



CHARLOTTE
WORKS

ENGAGED / EMPOWERED / EMPLOYED

REQUEST FOR PROPOSAL

PROGRAM YEAR 2023 WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) TITLE I YEAR-ROUND IN-SCHOOL YOUTH PROGRAM

RFP Release Date: January 4, 2023
Proposal Deadline: 12 P.M. March 3, 2023

Charlotte Works
8601 McAlpine Park Drive, Suite 130
Charlotte, NC 28211
E-mail: 2023rfp@charlotteworks.com
Website: www.charlotteworks.com

Equal Opportunity Employer/Program
Auxiliary aids and services available to individuals with disabilities.

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I. INVITATION TO BID

To: All Potential Workforce Innovation and Opportunity Act (WIOA) Title I In-School Youth Program Providers

From: Danielle Frazier, President & CEO

Date: January 4, 2023

Subject: Request for Proposal – WIOA Title I – In-School Youth Program

Thank you for your interest in providing training services to participants in the WIOA Title I In-School Youth Program in Mecklenburg County. Charlotte Works is currently accepting proposals for the operation of the program.

The enclosed Request for Proposal (RFP) package contains:

- Application Instructions
- Specifications for Describing Requested Services
- Budgeting Requirements
- Format Criteria

While every effort has been made to include all necessary information in this packet, Charlotte Works reserves the right to request additional details.

REVIEW, AWARD, AND NOTIFICATION OF PROPOSING ORGANIZATIONS SCHEDULE

| | |
|---|---|
| RFP Release | Wednesday, January 4, 2023 |
| Bidders Conference (Virtual) Join Zoom Meeting https://us02web.zoom.us/j/83738582210?pwd=Qjdsd2tuY3dud29pQkhTRGsyUjlOZz09 | Thursday, January 12, 2023 |
| Letter of Intent to Bid (Non-Binding) | Thursday, January 19, 2023 |
| Questions Accepted Until: 2023rfp@charlotteworks.com | Friday, January 27, 2023 |
| Q & A posted on CW website | Friday, February 3, 2023 |
| Proposals Due to Charlotte Works | Friday, March 3, 2023, 12 p.m. (original & 6 copies) |
| Bidder Presentations | March 27-28, 2023 |
| Review Committee Approval | March 27-28, 2023 |
| Charlotte Works Board Approval | March 31, 2023 |
| Award Notification Date | Week of April 3, 2023 |
| Contract Period Begins | July 1, 2023 |

All letters of intent (non-binding) must be submitted on or before **January 19, 2023**. For your convenience, we have enclosed a suggested format for the letter of intent (See Appendix I).

ANY PROPOSALS RECEIVED AFTER THE DUE DATE AND TIME, REGARDLESS OF POSTMARK OR MAILING RECEIPT DATE OR WITHOUT THE SPECIFIED NUMBER OF COPIES, CLEARLY MARKED, WILL NOT BE CONSIDERED FOR SELECTION.

Enclosures: RFP Package

Please submit the proposals in three-ring binders as follows:

- One original (clearly marked) proposal and attachments
- Six (6) copies of the proposal and attachments

Proposals must be signed and dated by a representative authorized to commit to proposal provisions. Unsigned proposals will be rejected/deemed non-responsive. **All proposals are due to the address below by 12 P.M. ET on March 3, 2023.**

Charlotte Works

Attention: Danielle Frazier, President & CEO

8601 McAlpine Park Drive, Suite 130

Charlotte, NC 28211

II. GENERAL OVERVIEW

A. Purpose of This Solicitation

The purpose of this Request for Proposal (RFP) is to solicit competitive proposals from qualified organizations to fund specific youth services and activities under Title I of the Workforce Innovation and Opportunity Act (WIOA TITLE I) of 2014. Proposals are solicited for comprehensive year-round youth programs for WIOA TITLE I-eligible in-school youth (high school juniors and seniors) who reside in Mecklenburg County. Funding awards and contracts under this solicitation are expected to begin on July 1, 2023.

The objective of this RFP is to solicit proposals that have a focus on providing work-based learning opportunities for youth. These opportunities include, but are not limited to, job shadowing, internships, apprenticeships, and more. Charlotte Works is seeking a partner that provides a cost-effective service delivery plan that results in these enhanced experiences for young people. Proposals should demonstrate coordination efforts with Charlotte-Mecklenburg Schools (CMS), the business community, and Charlotte Works. Proposals should also highlight innovative and collaborative approaches to providing youth with the skills essential to be successful in careers that have been defined as high-growth, high-demand industries within the Charlotte region (See Appendix II).

Proposals should include all items listed in the proposal specifications section of this RFP. Proposals may be submitted to serve in-school youth only. Please note that proposals to serve

out-of-school youth will not be considered for funding under this RFP. Proposals should be based on youth development principles and best practices that support, motivate, and prepare youth for continuing educational achievements, successful transition into adulthood, and long-term employment success. The proposed services, design, and implementation strategies must be age-appropriate and provide a customized mix of services to address individual needs and goals and lead to the attainment of the youth performance measures.

B. Terms of Selection

The Charlotte Works' programs committee is a feature of the workforce investment system that assists with the development of youth employment and training policy, brings a youth-development perspective to the establishment of such policy, establishes linkages with other local youth services organizations, and takes into account a range of issues that can have an impact on youth success in the labor market. The programs committee is established as a sub-committee of Charlotte Works Board of Directors. One of the many responsibilities of the programs committee is to develop portions of the local WIOA TITLE I plan relating to youth and provide guidance and oversight on youth programs. The review committee will identify youth programs that meet the framework criteria established by the programs committee and recommend to Charlotte Works for funding consideration.

Please note that Charlotte Works reserves the right to:

- Accept or reject any or all proposals received
- Waive informalities and minor irregularities in offers received
- Accept any item or group of items of any offer, or award more or fewer slots at the same price bid unless the proposer qualifies its offer by specific limitations.
- Select a service provider based on initial offers received, without discussion of such offers
- Request additional data, oral discussion, or documentation in support of written offers

Accordingly, each initial offer should be submitted on the most favorable terms from a price and technical standpoint that the proposer can submit to Charlotte Works.

Any proposer may be requested to make an oral presentation of its proposal(s) to Charlotte Works after its opening. Charlotte Works' staff will schedule the time and location for these presentations if required.

All solicitations are contingent upon the availability of funds.

C. Background

WIOA TITLE I formula funds are allocated to local workforce development boards for youth services. Local organizations may use the funds to provide services for in-school youth between the ages of 16 to 21 who are juniors and seniors in high school and meet the federal WIOA TITLE I eligibility criteria. Charlotte Works is the grant recipient and administrative entity for the WIOA TITLE I program. Contracts entered into with WIOA TITLE I service providers will contract with Charlotte Works. All parties contracting with Charlotte Works must comply with the U.S. Department of Labor (DOL) regulations and any other interpretations published by

DOL. Administration and operation of this program are subject to compliance with the federal WIOA TITLE I of 2014, state, and local policies and procedures as issued by Charlotte Works. Funded proposals will be required to meet specific federal, state, and local guidelines for participant outcomes and program performance.

Under the WIOA Title I youth funds are intended to provide:

- Eligible youth with assistance in achieving academic and employment success, including a variety of options for improving educational and skill competencies and an effective connection to employers
- Ongoing mentoring opportunities with adults committed to providing such opportunities
- Opportunities for training
- Continued supportive services
- Incentives for recognition and achievement
- Activities related to leadership development, decision-making, citizenship, and community service

Youth programs are required to provide, either directly or through linkages with various community and public institutions, the following 14 elements:

- Tutoring, study skills training, instruction, and evidence-based dropout prevention as well as recovery strategies that lead to the completion of the requirements for a secondary-school diploma, its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities), or for a recognized post-secondary credential
- Alternative secondary-school offerings or dropout recovery services
- Paid and unpaid work experiences that have academic and occupational education components. A minimum of 20 percent of the proposers' total budget will be reserved for paid work-based learning, which must include pre-apprenticeship programs, internships, and on-the-job training opportunities
- Occupational-skills 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 in the local area
- Education offered concurrently with, and in the same context as, workforce preparation activities and training for a specific occupation or occupational cluster
- Leadership development opportunities including community service and peer-centered opportunities encouraging responsibility as well as other positive social and civic behaviors
- Supportive services are defined by DOL as funds that are spent on behalf of WIOA TITLE I individuals who are registered in WIOA TITLE I youth programs and unable to obtain supportive services through their own means or other programs providing such services. Supportive services are only allowable when they are necessary to enable eligible individuals to participate or remain in WIOA TITLE I youth programs, i.e. education completion, occupational and/or post-secondary training, and job-search or comprehensive counseling. Supportive services are also allowed to maintain retention in employment, training, or other acceptable post-program activities

- Adult mentoring for the period of participation, which is defined as any service that provides youth with opportunities to develop a positive relationship with an adult who provides a positive role model for educational, work, personal, or social skills
- Follow-up services, which is defined as any service that assists youth with completing training or securing a job for at least 12 months after completion of the WIOA TITLE I youth program
- Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referrals
- Financial literacy education is defined as any service that assists youth with financial stability, i.e. budgeting, student loans, or bank accounts
- Entrepreneurial-skills training, which is defined as any service that assists youth with the knowledge and skills to start and grow a business
- 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
- Activities that help youth prepare for, and transition to, post-secondary education and training

Programs should have strong connections to local employers and post-secondary education and training institutions, including the NCWorks Career Center and system of partners.

Charlotte Works will award grants to service providers who collaborate with youth-serving organizations and local businesses/organizations that demonstrate the ability to develop and implement strategies resulting in the following outcomes where the youth:

- Acquire a high school diploma and/or an occupational-specific degree or certificate
- Enter a post-graduate training program or apprenticeship
- Show an increased proficiency in literacy and numeracy
- Acquire work-readiness skills and/or obtain employment
- Are exposed to “career track” work experiences

Charlotte Works has determined a priority of need for in-school youth services in two areas:

- Career exploration of in-demand fields, including job shadowing, internships, paid and unpaid work experiences, and industry tours
- Exposure to all post-secondary education options and programs that lead to career pathways in the Charlotte region

D. Eligible Youth

WIOA TITLE I-funded services may be provided to youth ages 16 to 21. To be eligible, youth must:

- Be a U.S. citizen or eligible non-citizen
- Be a Mecklenburg County resident
- Live in a low-income household

- Comply with the Military Selective Service Act
- Needs additional assistance to enter or complete an educational program or to secure or hold employment
- Have one or more of the following additional barriers:
 - Deficient in math and reading
 - An English-language learner
 - A homeless, runaway, or foster child
 - Aged out of the foster care system
 - Pregnant or parenting
 - An individual with a disability
 - An offender

Prior to enrollment into a WIOA TITLE I Title I activity, youth must be certified as eligible under WIOA TITLE I guidelines. Service providers are responsible for determining, verifying, completing the intake process, and certifying WIOA TITLE I eligibility for each youth applicant by obtaining acceptable records/documents. These verification documents must be maintained in a paperless system. Files will be reviewed by Charlotte Works’ staff for certification and periodically during Charlotte Works’ monitoring. Only youth who have been certified by Charlotte Works as WIOA TITLE I-eligible by completion of required forms and whose documentation to verify eligibility has been obtained by staff may be enrolled to receive WIOA TITLE I services.

