successfully completing their Occupational Skills Training

Youth Incentives are described in a separate Local Workforce Area Policy.

Other Supportive Services: Services will be provided from other resources that are non-WIOA funded through referrals according to each centers referral policy. All referrals are to be documented in the NCWorks Online system. Supportive services may include but are not limited to:

- Food assistance.
- Drug and Alcohol Abuse Counseling by referral to Mental Health.
- Special Services for Individuals with Disabilities by referral to VR.
- Guidance and Counseling referred to Mental Health.

Documenting Supportive Services Activities: Career Advisors must ensure the following:

- A supportive service activity code is recorded in NCWorks Online each time an occurrence happens (most occurrences will occur monthly).
- Case notes within activities describe the service.
- Comments screens within activities list the funds expended.
- Invoices are received in a timely manner and made for actual costs.
- If funds are paid to vendors/providers, the provider must be entered in NCWorks Online.

NCWorks Supportive Services Activity Data Entry for Career Advisors:

Create Activity Code **CSS Supportive Services**, the code will be open when the service activity begins and closed when the service activity ends and this period must match the invoice billing period. In the instance where there is no invoice, case managers would input the date the service began and the date the service ended. In the case of a licensure exam, a CSS activity would be entered with a begin date matching the day the participant registers for the exam and an end date being the date they took the exam. A Supportive Service does not extend soft exit and cannot be added unless there is an existing open activity.

- In the Comments Box, enter the payment date; what the payment is for; and the amount paid or reimbursed to the participant.
- Add a case note describing the activity containing specific information such as type of support service, duration, and the provider.
- All documentation must be scanned within the activity.

Effective Date: August 16, 2016
Revised Date: February 24, 2020
Expiration Date: Indefinite
Contact: Accountability Systems Manager
Approved By: Director

ATTACHMENT G
BIDDER'S THREE REFERENCES

ATTACHMENT H
BIDDER'S PLANNER OUTCOMES DATA SHEET PY 2020
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
YOUTH PROGRAM

Proposer Name: _____
 Contract Period: **July 1, 2020 through June 30, 2021**
 County: _____

WIOA formula funds allocated to Local Areas for Youth programs must be used to provide services to individuals who are ages 16-24 and meet the eligibility definitions. The goal is to provide WIOA activities that increase the employment, retention, earnings, and occupational skills attainment of job seeking customers. Please complete the following to indicate the number of participants you plan to serve during the contract period.

PLANNED YOUTH PARTICIPANT DATA (THIS IS AN ESTIMATE)	Planned
# of Participants carried over to PY 2020 {July 1, 2020 – June 30, 2021}	
# of New Enrollments for PY 2020 {July 1, 2020 – June 30, 2021}	
Total PY 2020 Enrollments {carryovers plus new enrollments}	
# of Participants to be exited during PY 2020 {July 1, 2020 – June 30, 2021}	

Please complete the appropriate portion below to show your planned outcomes [numbers] for participants exiting the program.

PLANNED PERFORMANCE MEASURES OUTCOMES	Local Area Goals	Planned Outcomes
Employment Rate 2 nd Quarter	75.0%	
Employment Rate 4 th Quarter	72.0%	
*Median Earnings	N/A	
Credential Attainment Within 4 Quarters	56.0%	

*Median Earnings will not be calculated until further notice from the State, DWS.

ATTACHMENT I
BIDDER'S BUDGET(S)

Please attach proposed budget for the county(ies) you are bidding on
(See attached Budget forms)

ATTACHMENT J



North Carolina

Workforce Innovation & Opportunity Act Youth & Young Adult Framework

Background

In North Carolina there are a significant number of youth and young adults who are not engaged in education, training and employment. New strategies to reach and engage alienated and disengaged young people will be a **priority** of the 23 NC Workforce Development Boards.

The NC Workforce Development Boards implementation of the Workforce Innovation and Opportunity Act (WIOA), does supersede the Workforce Investment Act of the past 15 years. WIOA youth and young adult funding can only be expended on **eligible and enrolled** participants. With the enactment of WIOA, local workforce development boards must focus 75% or more of funding on out-of-school youth and young adults, and no more than 25% on in-school youth and young adults. The new law puts greater emphasis on serving out-of-school youth and young adults through training and services that are employer driven and linked to labor market demand.

