

## **Attachment E: Training and Career Services Provider**

**Provide Services for eligible WIOA Adults, Dislocated Workers and Youth, and others identified by the ETLWB** – The WIOA Title I Services Provider component includes hiring and supervising staff to provide or arrange for the provision of various career, training and necessary supportive services as outlined below for eligible WIOA Adults, Dislocated Workers, and Youth (including providing and/or arranging for the 14 youth elements) and other partner programs identified by the ETLWB, such as Re-Employment Services and Eligibility Assessments (RESEA) program, the Supplemental Nutrition Assistance Program E & T (SNAP) and the Senior Community Service Employment Program (SCSEP). This component includes, but is not limited to, recruitment and eligibility determination and certification of clients; development of a service plan for eligible clients; enrollment of eligible clients; client case management; client referral to appropriate services; authorization and/or arrangement for funding of direct training and/or support services for eligible clients; maintenance of follow-up with the client to track, report, and assure performance, and reporting in all client benchmarks in the Virtual One-Stop System.

- a. Career Services – Basic career services must be made available and, at a minimum, must include the following services, as consistent with allowable program activities and Federal cost principles:
  - Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, youth programs or other programs as noted above;
  - Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system;
  - Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needs;
  - Labor exchange services, including— (i) Job search and placement assistance, and, when needed by an individual, career counseling, including— (A) Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and (B) Provision of information on nontraditional employment; and 261 (ii) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;
  - Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs;
  - Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including— (i) Job vacancy listings in labor market areas; (ii) Information on job skills necessary to obtain the vacant jobs listed; and (iii) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
  - Provision of performance information and program cost information on eligible providers of training services by program and type of providers;
  - Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one stop delivery system;
  - Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health

assistance available through the State's Medicaid program and Children's 262 Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;

- Provision of information and assistance regarding filing claims for unemployment compensation, by which the one-stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. (i) "Meaningful assistance" means: (A) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or (B) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time. (ii) The costs associated in providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following services, as consistent with program requirements and Federal cost principles:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include— 263 (i) Diagnostic testing and use of other assessment tools; and (ii) In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers (as described in § 680.180 of this chapter);
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experiences that are linked to careers (as described in § 680.170 of 3.
- Workforce preparation activities;
- Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and § 681.500 of this chapter;
- Out-of-area job search assistance and relocation assistance; and
- English language acquisition and integrated education and training programs.

- b. Follow-up services must be provided, as appropriate, including: counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.
- c. Training Services – in compliance with WIOA, training services may include:
  - occupational skills training, including training for nontraditional employment;
  - on-the-job training;
  - incumbent worker training;
  - programs that combine workplace training with related instruction, which may include cooperative education programs;
  - training programs operated by the private sector;
  - skill upgrading and retraining
  - entrepreneurial training
  - transitional jobs
  - job readiness training provided in combination with other services (1-8);
  - adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services described in 1-7; and
  - customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.
- d. Youth Services - The ETLWB has determined at the issuance of this RFP that a significant portion of current youth funds will be utilized for WIOA eligible Out-of-School Youth (age 16-24); however, the TDLWD has applied for waivers with the USDOL that may allow the ETLWB to have a split focus and include In-School Youth, if approved. The contractor will be notified and provided guidance to implement in-school youth programming, if applicable.

Contractor staff will be responsible for recruitment, WIOA eligibility, enrollment and applicable Out-of-School Youth elements listed below, with emphasis on elements #3-5 to encourage work based learning and post-secondary education leading to credentials.

**Youth Service Elements:**

- I. Local programs must make each of the following 14 services available to youth participants (WIOA sec. 129(c)(2)):
  - a. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential;
  - b. Alternative secondary school services, or dropout recovery services, as appropriate;
  - c. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
    - i. Summer employment opportunities and other employment opportunities available throughout the school year;

- ii. Pre-apprenticeship programs;
  - iii. Internships and job shadowing; and
  - iv. On-the-job training opportunities;
- d. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local Board determines that the programs meet the quality criteria described in WIOA sec. 123;
  - e. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
  - f. Leadership development opportunities, including community service and peer centered activities encouraging responsibility and other positive social and civic behaviors;
  - g. Supportive services, including the services listed in § 681.570;
  - h. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation;
  - i. Follow-up services for not less than 12 months after the completion of participation, as provided in § 681.580;
  - j. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth;
  - k. Financial literacy education;
  - l. Entrepreneurial skills training;
  - m. 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 services; and
  - n. Activities that help youth prepare for and transition to post-secondary education and training.

#### **Payment of Training and Support Services**

In addition to arranging for training and support services, the Service Provider will be responsible for payments made directly to the participant or on behalf of the participant to vendors and training providers for the provision of training and support services. Examples include, but are not limited to:

- Youth and Transitional Work Experience wages and applicable taxes/workman's compensation;
- Individual Training Accounts to Eligible Training Providers;
- Supportive Services such as transportation assistance, uniforms, tools, and books. (a comprehensive list of supportive services to be provided after adoption of a Supportive Services Policy by the ETLWDB);
- Other payments on behalf of participants as deemed appropriate and funded by the ETLWB.

The ETLWB will award direct participant funds to the successful bidder for payment to vendors, training providers and participants effective October 1, 2018 through June 30, 2019 as provided in this RFP. The Direct Participant line item will be increased/decreased via contract modification based

on available funds and training needs as determined by the ETLWB. As pass-through funds, Direct Participant funds are not a required bid item.

**NOTE:** The ETLWB will provide the Business Service Function, including engaging employers to provide training and employment opportunities for AJC job seeker customers. The Title I Service Provider and other partners will be responsible for eligibility and case management of the participants referred to employers for training and/or employment. The ETLWB will retain direct participant funds to be paid to employers for on-the-job training, incumbent worker training, apprenticeships, customized training, etc. as part of its Business Service function. Additionally, the ETLWB will retain funds set-a-side for special projects/initiatives, such as start-up funds for equipment for re-entry programs.

- a. The Provider must utilize the Virtual One-Stop (VOS) State participant management system to record participant eligibility, enrollment, service strategy and related case management services prior to authorizing funding in VOS. State and ETLWB deadlines for data entry must be met. Additional systems may be utilized in addition to VOS; however, VOS is the official record of activity and direct participant payment.
- b. The Provider must pay all vendors, training providers and participants in a timely manner. The Proposal must include time period and method of payments, e.g., will youth work experience participants be paid weekly or every two weeks and by check or direct deposit. Timing of payments to and on behalf of participants should take into consideration the clients are generally low income and need funds to participate in the program.
- c. The Provider will submit an invoice to the ETLWB by the 10<sup>th</sup> of each month seeking reimbursement for payments made to vendors, training providers and participants. Arrangements may be made with the ETLWB for additional submission (weekly or bi-weekly) reimbursements, if necessary. The invoice must include supporting documentation of expenditures.
- d. The ETLWB will reimburse the Provider within 30 days of receipt of a properly documented invoice.