E. Available WIOA TITLE I Youth Funding

In-School Youth Program *Up To* \$633,000

Respondents’ proposed budgets must be within the amounts indicated and must be reasonable based on the proposed service level and service delivery plans. Subsequent revisions and negotiations of final contract budgets may be required due to actual allocation received and funding award decisions.

III. Overview of Charlotte Works

Charlotte Works, the workforce development Board of Directors, is appointed by the Charlotte Regional Workforce Consortium to provide policy guidance and program oversight for workforce development programs in Mecklenburg County. The Charlotte Works Board is a group of volunteers representing local business and industry, educational agencies, community-based organizations, organized labor, rehabilitation agencies and economic development entities.

Charlotte Works is the administrative entity and grant recipient of WIOA TITLE I funds.

Strategic Planning: Charlotte Works focuses on being a data- and demand-driven board to help prepare the workforce for growing careers in the region. The plan also focuses on creating an integrated, seamless workforce system to help job-seekers succeed in the North Carolina

economy and continuously improve their skills. Charlotte Works implemented a strategic plan in PY2020.

Charlotte Works strategic plan spotlights three pillars: connect & convene, inform & influence and design & impact. Charlotte Works' mission through this plan is to lead the development of a skilled, in-demand workforce by engaging businesses, aligning community partners, empowering and connecting job seekers to meaningful employment, and fostering inclusive economic growth. Appendix VI- Strategic Plan.

Charlotte Works' Roles and Responsibilities

Charlotte Works is responsible for the workforce development system throughout the Charlotte Works Local Area. This system must serve the needs of employers, underemployed and unemployed job seekers transitioning to employment. It must provide reliable and valid information so clients can make informed decisions about training and employment, connect clients to other service providers in the system and the community, help clients access diverse funding sources for training and provide quality job-matching services for employers and job-seekers.

Charlotte Works oversees and evaluates the NCWorks system services throughout the local workforce development area. In doing so, the board is committed to the highest quality services and achievement of performance standards. Charlotte Works' staff will be available to provide the successful proposer with the technical assistance and capacity building needed to achieve the highest level of performance combined with outstanding client satisfaction.

Charlotte Works' responsibilities include:

Federal Connection: Ensure that federal policies, procedures, and guidelines are correctly implemented; allocate federal workforce development funds; provide data and reports as needed to satisfy federal systems; and participate in federal funding opportunities that further the board's vision for the NCWorks system.

State Connection: Ensure that state procedures and guidelines are correctly implemented; allocate state workforce development funds; provide data and reports as needed to satisfy state systems; and participate in state funding opportunities that further the board's vision for the NCWorks system.

Local Connection: Comply with local government (the WDB's fiscal agent) policies and regulations, serve as the convener for workforce development in the Local Area and partner with local organizations to meet community needs.

Technological Connection: Ensure our service providers are equipped with current technology to better serve and assist all clients and manage the local information system for WIOA TITLE I programs and activities.

Evaluation and Measurement Metrics: Approve client satisfaction survey and other evaluation tools throughout the system; measure metrics set for our service providers to ensure quality services and continuous improvement; designate the successful service providers; maintain a grievance procedure for clients to access if the service provider’s grievance procedures do not produce a resolution; meet with the service providers regularly to listen to suggestions, discuss issues and resolve concerns; and monitor and report on quality, performance and cost-effectiveness through onsite visits, records review, evaluations, expenditure review and other methods as needed.

Communications/Outreach: Approve site location, facilities and equipment that contribute to the center of excellence and client satisfaction; approve outreach materials funded by the board or containing information about the board’s programs; provide the service providers with a common name, logo and signage to promote the identity of NCWorks and ensure connectivity among the service providers and local and regional entities including chambers of commerce, public education institutions, economic development entities, etc.

All communications and outreach efforts, products and initiatives that will impact NCWorks are managed entirely by the communications department of Charlotte Works. Any and all communications and outreach products and initiatives are subject to Charlotte Works’ Marketing, Communications and Outreach Policy (provided upon contract award) and to review by members of the board’s communications department.

All NCWorks NextGen and NCWorks Career Center communications and outreach efforts, products and initiatives are *centralized* under Charlotte Works. These items should only be produced under the direction of the communications department of Charlotte Works.

Centralization

- Maintains the consistency, quality and look of NCWorks NextGen materials;
- Allows for communications services and materials to be produced and distributed to the operator in a timely manner;
- Eliminates differences in the products produced by the operator/service provider and the board;
- Allows all design and printing services, and other outreach products and services, to be bid on an “economies of scale” basis.

Charlotte Works’ communications team develops, manages and leads all internal and external communications efforts. It creates the overall communication strategy, including a comprehensive, multi-channel, high-quality plan; and directly manages communications activities that promote, enhance and protect the NCWorks NextGen and NCWorks Career Center brand in Mecklenburg County.

Performance and Compliance: Provide technical assistance on all policies, procedures and rules that impact the operation of the center and provide assistance as needed for compliance; develop and provide technical assistance to build capacity to help the service provider meet quality and consistency standards and meet or exceed performance goals within the NCWorks NextGen system; ensure compliance with all rules, regulations and procedures issued by all funding sources.

Perform fiscal and programmatic monitoring for compliance in accordance with federal, state and local standards; track and maintain documentation of each performance measure; and approve regional education/training operators for inclusion on the State Training Operator List.

Fiscal: Ensure that administrative and programmatic cost categories are properly implemented; confirm that costs are correctly allocated to the associated funding stream; verify that NCWorks system costs are allocated according to the MOUs and provide technical assistance to the fiscal staff of the In-School-Youth service provider.

These roles and responsibilities may be refined and changed as the WIOA TITLE I regulations and procedures are changed by the USDOL, state policy and requirements are created and implemented throughout the state's workforce development system and local direction and procedures are adopted or revised by the board.

A contract entered into with a successful proposer will be a contract with Charlotte Works. **The contract resulting from this RFP is contingent upon the availability of funds and is subject to amendment or termination due to the lack of or reduced funding.** All organizations contracting with Charlotte Works must comply with the USDOL regulations and any other interpretations published by the USDOL. Administration and operation of this program is subject to compliance with WIOA TITLE I, state policies and procedures as issued from DWS and local policies and procedures as issued by Charlotte Works.

Charlotte Works is the workforce development board's administrative entity and its own fiscal agent. If any changes occur with the board, a new contract will be executed with the In-School-Youth service provider for the remaining timeframe outlined in this RFP.

IV. SCOPE OF WORK

A. Design and Delivery of Services

Respondents' proposals should reflect appropriate activities based on the expectation that youth may be enrolled in WIOA TITLE I services for the time period determined by the Individual Service Strategy (ISS). Respondents should also reflect the availability of the 14 required program elements through WIOA TITLE I funds and through collaboration with other community partners and resources. 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.

The proposals should demonstrate strong, existing linkages with Charlotte-Mecklenburg Schools (CMS) and business community partners to extend and enhance learning opportunities as part of a year-round strategy to improve academic achievement and build connections between work and learning. In-school youth (high school juniors and seniors), who are basic-skills deficient must have a WIOA TITLE I service-strategy plan that includes achievement of measurable basic-skills improvement. The proposals should outline how the successful service provider will help youth acquire critical workplace and education competencies.

B. Transitioning and Serving Youth Currently Enrolled in WIOA TITLE I Activities

In the event that Charlotte Works' WIOA TITLE I youth funds are awarded to new providers in Mecklenburg County beginning July 1, 2023, it is expected that new provider staff will arrange for the following meetings (at minimum) in order to better serve youth who are continuing in WIOA TITLE I: an in-person meeting with Charlotte Works' staff to discuss individual youth cases and an orientation meeting/open house for WIOA TITLE I youth and parents to introduce staff, explain any changes in the delivery of services and address questions and concerns.

C. Coordination Between Contracted WIOA TITLE I Youth Services and Charlotte Works

Federal regulations require that WIOA TITLE I-funded youth services be connected to the local NCWorks Career Center in the following ways: coordination and provision of youth activities, access for eligible youth to the array of information and services required by the law and linkages to the job market and employers.

Successful respondents are expected to establish and maintain an active and collaborative partnership with Charlotte Works. This includes, but is not limited to, participating in appropriate workforce development community activities (workshops, job fairs, etc.). Respondents' proposals must describe how the above requirements will be met to ensure that coordination efforts between service providers and NCWorks Career Centers benefit the youth and adhere to the intent of the law.

D. Requirements for All Youth Served Under WIOA TITLE I

Proposals should address how the following requirements will be met as part of an overall WIOA TITLE I youth services design.

1. Eligibility Determination and Verification/WIOA TITLE I Registration

Prior to enrollment into a WIOA TITLE I Title I activity, youth must be certified as eligible under WIOA TITLE I guidelines. Service providers are responsible for determining, verifying and certifying WIOA TITLE I eligibility for each youth applicant by obtaining acceptable records/documents. These verification documents must be maintained in a paperless system. Files will be reviewed by Charlotte Works' staff for certification and periodically during Charlotte Works' monitoring. Only youth who have been certified by Charlotte Works as WIOA TITLE I-eligible by completion of required forms and whose documentation to verify eligibility has been obtained by staff may be enrolled to receive WIOA TITLE I services.

Selective Service registration is required for all male applicants born after Dec. 31, 1960. Males must be properly registered within 30 days of their 18th birthday. If a male applicant becomes 18 years of age while participating in WIOA TITLE I activities, he must register with Selective Service. Any male in violation of the Selective Service registration requirements is ineligible for

WIOA TITLE I. The service provider will be responsible for assuring compliance with the Selective Service registration requirement.

2. Comprehensive Assessment

WIOA TITLE I requires that youth service providers administer or obtain a thorough and in-depth assessment of the academic level, skill levels and service needs of each youth at the time of enrollment into WIOA TITLE I activities. Assessment should be carefully planned and administered to collect specific, relevant information leading to an appropriate mix and sequence of services and interventions. Youth service providers will use only assessment tools and strategies that are valid for youth. An initial assessment will include basic skills, work-readiness skills, occupational skills, prior work experience and barriers to employment. Youth service providers will assess a youth's family situation; occupational interests and aptitudes; financial supportive service and developmental needs. Assessment information should be acquired through various means including, but not limited to, standardized tests, structured interviews, behavioral observations, inventories, career guidance instruments, performance-based or competency-based assessment tools and, where the information is current and reliable, assessment results from another service provider (school or organization). Charlotte Works requires the use of comprehensive testing (i.e. CASAS, TABE) for basic-skills and assessment tools for assessing career interests and aptitudes.

