

SFY 2017

Request for Proposal

Comprehensive Case Management and Employment Program

Issued by:

The Lake County Workforce Development Board (LCWDB) for
Lake County Department of Job & Family Services (LCDJFS)
177 Main Street
Painesville, OH 44077

Funding Source(s):

Workforce Innovation & Opportunity Act (WIOA)
Temporary Assistance for Needy Families (TANF)

Date of Issue:

April 15, 2016

This RFP and its contents are based on terms and conditions as they stand on March 28, 2016. Any and all parts of this RFP may be amended due to changes to terms and conditions and available funding.

IMPORTANT NOTICE

The Lake County Workforce Development Board must receive four copies of completed proposals no later than 12:00 noon EST Friday, May 6, 2016.

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PROPOSAL INSTRUCTIONS

Submit all questions regarding this Request for Proposal to LAKE_RFP_QA@jfs.ohio.gov until **12:00 Noon EST, Wednesday May 4, 2016**. All questions and answers will be posted in a timely manner on the OMJ Lake website at <http://www.lakecountyohio.gov/omjlake/home.aspx>.

Proposals must be received by the Lake County Workforce Development Board (LCWDB) at the Lake County Department of Job and Family Services (LCDJFS) office by **12:00 noon EST, Friday May 6, 2016**. Proposals may be mailed or delivered. Proposals submitted by facsimile or other electronic transmission (e.g., Internet, e-mail) will not be accepted. Any proposals not received at the designated place by the designated time and date must be rejected. Four copies of the proposal and attachments must be submitted.

All copies of the completed proposal must be submitted in sealed packaging addressed to:

**Robert J. Dawson
Executive Director
Lake County Workforce Development Board
177 Main Street
Painesville, OH 44077
ATTN: SFY 17 CCMEP PROPOSAL**

The LCWDB, LCDJFS and the Lake County Board of Commissioners reserve the rights to:

- **Accept or reject, in whole or in part, any or all proposals received as a result of this request, or to cancel in part or in its entirety this RFP;**
- **Fund proposals/contracts at any level deemed appropriate. Final awards may differ from amounts requested. Any organization submitting a proposal may choose not to accept an award if the full amount requested in the proposal is not awarded;**
- **Negotiate price, technical, or other revisions to a proposal before a contract is awarded;**
- **Request additional information in order to clarify specific items; however, all proposals are considered final upon receipt;**
- **Waive informalities in proposals;**
- **Negotiate with all qualified sources if in the best interest of the LCWDB, LCDJFS and the Board of Commissioners.**

There will be a Bidders Conference on Friday, April 22, 2016 at 1:30 P.M. at the Lake County Department of Job and Family Services, 177 Main Street, Painesville, Ohio. The Bidders Conference is not mandatory but may be helpful in responding to this Request for Proposal.

Background and Program Parameters

The purpose of this RFP is to procure program service proposals for the Comprehensive Case Management and Employment Program (CCMEP) to be operated in Lake County effective July 1, 2016.

What is CCMEP?

CCMEP is a combination Title IV-A (TANF) program and workforce development (WIOA) activity authorized by Ohio HB 64 (June 30, 2015) providing employment and training services and other supportive services to mandatory and voluntary participants based upon a comprehensive assessment.

Who will participate?

Mandatory - Individuals who are at least sixteen but not more than twenty-four years of age and are:

- Work Eligible Participants of Ohio Works First (OWF) who are at least sixteen but not more than twenty-four years of age;
- Low-income Adult, In-School or Out-of-School your registered in a Workforce Innovation and Opportunity (WIOA) program considered to have a barrier to employment under WIOA.

Voluntary - Individuals who are at least sixteen but not more than twenty-four years of age and are:

- any OWF participant who has not been determined to be work eligible;
- an individual receiving benefits and services from a Prevention, Retention and Contingency (PRC) program and who volunteers for CCMEP within thirty days of the date that PRC benefits are received.

Who is responsible for administering CCMEP?

The Lake County Board of Commissioners has designated LCDJFS as the Lead Agency for CCMEP for Lake County and Workforce Area #5. The Lead Agency is required to:

- submit a local CCMEP program plan (by May 31, 2016);
- administer the program in accordance with federal and state laws;
- collaborate with other local participating agencies;
- insure the utilization of the Ohio Workforce Case Management System (OWCMS) for administering CCMEP;
- meet (state and where applicable federal) Performance Standards;
- insure the proper expenditure of funds;
- insure that the 14 CCMEP/WIOA service elements are made available and delivered via the 32 CCMEP activities; and
- be responsible for all CCMEP duties whether the Lead Agency performs the duty or a contractor.