WIOA defines Out-of-School youth and young adults as 16 to 24 year-olds who are not attending school and one or more of the following:

- School dropout;
- Within age of compulsory attendance but has not attended for at least the most recent complete school year calendar quarter;
- Holds a secondary school diploma or recognized equivalent and is low-income and is either basic skills deficient or an English language learner;

- Subject to the juvenile or adult justice system;
- Homeless, runaway,
- In foster care or aged out of the foster care system, eligible for assistance under Section 477, Social Security Act, or in out-of-home placement;
- Pregnant or parenting;
- An individual with a disability;
- Low income person who requires additional assistance to enter or complete an educational program or to secure and hold employment.¹

WIOA defines In-School youth as 14- 21 year-olds who are low income and attending school and one or more of the following:

- Basic skills deficient;
- English language learner;
- An offender;
- Homeless;
- Runaway;
- In foster care or aged out of the foster care system;
- Pregnant or parenting;
- An individual with a disability;
- Person who requires additional assistance to enter or complete an educational program or to secure and hold employment.

Framework Purpose

The purpose of the WIOA youth and young adult framework is to ensure that North Carolina’s Workforce Development Boards provide a baseline of services and a guideline for delivering those services in order to **prepare** youth and young adults for educational and employment opportunities. WIOA youth and young adult funding can only be expended on WIOA **eligible and enrolled** participants.

All youth and young adults have **essential needs** that must be met if they are to make a **successful** transition to life and the workforce. These **core** needs fall into **5 categories** (Illustration 1): mental health, physical health, civic and social involvement, intellectual health, and employability. ²

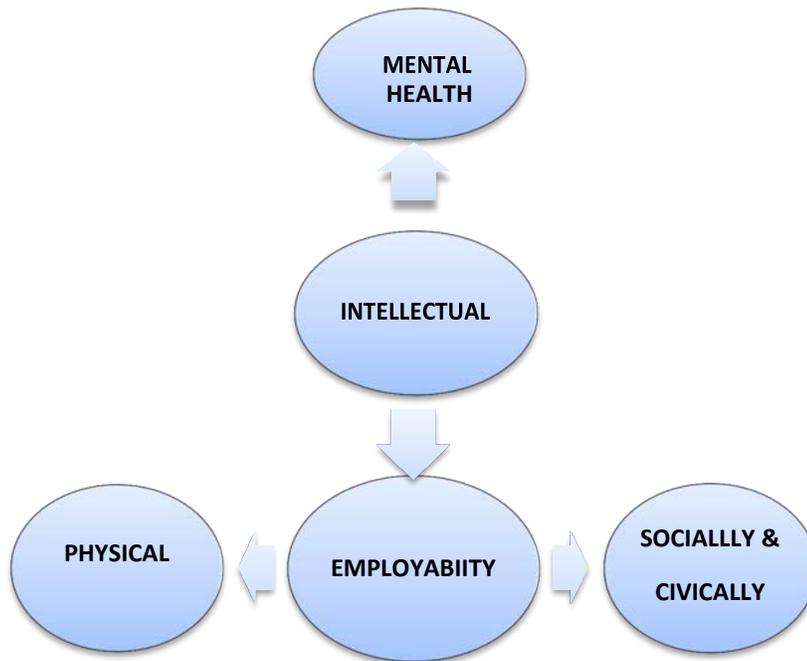


Illustration 1

In order for the Framework to be **successful**, the WDB is accountable and responsible for ensuring programs, policies, and services are in place to help youth and young adults move towards self-sufficiency in all five categories. The boards will utilize **support** from other **community** programs whose primary responsibility is meeting the needs of alienated and disengaged youth and young adults. These five core areas must also be considered when designing any program or framework for our target population.