Assessment instruments, especially online tools, used to measure learning styles, life skills and more must be adequately researched by WIOA TITLE I staff prior to use to determine that they are objective, conform to widely accepted standards for validity and reliability and are age appropriate for youth. WIOA TITLE I staff must have adequate training in the administration, scoring and proper use of test results. Information collected from the assessment process serves as the basis for individualized-service planning in order to achieve the educational and employment outcomes desired for each youth. Assessment should be an ongoing process throughout participation in WIOA TITLE I in order to track each youth's progress and to measure and record personal growth, skill-goal attainment and achievement of planned objectives. Progress testing should occur at regular intervals to determine the likelihood of basic-skill attainment within the time parameters allowable (one year or less) and to determine the need to try other strategies or approaches when learning gains are not occurring as expected.

3. Individual Service Strategy (ISS)

Each youth enrolled into WIOA TITLE I will have a written, individualized plan of services and activities of an appropriate mix of the 14 required program elements, including appropriate learning objectives and goals based on the entry-assessment information. The Individual Service Strategy (ISS) is completed and updated in the NCWorks Online database, and a hard copy provided to the youth and placed in his/her participant file. The ISS is intended to provide in-depth information about a youth, both history and present circumstances, to create a plan of action agreed upon by the youth and staff working together. The ISS will set clear and realistic goals for educational advancement, entry into employment in a targeted industry and continued learning and development.

4. Comprehensive Career and Case Management

The WIOA TITLE I service provider will provide comprehensive case management services to youth as part of the year-round strategy to support and assist youth to attain meaningful outcomes. Staff is expected to work closely with youth to provide support and guidance, address needs and barriers, solve problems, serve as role models and assist in the attainment of the objectives and goals agreed upon in the ISS. Regular personal contact between a case manager and the young person is essential. Based on the case management relationship, the youth should be aware that he/she has support and accountability in working to achieve his/her personal goals. Primary case management functions are services coordination, advising and counseling, advocacy, follow up and accurate and timely record keeping.

5. WIOA TITLE I Data Validation and Record-Keeping

The U.S. Department of Labor has issued a data validation policy that establishes record-keeping requirements to ensure the accuracy and integrity of information collected and reported on WIOA TITLE I activities and program outcomes. The federal policy mandates that states “demonstrate the validity of reported data,” and North Carolina has set a statewide policy to conduct data validation annually. Charlotte Works has developed guidelines and instructions for participant records/files that include file content and structure, data-validation labeling requirements and file maintenance. Charlotte Works will work closely with the service provider to gather data and will be responsible for data validation and comprehensive record-keeping.

6. Information and Referrals for WIOA TITLE I-Eligible Youth

Eligible youth will be provided information on services and opportunities that are available from WIOA TITLE I service providers and Charlotte Works. WIOA TITLE I service providers will refer eligible youth to other educational, employment, training and/or human service organizations that have the capacity to serve them. This requirement applies to youth who may benefit from services other than WIOA TITLE I or in addition to WIOA TITLE I-funded activities. Charlotte Works and the service provider will maintain records of these referrals and the outcome.

7. Referrals and Record-Keeping for Youth Not Meeting WIOA TITLE I Eligibility

Youth who are not eligible for WIOA TITLE I, or those who can be better served by another organization or program, should be referred to appropriate community agencies and/or organizations.

Charlotte Works is responsible for maintaining applicant records, including WIOA TITLE I intake forms and eligibility documentation copies of eligible youth who are not enrolled (for whatever reason) and those who are determined to be ineligible for WIOA TITLE I services.

E. WIOA TITLE I Performance

WIOA TITLE I’s emphasis on year-round youth services recognizes the need for substantial interventions in the lives of at-risk youth in order to achieve meaningful outcomes. Charlotte Works’ required outcomes

will be provided at the beginning of the contract period. Also, all youth who receive WIOA TITLE I-funded services will be measured against the U.S. Department of Labor's WIOA TITLE I Common Measures for Youth.

The Common Measures are an effort to simplify and consolidate performance measures across many federal grants. Programs should emphasize retention in program services until participants have reached the goals identified in their service strategy plans. They include:

- **Placement in employment or education:** (Of those who are not in post-secondary education or employment including the military at the date of participation), uses the number of youth participants who are employed (including military) or enrolled in post-secondary education and/or advanced training/occupational-skills training in the second quarter after exit, divided by the number of youth participants who exit during the quarter.
- **Retention in employment, education or training:** Percentage of participants in education, training or unsubsidized employment, measured in the fourth quarter after exit.
- **Earnings after entry into unsubsidized employment:** Median earnings of participants in unsubsidized employment during the second quarter after exit.
- **Attainment of a degree or credential:** Percentage of participants who obtain a recognized credential or secondary diploma or its recognized equivalent during participation or within one year after program exit. A secondary diploma does not count toward credential attainment unless the participant is enrolled in post-secondary education or has obtained employment within one year after earning the secondary diploma.
- **In-program skills gain:** Defined by the U.S. Department of Labor, a measurable skills gain is the percentage of participants who, during a program year, are in education or training programs and who are achieving measurable skills gains, defined as documented academic, technical, occupational, or other forms of progress towards a recognized post-secondary credentials.

Respondents are asked to propose projected outcomes based on those listed in the planned youth outcomes data sheet (Attachment D). Respondents also must identify the number of youth to be served and project their ages and the percentage of youth who attain each of the performance indicators listed above.

The bidder is responsible for follow-up services to participants at three months, six months, nine months and 12 months after exiting the program.

Charlotte Works will manage administrative functions and program oversight of contracts to include monitoring, overall program assessment and implementation of the continuous improvement process.

Pay-for-Performance/Real-Time Measures Expectations

Charlotte Works established a pay-for-performance policy for all for-profit service providers and real-time measures for non-profit service providers. In the case of for-profit organizations, payments of their profit line item is made based on the performance of the service provider. Appendix V - Pay for Performance Matrix

F. North Carolina Workforce Innovation and Opportunity Act Management Information System (MIS)

Charlotte Works is required to use the MIS system (NCWorks.gov) to track all clients from initial contact through intake/application, eligibility certification, WIOA TITLE I registration, enrollment into selected activities, case management/case notes, activity status updates, outcomes reporting, exit and post-exit follow-up. By submitting a proposal bidder also acknowledges that additional tracking activities may be required by special funding, partnerships, or new processes and consents to additional tracking as required by Charlotte Works. Such additional tracking may include but is not limited to manually tracking or entry into another MIS system in addition to entry in NCWorks.gov.

V. FISCAL AND ADMINISTRATIVE REQUIREMENTS FOR WIOA TITLE I SERVICE PROVIDERS

A. State and local government organizations that receive WIOA Title I Youth funds must comply with the Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments (29 CFR Part 97), Office of Management and Budget (OMB) Circulars A-87 and A-133 and the Single Audit Act Amendments of 1996. Institutions of higher education and nonprofit organizations must comply with the Uniform Administrative Requirements codified at 29 CFR Part 95 and OMB Circulars A-110, A-122 and A-133 as appropriate.

B. All contracts between the Charlotte Works and units of state or local government will be conducted on a cost reimbursement basis only.

C. Cooperation with WIOA TITLE I Contract Monitoring and Audit Procedures

In accordance with WIOA TITLE I regulations, contracted service providers must cooperate with any monitoring, inspection, audit or investigation of activities related to WIOA TITLE I contracts. These activities may be conducted by the North Carolina Division of Workforce Solutions, the U.S. Department of Labor and Charlotte Works. This cooperation includes access to, examination of, and/or photocopying of books, records, files, documents, property or equipment related to all aspects of WIOA TITLE I-funded activities under this contractual agreement.

D. Wage and Labor and Health and Safety Standards

Youth employed in work-related activities under WIOA TITLE I must be compensated in accordance with applicable law, but not less than the higher of the rate specified in the Fair Labor Standards Act of 1938 or the applicable state minimum wage law.

Health and safety standards under federal and state law otherwise applicable to working conditions of employees are equally applicable to working conditions of WIOA TITLE I youth participants engaged in work experiences. **Workers' compensation insurance coverage must be secured for youth participants in work experiences.**

E. Authority to Re-Capture and Re-Distribute Funds

Charlotte Works has the authority to re-capture and re-distribute youth funds quarterly based on the following criteria not being met:

- staffing levels,
- enrollments,
- caseloads,
- spending levels, and/or
- performance.

VI. INSTRUCTIONS AND GUIDELINES FOR SUBMISSION OF PROPOSALS

To be considered, Charlotte Works requires a **letter of intent** to bid on In-School-Youth services to be mailed to:

Charlotte Works
Attn: Danielle Frazier
8601 McAlpine Park Drive Suite 130, Charlotte, NC 28211

All letters of intent must be received by Thursday January 19, 2023. If no letter of intent is received before a proposal is submitted, that proposal will not be eligible for review.

and **proposals** submitted in response to this RFP must be mailed to the address above **on or before 12 p.m., March 3, 2023.** Late proposals, regardless of delivery means, will not be considered.

Charlotte Works encourages all interested bidders to attend the Bidders' Conference. While every effort has been made to include all necessary information, specifications and examples, the need for clarification or interpretation is recognized as a possibility. The Bidder's Conference is the forum Charlotte Works has selected to answer questions so that all interested parties will have the benefit of the same answer and receive those answers in a timely manner.

A. Questions concerning the RFP must be submitted by email to:

Charlotte Works
Email: 2023rfp@charlotteworks.com

Questions will be accepted until January 27, 2023 from organizations who submit a letter of intent by January 19, 2023.

B. Eligible Service Provider

Any governmental, educational or nonprofit organization or agency engaged in a public service may apply. Private for-profit organizations engaged in providing employment and training and educational opportunities for eligible youth may apply. An organization, agency or company submitting a proposal must do so as an individual organization and must be prepared to either deliver the planned WIOA TITLE I services directly or to enter into an agreement with an appropriate provider(s) of the services.

Entities that are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency are not eligible to respond to this RFP or to receive a contract.

Outstanding monitoring, audit or legal concerns:

Respondents must disclose and rectify any and all outstanding monitoring and/or audit concerns from any of the respondent's other contracts prior to receiving a contract resulting from this RFP. Additionally, respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organizations, its owners, officers or principals.

Competency:

Respondents are expected to have the technical competence, knowledge and expertise in management and administration, the professional staff, and the administrative and fiscal management systems to accomplish the scope of work and the goals and objectives stated in this RFP. Respondents must meet high standards of public service and fiduciary responsibility. Respondents are responsible for being knowledgeable of all laws, regulations, rules, and policies of the specific funding sources involved and apply them in developing the RFP response.