What are the CCMEP framework activities and who will perform them?

Framework activities consist of:

- determining CCMEP eligibility;
- performing CCMEP intake;
- processing a WIOA Youth eligibility application;
- performing the CCMEP Comprehensive Assessment;
- performing a basic skills assessment;
- developing a participants Individual Service Strategy;
- referring participants to a program provider; and
- providing comprehensive program monitoring

LCDJFS, as the Lead Agency, has chosen to perform all of the CCMEP framework activities.

What is expected of a CCMEP Program Provider?

Program Providers will employ a sufficient number of staff to perform participant case management and to offer and make available the CCMEP Service Elements and the CCMEP activities.

What are the CCMEP Service Elements?

The elements include:

- tutoring, study skills training, instruction and evidence-based dropout prevention;
- alternative secondary school services and drop-out recovery services;
- paid and unpaid work experiences (which combine occupational and academic education, and includes summer employment, pre-apprenticeship programs, internships, job shadowing, and on-the-job training);
- occupational skill training;
- education offered concurrently with workforce preparation activities;
- leadership Development;
- supportive Services;
- adult Mentoring;
- follow-up Services;
- comprehensive guidance and counseling;
- financial literacy education;
- entrepreneurial skills training;
- labor market and employment information; and
- activities that help youth transition to post-secondary education.

What are the CCMEP activities?

The program activities must include but are not limited to:

- unsubsidized employment;
- subsidized employment;
- work experience;
- on-the-job training;

- job search;
- community service;
- vocational education training;
- job skills training directly related to employment;
- education directly related to employment;
- satisfactory attendance at secondary school;
- internships;
- summer employment;
- job shadowing;
- pre-apprenticeship opportunities;
- career counseling;
- adult mentoring;
- entrepreneurial skills training;
- tutoring, study skills training;
- work-behavior training;
- parenting classes;
- life skills classes;
- participation in alcohol or drug addiction services;
- finding a home in cases of homelessness;
- residing in a domestic violence shelter;
- attending English as a Second Language;
- mental health treatment;
- rehabilitation activities;
- financial literacy education;
- other workforce activities;
- activities within OhioMeansJobs.com;
- LEAP; and
- Veterans DVOP referral.

What are the CCMEP Performance Measures?

The measures include:

- the % of program participants that are in unsubsidized employment during the second quarter after exit;
- the % of program participants that are in unsubsidized employment during the fourth quarter after exit;
- the % of program participants that are in unsubsidized employment, education or occupational skills training during the second quarter after exit;
- the % of program participants that are in unsubsidized employment, education or occupational skills training during the fourth quarter after exit;

- the % of program participants that were in education or training while enrolled in CCMEP who obtain a recognized post-secondary credential or diploma or who obtain such credential or diploma within one year after exit;
- the median earnings of program participants who are in unsubsidized employment the second quarter after exit; and
- the % of program participants who were in unsubsidized employment during the second quarter after exit who during the fourth quarter after exit are employed with the same employer.

General RFP Requirements

Each proposal should include a narrative that (at a minimum) provides the following:

- an explanation on how the proposer intends to deliver the full array of required services;
- details on where the proposer will physically locate case managers and other staff needed to deliver the required services;
- a description as to how case managers will engage with program participants at least once every 14 days for participants receiving intensive case management or once every 30 days for participants not receiving intensive case management;
- an explanation of the proposed staffing plan as budgeted;
- an explanation on how the proposer intends to utilize paid work experience;
- a summary plan for the use of supportive services as budgeted;
- an explanation as to why the proposer believes they are qualified to deliver the specified services;
- examples of when and where the proposer has successfully delivered the type of services that CCMEP requires.

Other RFP Specifications

Programs should be proposed increments of twenty (20) participant slots.

Case Management to participant ratios are anticipated to be 10 – 15 participants per case manager using a comprehensive service delivery method. Proposals using a different delivery methodology should explain their planned ratio and how services will be delivered by staff other than the case managers.