The **fundamentals** of the WIOA Youth program are Intake, Objective Assessment, Individual Service Strategy (ISS)/Individual Employment Plan (IEP) and Information and Referrals. Based on individual needs identified through the Objective Assessment and the ISS/IEP, youth and young adults are served through a comprehensive array of workforce development services that fall within 14 required program elements of WIOA (see Appendix A). By implementing the 14 elements within the necessary **strategies and tools** provided in this framework and considering the five **essential** needs for youth and young adults, each local area workforce board will be able to ensure that:

- ✓ **Align** youth and young adult's education with **jobs** in high demand industries
- ✓ **Improve** youth and young adult's employability **skills** for success in the workplace
- ✓ **Focus** career processes, services and programs for youth and young adults
- ✓ **Address** through **partnerships** and referrals ,holistic needs of youth and young adults mental health, physical health, civic and social involvement, intellectual health, and employability
- ✓ **Leverage** resources and opportunities through **strengthened** NCWorks **partnerships** which may include, but not limited to NCWorks Career

Centers, Vocational Rehabilitation (VR), Department of Social Services (DSS), Adult Basic Education (ABE), Community Colleges, Universities, and community organizations.

This new framework **equips** Workforce Development Boards with a standard working system through which to provide workforce development services for youth and young adults. It provides the necessary **strategies and tools** to assist youth and young adults in identifying their interests and **skills**, as well as being prepared to **succeed** in post-secondary education and in a **competitive** workforce.



Framework

North Carolina’s framework includes five **components** for WIOA youth and young adult programming that should be used to interconnect the 14 WIOA youth elements, to ensure participants are prepared for employability success. (*WIOA youth and young adult funding can only be expended on **eligible and enrolled** participants.*)

1. Education

Educational opportunities are readily available to youth and young adults to help them achieve long-term goals, as well as access resources, tools and services. Occupational skills training, high school equivalency, classes, and tutoring are focused on preparing youth and young adult for high demand occupations.

2. Career Pathways

Career pathways versus “jobs” are the focus for youth and young adult employment and training. A clear path from education into the workforce is provided through career pathways that include integrated services, diverse training, career readiness, partnerships and other unique features.

3. Career Experience

Career opportunities, entrepreneurship, and work-based learning must be available to each youth and young adult in the program. Local businesses are engaged to provide internships, job shadowing, and on-the-job training.

4. Leadership Development

Leadership development must be a strong aspect of the local Workforce Development Boards youth and youth adult program design. Opportunities for youth and young adults to participate in community service, peer-centered activities, classroom development, mentoring, and soft skills training are available.

5. Wrap Around Services

Each workforce board's local area will work with state and local organizations to ensure that wrap around services are available in order to meet the needs of their youth and young adults in different ways. Partnerships must include: VR, DSS, Adult Basic Education and juvenile justice.

Guiding Principles

The guiding principles are the **foundation** of the WDB's youth and young adult service delivery system. They define what is truly important for its **success**, and serve as a template for **building and growing** our system. Essential to the **foundation** of the framework is to establish **resources and training** for staff that administer **career development** for youth and young adults.

The following represents guiding principles for NC youth and young adult programs:

- **Accountability**

Local Workforce Development Boards will set and track local accountability measures that align with USDOL-WIOA performance indicators and the NCWorks Commission on Workforce Development performance accountability measures. The WDB's will monitor and provide technical assistance to ensure that these measures are met or exceeded. This will result in high quality services being provided to meet the needs of youth and young adults. Data related to performance accountability and all other aspects of WIOA youth program operations are captured in the NCWorks.gov online system.

- **Staff Development**

Ongoing professional development for workforce system staff is critical to stay relevant and to better serve youth and young adults. All staff performance is supported by specific organizational and management practices that ensure that the best people are retained and adequately trained and supported on the job.

- **Case Management**

The WDB's ensure that extensive one on one interaction between staff and participants is a part of service delivery. Case management will require long term commitments to effectively create positive outcomes for youth and young adults. This activity must connect youth and young adults to the right resources and services to improve education and training outcomes, and to establish pathways to employment.