C. Amendments

If it becomes necessary to revise any part of the RFP, all amendments will be provided in writing to all respondents. VERBAL COMMENTS OR DISCUSSION RELATIVE TO THIS SOLICITATION CANNOT ADD, DELETE OR MODIFY ANY WRITTEN PROVISION. ANY ALTERATION MUST BE IN THE FORM OF A WRITTEN AMENDMENT TO ALL RESPONDENTS.

D. Submission of Proposals

To accomplish fair and uniform review, respondents will submit one (1) original, clearly marked proposal with original signatures and six (6) copies of the proposal under seal. All proposals must be signed and dated by a representative authorized to commit to proposal provisions. Unsigned proposals will be rejected/deemed non-responsive.

The original and each copy (6) are to be submitted in a binder with fasteners and tab dividers by section. **Proposals will be received by Charlotte Works until 12 p.m., March 3, 2023.**

E. Right of Non-Commitment or Rejection

This solicitation does not commit Charlotte Works to award a grant, to pay any cost incurred in the preparation of a proposal or to procure or contract for services. The board reserves the right to select proposals it deems most responsive and appropriate, and it is not bound to accept any proposal based on price alone. The board reserves the right to request additional information, documentation or oral discussion in support of written proposals. It also reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel in part or in its entirety, this RFP if it is in the best interest of Charlotte Works to do so.

F. Appeal Process

Proposing organizations denied funding are limited to procedural appeals only. Appeals shall be based solely on allegations of irregularities in the solicitation and awards procedure and not on the relative merit of the offers submitted. If a respondent believes it to have been harmed by the violation or misapplication of procedure or regulation of this program, the respondent has the right to file a grievance. This grievance should be filed according to the written procedures established by Charlotte Works and may be obtained by submitting the grievance by mail to:

Charlotte Works
c/o Danielle Frazier, President & CEO
8601 McAlpine Park Dr., Suite 130, Charlotte, NC 28211.

G. Confidential Information

No documents relating to this procurement will be presented or made otherwise available to any other person, agency or organization until after the funding is awarded. Commercial or financial information obtained in response to this RFP that is privileged and confidential, and is clearly worded as such, will not be disclosed at any time so long as all requirements of North Carolina General Statutes 132-1.2 have been met. Respondents must visibly mark as “confidential” each part of their funding application that is considered proprietary information. Otherwise, it will be considered public information.

H. Contract Negotiation and Administration

Charlotte Works will administer contracts awarded through this RFP. Charlotte Works may require successful respondents to participate in cost negotiations, technical revision or other revisions to their proposals prior to final contract award. Successful contract negotiation is viewed as a step in the overall selection process. In addition, contract amounts may be adjusted by Charlotte Works based on its final WIOA TITLE I allocations and/or subsequent contract negotiations.

I. Time Frame

The initial contract term will be for the period beginning July 1, 2023 and ending June 30, 2024. All budgets submitted for activities under this RFP are to be for costs incurred between July 1, 2023 and June 30, 2024. Activities are to begin on or after July 1, 2023 and end on or before June 30, 2024. If awardees are granted an extension, such extensions may be considered for up to two years.

J. Subcontracts

Subcontracting is permissible. If any part of the work covered by this RFP is to be subcontracted, the respondent shall identify the subcontracting organization(s) in the proposal, indicating the WIOA TITLE I services to be subcontracted and the rationale for using a service provider rather than providing the services directly. All subcontracts are subject to applicable federal, state and local laws, rules, regulations and policies governing procurement. No more than 25 percent of funds awarded under any contract may be subcontracted. The respondent must also describe how service providers were (or will be) procured and selected, their qualifications and the basis for payments.

Service providers shall be subject to the same requirements as the respondent under this RFP and any resulting contract. Charlotte Works must approve all subcontracts prior to the final execution of a contract. Subcontract agreements shall include the minimum provisions required in Charlotte Works’ contracts. A copy of subcontract agreements must be submitted to Charlotte Works prior to entering into any agreement.

VII. PROPOSAL FORMAT AND SPECIFICATIONS

Proposals submitted for WIOA TITLE I in-school, year-round youth services are to include all the items listed below assembled in the order indicated with tab dividers to separate and label each section. All proposals must adhere to the required format and in order to be competitive, must include all the requested information, completed forms and attachments. Failure to respond to specific requirements and/or information will result in a proposal being deemed non-responsive.

- Executive summary - **Attachment A**
- Fact sheet (to be completely filled in, including page numbers where information is referenced in the body of the proposal) - **Attachment B**
- A narrative description of the program that follows the proposal format and a Statement of Work - **Attachment C** (limited to 20 pages total)
- A completed Planned Youth Outcomes data sheet - **Attachment D**
- A completed Program and Financial Management form - **Attachment E**
- A budget format - **Attachment F**
- A completed budget summary – **Attachment G**
- Copy of most recent audit or financial statements – **Attachment H**
- Organization grievance procedures – **Attachment I**
- Organization personnel and travel policies – **Attachment J**
- Copy of bond coverage (or explanation of planned coverage if an award is made) – **Attachment K**
- List of staff positions, including job descriptions, for which the contract will provide funds to provide program services – **Attachment L**
- Current organizational chart – **Attachment M**
- Charter and bylaws of organization – **Attachment N**
- List of current board members – **Attachment O**
- Cost allocation plan (if applicable, provide a copy of the organization Indirect Cost Plan) – **Attachment P**

** If the respondent is not required to have an annual audit, and has not had an annual audit, copies of the most recent financial statements including balance sheets, income statements, a summary of reports for payables and receivables and statements of cash flow should be submitted.*

PROPOSAL EXECUTIVE SUMMARY

Instructions: Provide a concise summary not to exceed one page highlighting each area from the Statement of Work and other sections of the proposal. Provide concise and substantive responses to each:

Name and contact information of the applicant

Purpose and mission

Youth population to be served

Documentation of need

Major proposed activities

Intended outcomes

Funding explanation of program components

Evaluation tools

Management capabilities

Total amount requested

FACT SHEET

Information

Description

| | |
|--|--|
| Name of organization | |
| Federal ID number DUNS Number or Unique Entity ID (If applicable) | |
| Type of program (in-school) | |
| Number of participants to be served | |
| Number of youth ages 16 to18 to be served | |
| Number of youth ages 19 to 21 to be served | |
| Cost per participant | |
| Total program costs | |
| Years of experience running similar program(s) | |
| Years of other workforce development board contracts served | |
| Total budget for the last full fiscal year | |
| Other funding sources available | |
| Administrative percentage for the last full fiscal year's budget | |

STATEMENT OF WORK

Instructions: Proposals shall include a Statement of Work narrative detailing all aspects of the proposed project design. Address the 14 required elements for WIOA TITLE I youth services, other areas identified in the RFP scope of work, items 1 to 14 listed below and other information deemed relevant by the respondent. The purpose of the Statement of Work is to provide an in-depth description of the design of services, demonstrate how requirements will be met and describe the process for achieving desirable program outcomes. Providing this information in a clear and concise manner will enable Charlotte Works to ensure that proposed services are consistent with this RFP. The Statement of Work should be no more than 20 pages.

Respondents must provide/describe:

1. A brief background/history of the organization. Describe the mission of the organization. Include.
2. A program organizational chart that outlines the administration of the organization for the proposed project.
2. The organization's specific experience in serving individuals with significant barriers to employment. The information should include specific programs or grants, a comparison of the characteristics of individuals served to the target group for this program and the employment outcomes that were achieved. Indicate clearly and specifically how performance outcomes were defined and measured. Indicate reasons for non-attainment of performance outcomes, if applicable. If the project is currently operating, state the measurable outcomes achieved for the most recent performance period, e.g., the past two years. Suggested: Describe organization's track record in the services proposed including size of service population and any performance outcomes, alternative education, post-secondary education/training credential achievement, and/or job placement and retention.
3. The organization's self-monitoring systems that will be used to ensure that this project is operated efficiently and effectively while complying with applicable federal, state and local laws, rules, regulations and policies.
4. The 14 required youth elements under WIOA TITLE I must be available as service options to youth, either through WIOA TITLE I funding or interagency referral, collaboration and resource-sharing. The service provider will work closely with Charlotte Works to provide the 14 required elements.
5. How the elements are supported through your project design and the specific activities proposed for each element. Be specific in describing the kinds of activities to be offered under each element, e.g., instruction leading to secondary school completion, tutoring, subsidized and unsubsidized work experiences and leadership development opportunities. Planned services must include career exploration work-readiness activities to broaden youths' knowledge and exposure to a variety of occupations (with emphasis on high-growth occupations), promote informed career decision-making and better prepare youth for work experience and future careers. How will the organization emphasize "career pathways?"

Include a plan to educate/train youth beyond a high school diploma (or its equivalent) to move them beyond minimum wage.

5. The overall staffing structure for the WIOA TITLE I youth services project (lines of authority and responsibility). Provide job descriptions for positions that will be WIOA TITLE I-funded and resumes of current staff who will work on the WIOA TITLE I project.

6. A schedule or timeline for addressing start-up priorities including, but not limited to, staffing, staff training, transitioning current WIOA TITLE I youth, recruiting new youth, record-keeping system set-up, establishing/expanding working relationship with employers, etc. The first 90 days following contract award (beginning July 1, 2023) are very important to successfully implementing a WIOA TITLE I youth services project.

7. Strategies to be used for outreach and recruitment of in-school youth to meet the enrollment/expenditure requirements of up to 160 enrollees. Providers are expected to serve youth who carry forward from the previous year.

8. Identify specific partnerships and collaborations. Include plans for recruitment of in-school youth, if applicable.

9. Describe comprehensive youth assessment including types of instruments to be used.

- Who will administer and interpret test results?
- How will assessment results be used to determine appropriate services and identify needs?
- What are the ongoing procedures for periodic review and/or measurement of participant progress?

10. Partnerships/connections with the public schools, alternative schools, community colleges and other local training providers that reflect a strong focus on educational activities and outcomes (skill-attainment gains, high school diplomas and certificates).

- How does the project offer flexible educational options and “pathways” to high school completion, post-secondary education and occupational-skills training? Include linkages between the organization and Charlotte-Mecklenburg Schools’ Career and Technical Education (CTE) Department.

11. The paid and unpaid work experiences component and identify the targeted occupations. Attach a list of the proposed worksites.

12. Plans for connecting/exposing WIOA TITLE I youth to services offered through NCWorks Career Centers.

13. Continuous improvement strategies/procedures that will be used to obtain feedback from youth, parents, community partners, employers and other appropriate parties on the effectiveness of the WIOA TITLE I services received.

13. The plan to ensure that WIOA TITLE I-funded staff, and any other employees directly or indirectly involved in the delivery of services under this contract, will have appropriate training and professional development, including ensuring that WIOA TITLE I staff attends all Charlotte Works' mandated staff training.