This document represents a one (1) program year procurement (SFY 2017) of services under CCMEP. A provider could be awarded a service contract for a second year subject to satisfactory performance and the availability of funds. There can be no increase in program cost for a second year contract, if awarded.

EVALUATION OF PROPOSALS

Criterion	Points
Extent to which the proposal addresses the program requirements	0 - 30
Reasonableness and necessity of proposed costs, efficiency and effectiveness of proposed use of funds & cost/price analysis	0 - 25
Considerations for serving individuals with disabilities	0 - 10
Proposer's administrative and fiscal responsibility including record of integrity and business ethics; financial resources and compliance with public policy practices	0 - 10
Previous successful experience in operating the same or similar activities with particular emphasis on youth services especially workforce development	0 - 25
TOTAL POINTS	0 - 100

CONTRACT AWARDS

Prior to receiving a final and binding contract, the successful proposer will be required to provide documentation including, but not limited to, the following:

- Your organization's most recent full audit, staff personnel policy, organizational chart, client/student disciplinary and dispute resolution policies, etc.
- Labor organization concurrence, if applicable
- Detailed narratives for each program element and service
- Details and documentation of subcontracting, if applicable
- Details and documentation of referral policies and procedures
- Client evaluation process and documentation
- Orientation process and content
- Seasonal difference in programming
- Additional, as requested.

DISPUTE RESOLUTION PROCEDURES

This process is established to provide a formal means of dispute resolution for any provider or potential provider of activities or programs (hereinafter “provider”) who is not satisfied with a decision of the Lake County Youth Committee, Lake County Workforce Development Board, and/or Lake County Board of Commissioners concerning the award of a contract, or the termination of a contract, for the Comprehensive Case Management and Employment Program (CCMEP) or the Workforce Innovation and Opportunity Act (WIOA).

1. Through the CCMEP Lead Agency or the WIOA Fiscal Agent, the Lake County Department of Job & Family Services (LCDJFS) the Lake County Board of Commissioners shall issue written notice to a provider when:
 - A potential provider has submitted a written program proposal to the Lake County Youth Committee, Lake County Workforce Development Board (LCWDB), and/or Lake County Board of Commissioners in response to a formal Request for Proposal solicitation, and such proposal has not received a contract award; or
 - The Lake County Board of Commissioners has determined to terminate an existing contract with a provider of CCMEP or WIOA Services however, this appeal process may not be utilized if the reason for the termination is lack of available funding to operate the contract.

Such written notice shall state the basis for denying the contractual award or for terminating the contract, as applicable.

2. All informal means of dispute resolution shall be utilized before a formal appeal is filed.
3. If informal means of dispute resolution fail to satisfy the provider, the provider shall file a written appeal with LCDJFS.
 - The written appeal must be filed within ninety calendar days of the date of the issuance of the written notice of contract denial or contract termination.
 - The written appeal shall be filed with LCDJFS at 177 Main Street, Painesville, Ohio 44077, by mail or in person.
 - The written appeal must be signed by the provider or authorized representative.
4. If at any time during the process a resolution occurs or the provider wishes to withdraw the appeal, the provider must give written and signed notice of resolution or withdrawal to LCDJFS.
5. Where the provider continuously fails to cooperate or is unavailable, the appeal may be dismissed on written notice (certified mail, return receipt requested) to the last known address of the provider. LCDJFS shall document all attempts to resolve the appeal and indicate the circumstances for a dismissal of the matter.
6. Within ten calendar days of the date when the appeal was received by LCDJFS, an informal conference will be held by the Chair (or designee) of the Youth Committee. The purpose of the informal conference is for the provider and other involved parties to discuss the

situation and, if possible, agree on a mutually satisfactory resolution. The Chair will provide written notice, by certified mail, of the date, time, and place of the informal conference.

7. If resolution has not been achieved at the conclusion of the informal conference, the provider may request a hearing before a hearing officer. This hearing must be held within twenty calendar days of the date when LCDJFS received the appeal.
8. The Lake County Board of Commissioners will appoint an individual to serve as hearing officer. Such individual shall be an impartial third party who will have complete independence in obtaining facts and making decisions, and who is in no way involved with the issue giving rise to the appeal. The individual shall not be any of the following:
 - The attorney representing LCDJFS;
 - A member of the Lake County Board of Commissioners;
 - A member of the LCWDB; or
 - A member of the Lake County Youth Committee.
9. Responsibilities of the hearing officer will include to:
 - Receive and review a complete case file prior to the hearing.