- **Local Area Assessment**

Local workforce boards should have a clear understanding of their target youth population. Prior to program design of the board's youth and young adult program, the local board should research and have a clear picture of the following:

- ✓ Labor market data (high growth, high demand industries/sectors)
- ✓ Youth and young adult demographics
- ✓ Available resources (funding, services, tools...etc.)
- ✓ Local youth and young adult issues (gangs, high poverty, English language proficiency, etc.)
- ✓ Other youth and young adult programs

Commitment to Success

The Local Workforce Development Boards of North Carolina are committed to sharing and utilizing this youth and young adult framework to **create and grow** a sound, inclusive system that can produce a **successful emerging workforce**. This will be done by a **commitment** to:

- **Coordinate** efforts and **work** collaboratively with other agencies to best serve our youth and young adults
- **Provide** consistency in working with youth and young adults to connect them to education and/or employment
- **Work** with youth and young adults to identify their strengths and assets
- **Assess and tailor** services and outcomes for youth and young adults based on their individual needs, strengths and barriers

A Youth Leads team has been established to take the lead in continuous improvement by identifying issues and developing solutions that affect successful youth and young adult outcomes.

North Carolina Workforce Development Boards are committed to ensuring the success of the WIOA youth and young adult program; therefore, all WDB's must follow this framework when developing their program design.

REFERENCES

Employment and Training Administration, United States Department of Labor – The Workforce Innovation and Opportunity Act, Fact Sheet: Youth Program. n.d. Retrieved from https://www.doleta.gov/wioa/Docs/WIOA_YouthProgram_FactSheet.pdf

Wonacott, Michael. n.d. The WIA Youth System Focused Features, Youth Development System Builder.

Retrieved from <https://jfs.ohio.gov/owd/WorkforceProf/Youth/Docs/WIAYouthSystem.pdf>

Appendix A

Definitions of WIOA Youth Service Elements (14)

1. **Tutoring / Study Skills Training** includes instruction and evidence-based dropout prevention and recovery strategies that lead to completion of HS diploma or equivalent (including a recognized certificate of attendance or similar document for youth with disabilities) or preparation for post-secondary credentials.
2. **Alternative Secondary School Services** includes referral to formal alternative education programs or formal dropout recovery services, as appropriate.
3. **Work Experiences (WE)** are planned, structured, learning experiences that take place in a workplace for a limited period of time. They may be paid or unpaid and may occur in for-profit, non-profit or public sectors. As with all workplace relationships labor standards and laws apply. WEs provide youth with an opportunity to explore careers and develop skills. WEs must include a combination of academic and occupational education components. WEs include the following types of experiences:
 - Summer Youth Employment - administrators of SYE programs must be competitively selected by the board via award of a contract or grant (employers used for SYE do not need to be competitively selected).
 - Pre-Apprenticeship is a program, or set of strategies, designed to prepare individuals to enter and succeed in a registered apprenticeship program; a documented partnership with at least one or more registered apprenticeship programs must be in place. Providers offering occupational education for pre-apprenticeship must be on the Eligible Training Provider List.
 - Internships & Job Shadowing are activities that provide the youth with an opportunity to explore an occupation or work environment and may include activities that allow them to gain employment and occupational skill competencies.
 - On-the-Job Training is training provided by an employer to a paid participant who is engaged in productive work from which she/he gains the knowledge and skills essential to the full performance of the job and for which the employer is provided a reimbursement of up to 50% of the participant wage and for which the employer makes a commitment to hire the individual.
4. **Occupational Skills Training** is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required of certain occupational fields at the entry, intermediate and advanced skill levels. Priority must be given for training that leads to recognized post-secondary credentials that are in in-demand industry sectors or occupations in the local area.
5. **Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster** refers to the integrated education and training model in which required education and training occur concurrently and contextually with workforce preparation activities and workforce training. Such a program element must describe how workforce preparation activities, basic academic skills, and hands-on occupational skills are to be

taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway.