14. How the organization's business services/job development efforts in the business community will align with Charlotte Works' business services efforts.

Planned Work Based Learning Youth Outcomes Data Sheet

Contract Period: July 1, 2023 – June 30, 2024

| PLANNED OUTCOMES FOR YOUTH | # PLANNED OUTCOMES |
|--|---------------------------|
| Number of new enrollments *New service provider may be expected to serve carry over youth from previous program year | |
| H.S. diploma attainment | |
| Number of employer workplace tours | |
| Number of college tours/post-secondary exposure | |
| Number of job shadows | |
| Enrolled in internship/work experience | |
| Entered apprenticeship | |
| Exited to post-secondary success- education, advanced training, military service, employment, or qualified apprenticeships | |
| Attainment of credential or degree | |
| Enrolled in occupational skills training | |
| Working Smart graduates | |

Example from Program Year 2022

| PLANNED OUTCOMES FOR YOUTH | # PLANNED OUTCOMES |
|---|---------------------------|
| Number of new enrollments *New service provider may be expected to serve carry over youth from previous program year | 58 *Total served 160 |
| H.S. diploma attainment | 47 |
| Number of employer workplace tours | 105 |
| Number of college tours/post-secondary exposure | 100 |
| Number of job shadows | 90 |
| Enrolled in internship/work experience | 75 |
| Entered pre-apprenticeship/ apprenticeship | 3 |
| Exited to post-secondary success - education, advanced training, military service, employment, or qualified apprenticeships | 47 |
| Attainment of credential or degree | 47 |
| Entered occupational-skills training | 10 |
| Working Smart graduates | 25 |

PROGRAM AND FINANCIAL MANAGEMENT

Instructions: Complete the following section. Areas that address compliance issues must identify the appropriate member of the organization’s staff responsible for compliance. Add any comments you find necessary for clarification.

A. Equal Employment Opportunity (EEO)

The Program Applicant (hereinafter referred to as the “Service Provider”) assures compliance with The Workforce Innovation and Opportunity Act of 2014 as amended; Age Discrimination Act of 1975; Section 504 of the Rehabilitation Act of 1973; the American with Disabilities Act of 1990; and Title VI of the Civil Rights Act of 1964 which govern the Service provider’s responsibilities in upholding laws pertaining to equal opportunity employment.

Name of EEO Officer _____

Position Title _____ Phone # _____

All 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 activity funded by WIOA TITLE I.

The Service Provider is required to develop and adhere to affirmative action policies. **ATTACH a copy of organization grievance procedures.**

All grievances and complaints submitted by WIOA TITLE I participants involving allegations of discrimination, violations of the WIOA TITLE I, or criminal fraud, abuse or misconduct must be processed according to the Charlotte-Mecklenburg Local Area Grievance/Complaint Procedures.

B. Internal Program Management

All WIOA TITLE I service providers are required to establish internal program management procedures to assure compliance and to review program progress. The service provider agrees to monitor and review the following major areas of operation:

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 TITLE I program, shall be reported immediately to Charlotte Works, 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 TITLE I participants and confirm adherence to specific program requirements and limitations. Charlotte Works requires that WIOA TITLE I service providers adhere to the established monitoring procedures for ensuring program compliance with federal regulations.

Indicate how this will be accomplished by your organization:

Identify the staff person(s) responsible for internal program management, compliance monitoring and performance reviews.

Staff Assigned _____ Job Title _____

Phone # _____

Compliance shall be maintained with:

1. The provisions of the WIOA TITLE I rules and regulations or any applicable federal or state; regulations
2. The provisions of the WIOA TITLE I contract;
3. All applicable state and Charlotte Works policies; and
4. WIOA TITLE I regulations regarding records maintenance.

C. Monitoring Procedures

Charlotte Works has developed a systematic monitoring system for evaluating the quality and effectiveness of WIOA TITLE I-funded programs. Monitoring is the quality-control system whereby Charlotte Works 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, Charlotte Works' policies, WIOA TITLE I regulations and Charlotte Works' requirements. Charlotte Works monitors performance as well as 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. Service providers must cooperate with any monitoring, inspection, audit or investigation of activities related to WIOA TITLE I contracts. These activities may be conducted by the N.C. Division of Workforce Solutions, the State of North Carolina, the U.S. Department of Labor and Charlotte Works or their designated representatives. This cooperation includes access to the premises for the purpose of interviewing employees or participants and permitting the examination of and/or photocopying of books, records, files or other documents related to the contractual agreement.

D. Records Retention

The following records and documents must be maintained for WIOA TITLE I participants and employees. The proposed Service provider agrees to make these records available for monitoring and review by Charlotte Works and to retain these records, subject to audit, for three years from completion of services. Release of responsibility to retain records after the three-year period will not be authorized until final resolution of all audit findings. In the event the service provider goes out of business or ceases to be an organization prior to the expiration of records-retention responsibility, the service provider will deliver all records required to be retained hereunder to Charlotte Works. The following records shall be transmitted to Charlotte Works for acceptance in an orderly fashion, with documents properly labeled and filed and in an acceptable condition for storage:

1. General ledger or equivalent;
2. Cash receipts and cash disbursement journals/reports or equivalent;

3. Bank statements, reconciliation, deposit slips and canceled checks for each bank account through which WIOA TITLE I funds were received or disbursed;
4. Contract with Charlotte Works, including all amendments;
5. All financial reports and requests for reimbursement;
6. Payroll records including Individual Earning Record, Employee Withholding Authorization (W-4), FICA reporting forms, federal and state withholding, unemployment taxes, employee personnel files, time records and employee time/salary allocation plan;
7. Invoices and/or supporting data for non-payroll disbursements;
8. Participant records including data forms, verification/documentation items, assessment tests and results and the Employment Plan (or Individualized Service Strategy);
9. Monthly participant and financial reports and monthly program performance reports; and
10. Any other financial records requested by Charlotte Works.

E. Internal Financial Management

The service provider agrees to conduct internal financial reviews of the following major areas for full compliance:

1. The WIOA TITLE I provisions and its regulations;
2. The provisions of the WIOA TITLE I contract;
3. The applicable state and Charlotte Works’ policies;
4. The WIOA TITLE I contract regarding record maintenance;
5. Compliance with accepted financial management and accounting practices as appropriate (20 CFR Part 652); and
6. Applicable OMB circulars and CFRs.

Internal financial management procedures shall be sufficient to prevent fraud and abuse. All suspicion of, or instances of criminal misconduct, fraud or willful and gross misconduct, in connection with any WIOA TITLE I program, shall be reported immediately to Charlotte Works, the North Carolina Division of Workforce Solutions and the U.S. Department of Labor. Internal financial management procedures must also ensure that auditable and otherwise adequate records are maintained which support all expenditures of WIOA TITLE I funds and confirm adherence to policies regarding allowable costs and allocations of costs to proper cost categories. The Service provider shall document all internal financial compliance reviews.

List the name and title of the person(s) responsible for maintaining financial records, monitoring fiscal activities for contractual compliance and assisting monitors/auditors during onsite visits.

Staff Assigned _____ Job Title _____

Phone # _____

Staff Assigned _____ Job Title _____

Phone # _____

F. Invoicing, Reporting and Service provider Close-out

Charlotte Works will reimburse the service provider for total allowable costs incurred as agreed upon between Charlotte Works and the WIOA TITLE I service provider. The service provider will submit a

Monthly Financial Status Report and Invoice form (invoice) for reimbursement of incurred allowable costs. The invoice must be submitted to Charlotte Works within the timeframes established by Charlotte Works. To assure that Charlotte Works' reimbursements are used in accordance with the provisions of the contract, the Service provider shall:

- (a) Use such fiscal, audit and accounting procedures as may be necessary to assure proper accounting for reimbursements received;
- (b) Provide Charlotte Works and authorized representatives of the U.S. Department of Labor or the comptroller General of the United States access to and the right to examine any books, documents, papers, records, property and equipment pertaining to funds provided or activities undertaken concerning the program. All Service provider invoices and other reports must contain information required by Charlotte Works. The final contract close-out report must be furnished to Charlotte Works within 30 days after the ending date of the contract.

G. Submission of Most Recent Audit

As a recipient of WIOA TITLE I funds, WIOA TITLE I Service providers will comply with the audit requirements of OMB Circular A-133 at 29 CFR 95.26 for institutions of higher education, hospitals and other nonprofit organizations, and at 29 CFR 97.26 for governmental organizations. For-profit WIOA TITLE I Service providers must have an annual financial and compliance audit performed as required by Charlotte Works. The audit shall be performed by an independent certified public accountant selected by methods recommended by the North Carolina Local Government Commission.

This requirement will be met by providing Charlotte Works a copy of the annual audit. The audit should be submitted within 30 days after the completion and acceptance by the Service provider's board, but not later than one year after the end of the audit period. The audit expense cannot be billed to the WIOA TITLE I program.

ATTACH a copy of the organization's most recent annual financial and compliance audit. If a copy of the most recent audit has previously been submitted, indicate below.

Audit Firm _____ Audit Period _____

Date Submitted to Charlotte Works _____

Note: If the service provider is not required to have an annual audit and has not had an annual audit, the service provider must submit copies of the three most recent financial statements including balance sheets, income statements, summary of aging reports for payables and receivables and statements of cash flow.

H. Bonding Insurance Requirements

Organizations must meet bonding requirements as required through the Office of Management and Budget Circulars or other applicable regulations. Public agencies are required by the North Carolina General Statute to be bonded. Non-governmental agencies shall procure a blanket fidelity bond, position bond or name schedule fidelity bond for all persons or positions authorized to receive or disburse WIOA TITLE I funds. Service providers must maintain all bonding in force for the period of the contractual

agreement. The proposed service provider must submit a written notice to Charlotte Works within 15 calendar days prior to any reduction in the limits stated on the bonding document. Similarly, the service provider must provide written notice of any cancellation of the bonding policy to Charlotte Works immediately upon receipt of the cancellation notices. The bond coverage limit shall be for the total contracted amount or \$50,000, whichever is less.

Attach a copy of the current bonding document, issued by the service provider's insurance company, clearly indicating the staff/job titles covered.

I. Requirements for Depository Accounts Holding WIOA TITLE I Funds

Provide the name of the depository with whom the proposed program funds will be deposited.

Name/Address of Depository

Will the depository account for WIOA TITLE I funds be an interest-bearing account? Yes_____No_____

The service provider must assure the U.S. Treasury restrictions on excess cash will be observed and that interest will be properly tracked and used for WIOA TITLE I operations as program income.

J. Program Income Requirements

The service provider assures that it will comply with the addition method, described at 29 CFR 95.24 or 29 CFR 97.25 (g) (2), as appropriate, for all program income earned under the WIOA TITLE I. Indicate how program income will be tracked by the service provider and recorded on financial reports to Charlotte Works.