Identify the nature of the action to determine if there is an alleged violation of CCMEP or WIOA rules and regulations.

- Permit resolution at any point in the proceedings if requested by the provider.
- Provide a hearing agenda.
- Define rights of the provider and of the Lake County Youth Committee, Lake County Workforce Development Board, and Lake County Board of Commissioners.
- Direct parties to appear by certified mail, return receipt requested.
- State the purpose of the hearing.
- Receive evidence and reserve the right to exclude irrelevant or immaterial matters from evidence.
- Dispose of procedural questions.
- Elicit testimony from witnesses, but shall not act as an advocate for any party.
- Consider and evaluate facts, evidence, and arguments to determine credibility.
- Determine appropriate remedies.
- Make a complete record of the hearing.
- Render and disseminate the hearing decision to the provider, the Lake County Youth Council, the Lake County Workforce Investment Board, and the Lake County Board of Commissioners.

The hearing shall be conducted in a manner that avoids unnecessary technicalities (e.g. legal requirements such as would be appropriate in court proceedings). Technical rules of procedure and of evidence need not be strictly observed.

Any involved party has the right to representation by an attorney, at the party's own expense.

10. Parties to the hearing will have the opportunity to:
 - Bring documentary evidence and witnesses;
 - Have records or documents relevant to the issue(s) to be decided at the hearing produced by their custodian;
 - Present testimony and oral arguments; and
 - Question all parties and witnesses.
11. The hearing officer must produce a written decision within thirty calendar days from the date when LCDJFS received the appeal. The decision shall include the following:
 - A statement that a hearing was held on a specific date and time at which the involved parties, their representatives, and/or witnesses appeared and were heard;
 - A list of those in attendance;
 - A synopsis of facts based on the entire record disclosed at the hearing;
 - The opinions and statements of reasons for the decision;
 - The conclusions based on the findings of fact;
 - The signature of the hearing officer and date of the decision.
12. The decision of the hearing officer is final.
13. Deadlines for holding the informal conference and the hearing may be extended on the written and signed request of the provider filing the appeal.

Any protest or complaint which alleges discrimination on the basis of race, color, gender, religion, national origin, age, disability, or political affiliation or belief, shall be processed in accordance with the procedures prescribed by the Ohio Department of Job and Family Services and the U.S. Department of Labor Center for Civil Rights. These procedures require a written complaint to be filed within 180 days of the event giving rise to the complaint.

More information about the State and Federal formal complaint procedures can be obtained by contacting the LCDJFS Complaint Officer, Shawn Douglas, at the above address or by calling (440) 350-4228, 918-4228, or 428-4838 ext. 4228. TDD/TTY users should call via the Ohio Relay Service at (800) 750-0750.

Attachment A

Proposal Summary

Proposer Name	
Street Address	
City, State, ZIP	
Chief Executive Officer	
Contact Person	
Contact Person's Email Address	
Contact Person's Direct Phone Number	
Total Amount of Funding Requested	
Total Participants to be Served (increments of 20)	

Is Organization Government/Public Sector, Private Non-Profit, or Private-for-Profit?	
List other agencies you have provided with similar services:	

Attachment B

CCMEP Provider Budget Summary Sheet

Provider	County
I. Staff	Estimated Amount
A. Salaries	
B. Payroll-Related Expenses	
Total Staff Costs	
II. Operations	
A. Staff Travel and Short-Term Training	
B. Staff Consumable Supplies	
C. Occupancy Costs	
D. Contract and Professional Services	
E. Supplies/Materials for Client Activities	
F. Other - Miscellaneous	
Total Operational Costs	
III. Equipment	
A. Equipment Subject to Depreciation	
B. Small Equipment Purchases	
C. Leased and Rented Equipment	
Total Equipment Costs	
IV. Payroll	
A. Payroll/Wages	
B. Social Security/FICA or Other Retirement System	
C. Workers' Compensation & Unemployment Insurance	
D. Incentives/Stipends	
E. Other Compensation-Related Expenses	
Total Youth Payroll Costs	
Sub-Total of All Costs	
Total Cost	

Salaries Detail				
Position Title	Number of Positions Requested	Annual Salary	Percent of time to Program*	Reimbursable Salary
Total Salaries				

*Percent of time to purchased program, not percent of time to LCDJFS.