6. **Leadership Development** are opportunities that encourage responsibility, confidence, employability, self-determination and other positive social behaviors, such as:
 - exposure to post-secondary educational possibilities,
 - community and service-learning projects,
 - peer-centered activities, including peer mentoring or peer tutoring,
 - organizational and team work training, including team leadership training,
 - training in decision-making, including prioritization and problem solving,
 - citizenship training, including life skills such as parenting and work behavior training,
 - civic engagement activities which promote the quality of life in a community, and
 - activities that place the youth in a leadership role such as serving on a youth leadership committee or a Standing Youth Committee.
7. **Supportive Services** for youth are those that are designed to enable them to participate in WIOA activities and may include: linkage to community services; referrals to health care; and cost assistance with: transportation, childcare, housing, uniforms, work attire, work-related tools, protective gear, educational testing, and reasonable accommodations for youth with disabilities.
8. **Adult Mentoring** is a formal, in-person, relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support and encouragement to develop the competence and character of the mentee. The activity must last for a period of at least 12 months and must be with an adult mentor other than the assigned youth case manager. Adult mentoring may include workplace mentoring where the local program matches a youth participant with an employer or employee of a company who acts as a mentor.
9. **Follow-up Services** are critical services that must be provided for at least a 12 month period following the youth's exit from the program and are designed to help ensure that the youth is successful in employment or postsecondary education/training. Follow-up services may include: leadership activities, regular contact with the youth's employer to help address work-related issues, assistance with career pathway development or in securing a better paying job, assistance with further education or training and participation in work-related peer support groups, adult 2 mentoring or other services determined appropriate based on the needs of the participant. Follow-up must include more than only an attempted contact and must be documented in order to receive a performance outcome.
10. **Comprehensive Guidance & Counseling** is individualized to the participant, may include career and academic counseling, drug and alcohol abuse counseling, mental health counseling and referral to partner programs for which the youth counselor has coordinated the youth referral with the partner agency on behalf of the individual youth.
 11. **Financial Literacy** is education or activities that: assist youth to initiate checking and savings accounts at banks and to make informed financial decisions; supports youth learning how to manage spending, credit, and debt, including student loans, consumer credit and credit cards; teaches the significance of credit reports and credit scores and rights regarding credit and financial information; teaches how to

assure accuracy of a credit report and how to correct inaccuracies, and how to maintain or improve good credit; supports a participant's ability to understand, evaluate, and compare financial products and services; informs participants about identity theft, their rights in regard to it and ways they can protect themselves from it; and supports the financial literacy needs of non-English speakers through use of multilingual financial literacy and education materials.

12. **Entrepreneurial Skills Training** is training that provides the basics of starting and operating a small business, this training must develop the skills associated with entrepreneurship, such as: taking initiative, creatively seeking out and identifying business opportunities, developing budgets and forecasting resource needs, understanding various options for acquiring capital and the trade-offs associated with each option, and how to communicate effectively and market oneself and one's ideas. Approaches to teaching youth these skills may include: educational programs that introduce youth to the basics of starting and running a business; enterprise development supports and services that incubate and help the youth develop their own business through access to small loans or grants, or that provide individualized assistance in development of viable business ideas; and may include experiential programs in which youth get experience in the day-to-day operation of a business and more.
13. **Provision of Labor Market & Career Awareness Information** are services that impart information to the youth about jobs that are in demand in the local labor market and that may include career awareness and exploration activities and career counseling.
14. **Activities to prepare youth to transition to post-secondary education include information about and preparation for college entrance** including information about applying to colleges, financial aid, entrance testing, student life, pre-requisite courses and more.

SECTION VI: RECEIPT OF ACCEPTANCE:

**BIDDER'S CONFIRMATION RECEIPT
REQUEST FOR PROPOSAL (RFP)
2020 YOUTH PROGRAM**

BIDDER'S NAME: _____

DATE SUBMITTED: _____ TIME RECEIVED: _____

RECEIVED: _____ US Postal _____ FedEx _____ UPS Other: _____

COUNTY(IES) BIDDING ON:

_____ Alamance _____ Montgomery _____ Moore _____ Orange _____ Randolph

Checklist:

- _____ 1 Original Proposal
- _____ 1 Electronic Copy of Proposal via email

Confirmation Notification:

The Regional Partnership Workforce Development Board has received your Request for Proposal (RFP) package.

Thank you for your interest in serving as a contractor for the RPWDB. Proposals will be reviewed and an announcement of a Contractor will be determined in the near future.

Again, we appreciate your interest.

Sincerely,

Tammy Wall

Tammy Wall, WDB Director
Regional Partnership Workforce Development Board