K. Property Management Requirements

The service provider agrees to maintain careful accountability of all WIOA TITLE I purchased non-expendable property (property with a life expectancy of one year or more and a unit cost of \$500 or more) and to maintain an inventory of all properties issued by Charlotte Works or subsequently acquired with WIOA TITLE I funds. Acquisition of non-expendable property with a unit cost of \$500 (including taxes, shipping and handling costs) or more must be approved by Charlotte Works prior to the purchase. Charlotte Works will maintain a fixed-asset listing to be verified for physical location and serviceability at the organization at least annually.

1. Any purchases made of \$5,000 or more with WIOA TITLE I funds must be approved by Charlotte Works and the state. The state will monitor the inventory of all items purchased or leased with a value of \$5,000 or more.
2. The service provider agrees not to dispose of or transfer any non-expendable property purchased with WIOA TITLE I funds which has a unit cost of \$500 or more and/or a life expectancy of one year or more until written authorization is received from Charlotte Works.

Any disposal of WIOA TITLE I property must be according to applicable federal, state and local disposal procedures. Any revenues derived from the sale of property purchased with WIOA TITLE I funds must revert to a WIOA TITLE I activity.

3. The service provider will be responsible for maintaining an accurate inventory of all WIOA TITLE I property in its possession. The service provider shall submit a copy of the updated annual inventory to Charlotte Works with the contract close-out document.
4. In the event property purchased with WIOA TITLE I funds is stolen or destroyed by criminal act, the service provider will notify appropriate law enforcement officials immediately. Charlotte Works' President & CEO must be notified within three working days of discovering the loss or damage. A copy of the police report will be maintained as documentation of loss and a copy forwarded to Charlotte Works.
5. The service provider agrees to pay for or replace any property purchased with WIOA TITLE I funds that is lost, damaged or destroyed. Neither federal nor WIOA TITLE I funds may be used to pay for or replace the missing property.
6. The service provider will identify the staff specifically assigned to maintain property inventory records and serve as a liaison with Charlotte Works' president & CEO (or designee) regarding matters of non-expendable property, inventory and accountability.

Staff Assigned _____ Job Title _____

Phone # _____

L. Accident Insurance

The service provider shall provide adequate onsite accident insurance for all enrollees not covered by the North Carolina Workers' Compensation law. This coverage shall not include income maintenance. Contributions to a self-insurance plan, to the extent that they are comparable in cost and extent of coverage had insurance been purchased, are allowable upon prior approval by the state (North Carolina Division of Workforce Solutions) through Charlotte Works. Requests for such approval are to be submitted in writing to Charlotte Works.

M. General Liability Insurance

General public liability insurance coverage in the amount of \$1,000,000 single limit coverage is required of all WIOA TITLE I and WIOA TITLE I-proposed contracts operators except where a lesser amount maybe agreed to by Charlotte Works. NOTE: Service providers that are state agencies or political subdivisions of the State of North Carolina are exempt from the public liability insurance requirement referenced above. Provide information about the organization's general liability insurance carrier as specified below:

Name/Address of Liability Insurance Carrier _____

Policy # _____ Amount _____

N. Automobile Insurance

Service providers using motor vehicles to conduct program activities shall provide automobile insurance which clearly specifies that Charlotte Works and/or staff are held harmless against claims arising from ownership, maintenance or use of said vehicle. Charlotte Works requires a minimum coverage of

\$1,000,000 per person, each accident, and \$1,000,000 property damage, or \$1,000,000 combined single limit each occurrence/aggregate.

Name/Address of Liability Insurance Carrier _____

Policy# _____ Amount _____

ASSURANCES AND CERTIFICATION

General Assurances

A. The Program Applicant (hereinafter referred to as the “Service provider”) assures that it will fully comply with the requirements of WIOA TITLE I (Public Law 105-220) and its regulations; the North Carolina Division of Workforce Solutions Grant Program; and the WIOA TITLE I Local Area Plan approved by Charlotte Works and the North Carolina Division of Workforce Solutions.

B. The Service provider assures that it will administer its services under WIOA TITLE I in full compliance with safeguards against fraud and abuse as set forth in WIOA TITLE I and WIOA TITLE I regulations; that no portion of its WIOA TITLE I 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 Service provider assures that it will administer its services funded under WIOA TITLE I 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 service provider assures that it will administer its services under the WIOA TITLE I in full compliance with health and safety standards established under federal and state law and that 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 service provider assures that all staff and participants/enrollees paid from the grant funds and employed in any service will be covered by worker’s compensation benefits in accordance with state law; that enrollees in WIOA TITLE I 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 service provider assures that no funds available under WIOA TITLE I 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.

G. The service provider 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 workforce 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.

H. The service provider assures compliance with all federal rules and regulations which prohibit the use of WIOA TITLE I 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 using other than federal appropriated funds, the Service provider agrees to file a disclosure report if applicable.

I. The service provider 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.

J. The service provider assures and certifies that it has in place an established grievance procedure to be used for grievances or complaints about its program and activities from participants/enrollees, sub-grantees, service providers and other interested parties.

K. The service provider will comply with the provisions of the Uniform Relocation Assistance and Real Property Acquisition Act of 1970 (Public Law 91-646) which requires fair and equitable treatment of people displaced as a result of federal and federally assisted programs.

L. The service provider will comply with the provisions of the Hatch Act which limits the political activity of certain state and local government employees.

M. The service provider 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 or she is also a party in an official capacity.

N. The service provider assures and certifies that it will comply with restrictions regarding conducting business with businesses on the Environmental Protection Agency's (EPA) List of Violating Facilities. Contracts and subcontracts in excess of \$100,000, or circumstances where the North Carolina Division of Workforce Solutions has determined that orders under an 'indefinite quantity financial agreement' in any year will not exceed \$100,000, or if a facility to be used has been the subject of a conviction under the Clean Air Act [42 U.S.C. 1319 (c)] and is listed by the EPA or is not otherwise exempt, the Service provider assures that: (1) no facility to be used in the performance of the grant has been listed on the EPA List of Violating Facilities; and (2) it will notify Charlotte Works prior to award of the receipt of any communication from the director of federal activities, U.S.E.P.A., indicating that a facility to be used for a contract is under consideration to be listed on the EPA List of Violating Facilities.

O. The service provider assures and certifies that it, and all of its service providers, will comply with applicable provisions of the following laws as they relate to employment and training procedures:

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

Certification

This is to certify that all specifications contained in Charlotte Works’ RFP have been read, understood and addressed in the proposal; that the required format has been followed; that all of the information contained in this proposal is true and correct; that the service provider will comply with all of the above assurance; and that this proposal has been duly authorized by the governing body of the service provider.

Signature of Authorized Representative _____ Date _____

Name / Title _____

STATEMENT OF COMPLIANCE

As the authorized signatory official for: Submitted Firm/Organization

I hereby certify:

that the above-named responder is duly approved to submit this application requesting funding under the Workforce Innovation and Opportunity Act, North Carolina Division of Workforce Solutions Grant program; that the above-named proposer does hereby agree to execute all work related to this application in accordance with the WIOA TITLE I regulations, the North Carolina Division of Workforce Solutions Policy Issuances, Charlotte-Mecklenburg Local Area policies and guidelines and other administrative requirements issued by the Governor of North Carolina. The vendor shall notify Charlotte Works within 30 calendar days after issuance of any amended directives if it cannot so comply with the; amendments and that:

The above-named responder will ensure special efforts to prevent fraud and other program abuses such as but not limited to deceitful practices, intentional misconduct, willful misrepresentation and improper conduct which may or may not be fraudulent in nature;

the contents of the application are truthful and accurate and the above named responder agrees to comply with the policies stated in this application;

the above-named responder has received and is in agreement with Governor’s Coordination Criteria for North Carolina’s Workforce Development Programs;

This application represents a firm request subject only to mutually agreeable negotiations; and that the above-named proposer is in agreement that the Charlotte-Mecklenburg Local Area reserves the right to accept or reject any proposal for funding; and that the above-named responder has not been debarred or suspended from receiving federal grants, contracts or assistance; and that if awarded a contract for the service, assures that no subcontracts, grants or assistance will be made or permitted to any debarred or suspended organization as provided under Executive Order 12549;

The above-named responder waives any right to claims against the members and staff of Charlotte Works or the Charlotte-Mecklenburg Local Area in their individual capacities.

Authorized Representative Signature _____

Typed Name/Title _____

Notary Name/Date _____/_____

Affix Notary Seal

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS

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

BEFORE SIGNING THIS CERTIFICATION, READ THE ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION.

(1) The prospective recipient of federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency.

(2) Where the prospective recipient of federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

NAME AND TITLE OF AUTHORIZED REPRESENTATIVE

SIGNATURE _____ DATE _____

INSTRUCTIONS FOR CERTIFICATION – LOWER-TIER TRANSACTIONS

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

The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies including suspension and/or debarment, this transaction may be terminated.

The prospective recipient of federal assistance funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

The terms “covered transaction,” “debarred,” “suspended,” “ineligible,” “lower-tier covered transaction,” “participant,” “person,” “primary-covered transaction,” “principal,” “proposal” and “voluntarily excluded,” as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549.

The prospective recipient of federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower-tier covered

transaction with a person who is debarred or proposed for debarment, suspended, declared ineligible or voluntarily excluded from participation in this covered transaction unless authorized by the grantor agency.

The prospective recipient of federal assistance funds further agrees by submitting this proposal that it will include this clause titled “Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower-Tier covered Transactions,” without modification in all lower-tier covered transactions and in all solicitations for lower-tier covered transactions.

A participant in a covered transaction may rely upon a certification of a prospective participant in a lower-tier covered transaction that it is not debarred or proposed for debarment, suspended or voluntarily excluded from 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. The participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-Procurement Programs. [<http://epls.arnet.gov>]

Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower-tier covered transaction with a person who is suspended, debarred or proposed for debarment; ineligible; or voluntarily excluded participation in this transaction, in addition to other remedies available to the federal government, this transaction may be terminated.