Payroll-Related Expenses Detail	
Social Security or Other Retirement System (PERS, SERS, STRS)	
Worker's Compensation/Unemployment Insurance	
Retirement Expense	
Hospitalization Insurance Premium	
Other (<i>identify</i>)	
Total Payroll-Related Expenses	

Travel and Short-Term Training for Officers, Agents and Employees of Provider	
Mileage Reimbursement	
Short-Term Training	
Total Travel and Short-Term Training	

Staff Consumable Supplies	
Office Supplies (<i>describe</i>)	
Cleaning Supplies (<i>describe</i>)	
Other (<i>identify</i>)	
Total Staff Consumable Supplies	

Occupancy Costs	
Rental @ \$ _____ per square foot - OR -	
Usage allowance/depreciation @ _____% rate of original acquisition cost of \$ _____ by Program Square Footage Percentage (Program Square Footage _____ divided by Provider Square Footage _____ = _____ %)	
Maintenance and Repairs	
Utilities (<i>if not included in rent</i>) Heat and Light \$ _____ Telephone \$ _____ Water \$ _____ Other (<i>identify</i>) \$ _____	
Total Occupancy Costs	

Contract & Professional Services - Consulting, System Support, etc.	
<i>(Identify)</i>	Amount
Total Contract & Services Costs	

Supplies/Materials for Client Activities	
<i>(Identify)</i>	Amount
Total Supplies/Materials for Client Activities	

Other - Miscellaneous	
<i>(Identify)</i>	Amount
Total Miscellaneous Costs	

Equipment Subject to Depreciation								
Equipment to be Depreciated (1)	New or Used (2)	Date Purchased (3)	Quantity (4)	Total Actual Cost (5)	Salvage Value (6)	Amount to be Depreciated (7)	Useful Life (8)	Chargeable Annual Depreciation (9)
Total Equipment Depreciation Charges								

Small Equipment Purchases (Equipment Costing under \$25,000)		
Item	Quantity	Amount
Total Small Equipment Purchases		

Leased and Rented Equipment			
Item	Model and Year	Quantity	Amount
Total Leased and Rented Equipment			

Payroll/Wages Detail				
Number of Participants	Hourly Rate	Number of Hours	Attendance Rate	Total

Social Security/FICA or Other Retirement System (PERS, SERS, STRS)		
Total Participant Wages	Employer Rate	Total

Workers' Compensation and Unemployment Detail		
Total Participant Wages	Employer Rate	Total

Incentives/Stipends Detail			
Number of Participants	Amount	Basis for Payment	Total

Other Payroll Expense Detail	
Other (Identify)	Total

Attachment C

Signature Page

I hereby certify the following:

- I have reviewed the completed Request for Proposal and am in full agreement with its content, including all Specifications.

I possess the legal authority to represent:

(Typed Name of Proposer Organization)

- The Proposer possesses legal authority to submit the Request for Proposal and to enter a contract with the Lake County Board of Commissioners.
- A resolution, motion, or similar action has been duly adopted or passed as an official act of the Proposer’s governing body, authorizing the submission of the Request for Proposal, including all understandings and assurances contained therein, and directing and authorizing the person(s) identified as the official representative(s) of the Proposer to act in connection with the Request for Proposal, to provide such additional information as may be required, and to bind the Proposer to this Request for Proposal and to future contracts, agreements, provisions, and/or conditions relating to the Request for Proposal and any subsequent contract.
- All information presented in this Request for Proposal is true and correct, and shall be open to verification by Lake County Department of Job and Family Services.
- All projected costs are reasonable and necessary for the proposed program, activity, and/or service, and the CCMEP and/or WIOA funds requested do not duplicate other funds already available, or which will be available, to pay the projected costs. All cost and price information submitted with the Request for Proposal is accurate, complete, and based on current data at the time of submission.
- Should this Request for Proposal be approved, the Proposer agrees to abide by CCMEP Rules and the Workforce Innovation and Opportunity Act, the Regulations implementing the Act, and state and local policies and plans applicable to the Act.

SIGNATURE OF CHIEF EXECUTIVE OFFICER/AUTHORIZED REPRESENTATIVE

(Signature)

(Typed Name and Title)

(Typed Date)