BUDGET FORMAT

| Description | Examples/Explanation | Supporting Documentation |
|------------------------------|--|--|
| Staff Salaries | Wages paid to staff assigned to directly work with the participants. Examples include assessment and development of ISS after eligibility is determined, teach a class, monitor a work-site, counsel participant, development of training plans and curriculum for participants. Titles might include: Teacher, Instructor, Counselor, Case Manager, Job Developer, Secretary or Administrative Assistant who supports one of the above. | Evidence of employment by agency. Job Description, staff-works schedule, time and attendance records, justification of any pro-rations of salary, daily logs/reports, payroll records/ledgers, etc. |
| Staff Fringe Benefits | Paid on the wages of the aforementioned staff: FICA, WC, Pension, and U.I, other. Staff bonding costs. | Payroll records, proof of FICA and taxes being properly withheld and paid, proof of other fringes being properly paid, etc. |
| Other Staff Expenses | Travel expenditures for staff noted in the staff salary section above. Includes: mileage and related conference/ workshop costs (lodging, transportation, meals, attendance fees, etc.). Also includes dues to professional organizations related to WIOA TITLE I (e.g., SETA) for staff noted above. | Properly approved travel requests, travel vouchers, mileage forms, receipts, copies of checks, finance records, proof of attendance, application, membership notice, etc. |
| Participant Compensation | On-the-Job Training wages and work experience wages. | WIOA TITLE I eligibility and enrollment showing on State MIS system. Property signed time sheets, payroll records, I-9, W-4, NC-4. Proper selection of work-sites. Etc. |
| Participant Fringe Benefits | Paid on the wages of the aforementioned participants: FICA, WC, insurance. | Payroll records, copies of insurance coverage, proof of FICA and taxes being properly withheld and paid, etc. |
| Individual Training Accounts | Tuition for course, fees (application, activity), Insurance, texts and supplies (pens, notebook, etc.) *Note: This line item does not apply for the WIOA TITLE I Youth Program. | Agency's record of enrollment, attendance forms, agency's course catalogue showing requirements and student expenses, course outline, etc. |
| Other Training Costs | Costs of items needed to enter a training course such as: physicals and immunizations needed to enter a medical course, cost of a driving record printout (needed for truck driving course), background check (needed for a child care or law enforcement course), cost of taking entrance exams, licensing exams or standardized tests, cost of uniforms, special shoes, protective clothing, tools of the trade required for course (stethoscope, BP kits, etc.), etc. Dues to professional organizations (e.g., National Student Nurses Association). Graduation fees and other costs associated with placement. Must be required according to curriculum guide or written notice from instructor. Expenses to be used to provide staff support and services to participant, TABE, reference books, Tutor costs, and videos. Field Trip expenses such as transportation & fees. | Course description or list of needs required for training course by agency, list of required tools of trade needed for training, copies of completed forms (e.g., application to take exam or test, application to join professional organization), etc. |

| | | |
|--|---|---|
| Equipment (Over \$500) | To be used to provide staff support and services to participants: computer, printer, testing equipment, and filing cabinets. Includes software. Equipment over \$500 | Documentation of need. Required approvals from Local Area to purchase, evidence that public agency's procurement procedure was followed. (Nonprofit agencies are to follow the Local Area's procurement procedures for major purchases.) Purchase orders, invoices, packing slips, vendor invoices, records of payment within discount period, canceled checks, physical evidence of equipment. |
| Equipment (Under \$500) | To be used to provide staff support and services to participants: computer, printer, testing equipment, and filing cabinets. Includes software. Equipment Under \$500 | Documentation of need. Required approvals from Local Area to purchase, evidence that public agency's procurement procedure was followed. (Nonprofit agencies are to follow the Local Area's procurement procedures for major purchases.) Purchase orders, invoices, packing slips, vendor invoices, records of payment within discount period, canceled checks, physical evidence of equipment |
| Equipment Repair and Maintenance | Rotate repair and maintenance to Equipment. Example: service to copy machine. | Documentation of need. Required approvals from Local Area to purchase, evidence that public agency's procurement procedure was followed. (Nonprofit agencies are to follow the Local Area's procurement procedures for major purchases.) Purchase orders, invoices, packing slips, vendor invoices, records of payment within discount period, canceled checks, physical evidence of equipment |
| Supplies | Costs of items used to the direct benefit of the participant or used by staff that provides direct services to the participants. Examples: copy costs, paper, pencils, pens, reference material, subscriptions, postage, etc. | Evidence of need, purchase order, invoice, packing slip, voucher, bills, copies of advertisements, copies of lease documents, physical evidence of receipt/use, etc. |
| Miscellaneous | Cost of items used to the direct benefit of the participant or used by staff that provides direct services to participants. Examples: advertising related to training activities (Flyers, posters, etc.), food for meetings with participants, incentives for participants (Gift certificates). | Evidence of need, purchase order, invoice, packing slip, voucher, bills, copies of advertisements, physical evidence of receipt/use, etc. |
| Occupancy | Charge to space used to house staff who provides direct services to participants, classroom space for WIOA TITLE I participants, utilities (electric, water and sewer) associated with the space, phone, etc. | Approved cost allocation plan (if prorated), copies of rental agreements or leases, % of space utilized by and charged to WIOA TITLE I, copies of bills/invoices, copies of checks, payment records, etc. |
| Participant Support Costs* | Child care, travel expenses, temporary shelter, etc. | Documentation of: 1. Need 2. Reasonableness of Expense 3. Reason why WIOA TITLE I funds are needed to pay (what other avenues of payment were explored?) |
| Indirect Costs | Indirect Costs are only allowed if the service provider has an approved indirect costs rate | A copy of the rate approval (a fully executed, negotiated agreement) must be attached. |

BUDGET SUMMARY

Workforce Innovation and Opportunity Act

Service Provider:

| Description | Line Item # | Line Item Total |
|---|-------------|-----------------|
| Staff Salaries | 0844-1 | - |
| Staff Fringe Benefits | 0844-2 | - |
| Staff Travel | 0844-3 | - |
| Staff Training | 0844-4 | - |
| Outreach & Public Relations | 1844 | - |
| Materials, Supplies and Postage | 1843 | - |
| Insurance | 1846 | - |
| Occupancy Costs-Lease & Utilities | 845 | - |
| Equipment<\$500 and Equip repairs and maintenance | 1847 | - |
| Communications | 1848 | - |
| Subscriptions and Dues | 1849 | - |
| Management fee | 1850 | - |
| Professional fees | 851 | - |
| Indirect Costs | 1851 | - |
| Internship & Work Experience wages | 1841-1 | - |
| Participant fringe benefits | 1841-2 | - |
| Participant supportive services | 1841-3 | - |
| Individual training accounts ITA/Scholarships | 1841-4 | - |
| TOTAL BUDGET | | \$ - |

(0844-1) Staff Salaries

| Position Title | Monthly Salary of Position | % of Time Applied to Training | Months Applied to Training | Salary Cost to be Charged to Training |
|--------------------------------|----------------------------|-------------------------------|----------------------------|---------------------------------------|
| Academic/Career Advisor | | 100% | 12 | - |
| Academic/Career Advisor | | 100% | 12 | - |
| Academic/Career Advisor | | 100% | 12 | - |
| Academic/Career Advisor | | 100% | 12 | - |
| Project Manager | | 100% | 12 | - |
| Program Coordinator WBL | | 100% | 12 | - |
| Instructional Office Assistant | | 100% | 12 | - |
| PT Instructor | | 100% | 12 | - |
| TOTAL STAFF SALARIES | | | | \$ - |

(0844-2) Staff Fringe Benefits

| | | | | |
|------------------------------------|---|--|--|-------------|
| FICA | - | salaries x 7.65% | | - |
| Worker's Compensation | - | salaries x (Complete your %) Rate per \$100.00 | | - |
| Health Insurance Mo. Premium | | x(% allocation)of time x 12 months applied to Training | | - |
| Dental Insurance Mo. Premium | | x(% allocation)of time x 12 months applied to Training | | - |
| Life Insurance Mo. Premium | | x(% allocation)of time x 12 months applied to Training | | - |
| Staff Bonding Mo. Premium | | n/a | | - |
| Pension (Retirement) | - | salaries x 24.19% | | - |
| Unemployment Insurance | | n/a | | - |
| TOTAL STAFF FRINGE BENEFITS | | | | \$ - |

(0844-3/0844-4) Other Staff Expenses

| | | | | |
|---|--|--|--|-------------|
| Mileage: (blank) miles per month x 12 months x \$0.625 per mile | | | | |
| Conference/Workshop Fees | | | | |
| Due to Professional Organizations Related to WIOA | | | | - |
| Other Staff Expense (Professional Development Workshops) | | | | |
| TOTAL OTHER STAFF EXPENSES | | | | \$ - |

(1841-1) Participant Compensation

| Job Title | Wages Per Hour | # Hrs. Per Week | # Weeks | Total Compensation |
|---------------------------------------|----------------|-----------------|---------|--------------------|
| | | | | - |
| | | | | - |
| | | | | - |
| | | | | - |
| TOTAL PARTICIPANT COMPENSATION | | | | \$ - |

WIOA TITLE I participants in subsidized work experiences may not be paid less than the minimum wage or more than the Mecklenburg County living wage for a one adult household based upon the Massachusetts Institute of Technology Living Wage Calculator.

Staff Salaries

| Position Title | Monthly Salary of Position | % of Time Applied to Training | Months Applied to Training | Salary Cost to be Charged to Training |
|----------------|----------------------------|-------------------------------|----------------------------|---------------------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

TOTAL STAFF SALARIES.....\$

Staff Fringe Benefits

FICA \$ Salaries x 7.65% Rate \$

Worker's Compensation \$ Salaries x % Rate per \$100 \$

Insurance Mo. Premium: \$ X % of time x months applied to Training \$

Insurance Mo. Premium: \$ X % of time x months applied to Training \$

Staff Bonding Mo. Premium: \$ X % of time x months applied to Training \$

Pension (Retirement): \$ Salaries X 7.65 % Rate \$

Unemployment Insurance: \$ Salaries X % Rate per \$100

Other fringe benefits (Specify and Attach Itemization):\$

TOTAL STAFF FRINGE BENEFITS.....\$

Other Staff Expenses

Mileage: Miles Per Month x Months x \$ Per Mile\$

Subsistence: Days x Rate Per Day:.....\$

Conferences/Workshop Fees.....\$

Dues to Professional Organizations Related to WIOA TITLE I:
.....\$

Other Staff Expense (Specify and Attach itemization):.....\$

Participant Compensation

| Job title | Wages Per Hour | # of Hours Per Week | # of Weeks | Total Compensation |
|------------------|-----------------------|----------------------------|-------------------|---------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

WIOA TITLE I participants in subsidized work experiences may not be paid less than the minimum wage or more than the Mecklenburg County living wage for a one adult household based upon the Massachusetts Institute of Technology Living Wage Calculator.

APPENDIX I

SUGGESTED FORMAT FOR LETTER OF INTENT

Name and Address of Organization Intending to Submit a Proposal

Date:

Ms. Danielle Frazier, President & CEO
Charlotte Works
8601 McAlpine Park Drive, Suite 130
Charlotte, NC 28211

Dear Ms. Frazier:

This letter indicates our intent to submit a proposal in response to the Charlotte Works Request for Proposal (RFP) for Workforce Innovation and Opportunity Act (WIOA TITLE I) Title I – Youth Program funds (In-School Youth). At this time, it is our intention to propose to provide WIOA TITLE I Title I services to the eligible residents of Mecklenburg County.

We recognize that this is a non-binding letter of intent. We also understand that the WIOA TITLE I Title I Youth Program will operate from July 1, 2023, to June 30, 2024.

Sincerely,

APPENDIX II OCCUPATIONS IN DEMAND

Charlotte Regional Occupations in Demand List

Revised August, 2018

Page 1

| Title | Typical Education Required | Average Annual Employment | Average Annual Wages | Job Postings (June 2017 - June 2018) | Total Job Demand through 2023 | Average Annual Growth Rate |
|--|----------------------------|---------------------------|----------------------|--------------------------------------|-------------------------------|----------------------------|
| Business Operations | | | | | | |
| Billing and Posting Clerks | High School Diploma | 4,335 | \$37,200 | 287 | 2,793 | 2.0% |
| Customer Service Representatives | High School Diploma | 28,253 | \$36,700 | 5,366 | 4,073 | 1.2% |
| General and Operations Managers | High School Diploma | 18,996 | \$140,000 | 2,247 | 9,993 | 1.7% |
| Receptionists and Information Clerks | High School Diploma | 8,770 | \$28,500 | 464 | 6,764 | 1.6% |
| Administrative Services Managers | Bachelor's Degree | 1,483 | \$113,300 | 486 | 777 | 1.8% |
| Cost Estimators | Bachelor's Degree | 2,163 | \$61,100 | 446 | 1,324 | 1.8% |
| Human Resources Specialists | Bachelor's Degree | 4,932 | \$71,700 | 2,919 | 2,978 | 1.7% |
| Management Analysts | Bachelor's Degree | 7,919 | \$98,300 | 4,768 | 4,638 | 2.3% |
| Market Research Analysts and Marketing Specialists | Bachelor's Degree | 5,868 | \$62,000 | 1,562 | 4,148 | 3.0% |
| Operations Research Analysts | Bachelor's Degree | 1,111 | \$78,200 | 864 | 588 | 3.4% |
| Sales Managers | Bachelor's Degree | 3,251 | \$148,400 | 3,155 | 1,742 | 1.6% |
| Sales Representatives | Bachelor's Degree | 9,820 | \$61,600 | 8,699 | 7,171 | 1.8% |
| Construction | | | | | | |
| Construction and Building Inspectors | High School Diploma | 1,110 | \$55,200 | 144 | 756 | 1.9% |
| Construction Laborers | High School Diploma | 9,732 | \$29,400 | 417 | 6,346 | 1.9% |
| Electrical Power-Line Installers and Repairers | High School Diploma | 579 | \$55,900 | 171 | 306 | 2.0% |
| Surveying and Mapping Technicians | High School Diploma | 684 | \$39,800 | 112 | 466 | 2.1% |
| Carpenters | Vocational Certificate | 7,315 | \$36,100 | 214 | 4,100 | 1.5% |
| HVAC Mechanics and Installers | Vocational Certificate | 2,846 | \$44,100 | 698 | 1,822 | 2.2% |
| Operating Engineers and Other Construction Equipment Operators | Vocational Certificate | 3,017 | \$39,100 | 167 | 2,114 | 2.1% |
| Plumbers | Vocational Certificate | 4,343 | \$43,700 | 297 | 2,998 | 2.3% |
| Civil Engineering Technicians | Associate's Degree | 551 | \$41,300 | 148 | 308 | 1.9% |
| Electricians | Associate's Degree | 5,298 | \$45,200 | 480 | 3,557 | 1.6% |
| Property, Real Estate, and Community Association Managers | Associate's Degree | 2,233 | \$70,000 | 491 | 1,120 | 1.9% |
| Construction Managers | Bachelor's Degree | 4,083 | \$103,900 | 1,200 | 1,893 | 1.9% |
| Finance and Insurance | | | | | | |
| Insurance Claims and Policy Processing Clerks | High School Diploma | 1,823 | \$42,400 | 225 | 1,175 | 2.0% |
| Insurance Sales Agents | High School Diploma | 4,137 | \$73,600 | 750 | 2,559 | 1.9% |
| Loan Officers | Associate's Degree | 5,319 | \$75,300 | 690 | 2,835 | 1.9% |
| Accountants and Auditors | Bachelor's Degree | 12,671 | \$79,600 | 2,803 | 7,285 | 1.9% |
| Financial Analysts | Bachelor's Degree | 4,115 | \$89,900 | 2,077 | 2,308 | 2.0% |
| Financial Managers | Bachelor's Degree | 6,854 | \$155,100 | 2,440 | 3,738 | 2.6% |
| Personal Financial Advisors | Bachelor's Degree | 3,220 | \$115,700 | 713 | 1,733 | 2.4% |
| Securities, Commodities, and Financial Services Sales Agents | Bachelor's Degree | 4,804 | \$94,800 | 906 | 2,753 | 1.5% |
| Health Care | | | | | | |
| Home Health Aides | High School Diploma | 6,049 | \$23,500 | 309 | 5,644 | 4.5% |
| Medical Records and Health Information Technicians | High School Diploma | 1,530 | \$39,100 | 640 | 661 | 2.1% |
| Medical Secretaries | High School Diploma | 4,083 | \$35,800 | 613 | 3,020 | 2.7% |
| Personal Care Aides | High School Diploma | 7,398 | \$23,700 | 475 | 7,591 | 3.7% |
| Dental Assistants | Vocational Certificate | 2,323 | \$43,500 | 215 | 1,718 | 2.5% |
| Emergency Medical Technicians and Paramedics | Vocational Certificate | 1,633 | \$37,600 | 200 | 675 | 1.9% |
| Licensed Practical and Licensed Vocational Nurses | Vocational Certificate | 4,310 | \$43,500 | 1,248 | 2,048 | 1.8% |
| Medical Assistants | Vocational Certificate | 4,706 | \$33,800 | 1,103 | 3,680 | 3.3% |
| Certified Nursing Assistants (CNA) | Vocational Certificate | 10,613 | \$24,800 | 1,574 | 7,445 | 1.8% |
| Pharmacy Technicians | Vocational Certificate | 3,042 | \$31,800 | 498 | 1,511 | 1.7% |
| Phlebotomists | Vocational Certificate | 1,177 | \$32,000 | 263 | 870 | 3.0% |
| Surgical Technologists | Vocational Certificate | 772 | \$40,900 | 183 | 382 | 1.7% |
| Dental Hygienists | Associate's Degree | 1,701 | \$72,200 | 104 | 782 | 2.5% |
| Diagnostic Medical Sonographers | Associate's Degree | 364 | \$65,400 | 132 | 159 | 2.8% |
| Medical and Clinical Laboratory Technicians | Associate's Degree | 870 | \$49,700 | 975 | 379 | 2.1% |
| Physical Therapist Assistants | Associate's Degree | 471 | \$58,100 | 143 | 399 | 3.2% |
| Radiologic Technologists | Associate's Degree | 1,497 | \$56,100 | 260 | 550 | 1.8% |
| Registered Nurses | Associate's Degree | 22,568 | \$62,400 | 11,088 | 8,595 | 2.0% |
| Respiratory Therapists | Associate's Degree | 967 | \$56,500 | 238 | 386 | 2.6% |
| Dietitians and Nutritionists | Bachelor's Degree | 421 | \$53,800 | 186 | 181 | 2.0% |
| Medical and Health Services Managers | Bachelor's Degree | 2,054 | \$117,400 | 2,003 | 1,143 | 2.5% |
| Hospitality | | | | | | |
| Cooks | High School Diploma | 1,631 | \$24,500 | 1,870 | 1,360 | 1.6% |
| Maids and Housekeeping Cleaners | High School Diploma | 8,423 | \$23,600 | 1,058 | 6,500 | 1.5% |
| Chefs and Head Cooks | Vocational Certificate | 955 | \$55,100 | 358 | 723 | 1.7% |
| Food Service Managers | Vocational Certificate | 2,452 | \$61,200 | 2,348 | 1,598 | 1.6% |
| Meeting, Convention, and Event Planners | Bachelor's Degree | 893 | \$45,000 | 255 | 634 | 1.8% |
| Information Technology | | | | | | |
| Computer User Support Specialists | High School Diploma | 6,405 | \$57,200 | 2,829 | 3,109 | 1.9% |

**Note this is a sample of the Occupations in Demand List and not reflective of the full list*

Appendix III

WIOA TITLE I YOUTH COMMON MEASURES

Bidders who become service providers will be required to meet the following performance indicators (percentages when released by the State Division of Workforce Solutions and subject to change by Charlotte Works):

The WIOA TITLE I system-wide performance outcomes, called Common Measures, are an effort to simplify and consolidate performance measures across many federal grants. Programs should emphasize retention in program services until participants have reached the goals identified in their service strategy plan. They include:

- **Placement in employment or education:** Of those who are not in post-secondary education or employment including the military at the date of participation), uses the number of youth participants who are employed (including military) or enrolled in post-secondary education and/or advanced training/occupational skills training in the second quarter after exit, divided by the number of eligible youth participants who exit during the quarter.
- **Retention in employment, education or training:** Percentage of participants in education, training or unsubsidized employment, measured in the fourth quarter after exit.
- **Earnings after entry into unsubsidized employment:** Median earnings of participants in unsubsidized employment during the second quarter after exit.
- **Attainment of a degree or credential:** Percentage of participants who obtain a recognized credential or secondary diploma or its recognized equivalent during participation or within one year after program exit. A secondary diploma does not count toward credential attainment unless the participant is enrolled in post-secondary education or has obtained employment within one year after earning the secondary diploma .
- **In-program skills gain:** Defined by the U.S. Department of Labor , a measurable skills gain is the percentage of participants who, during a program year, are in education or training programs and who are achieving measurable skills gains, defined as documented academic, technical, occupational ,or other forms of progress towards a recognized post-secondary credentials.

Appendix IV

PROPOSAL REVIEW AND EVALUATION CRITERIA

A. Proposal Evaluation Process

The intent of the evaluation process is to certify that each proposal received meets the basic requirements and to determine the quality of each proposal. A Proposal Review Panel consisting of Charlotte Works' board members and staff shall review and evaluate competitive proposals. This shall include a comprehensive review of all proposals received.

B. Proposal Question and Answer (Q & A) Session

As a part of the proposal review and selection process, the top three to five respondents may be asked to meet with the Proposal Review Panel to briefly discuss their proposals, to answer questions about their proposals (including budget details) and/or to provide additional information about the responding organizations. Charlotte Works' staff will contact respondents to schedule the time and location for these Q & A sessions.

C. Evaluation Factors and Proposal Rating Criteria

A primary consideration in selecting an organization(s) to deliver WIOA TITLE I youth services shall be the effectiveness of the respondent in delivering comparable services based on demonstrated performance in terms of the likelihood of meeting or exceeding federal youth common measures, cost and overall quality of services. Consideration shall be given to a strong record of integrity, business ethics and fiscal management and accountability; the staff qualifications/ professional and technical skills to perform the work; the ability of the respondent to meet service-delivery requirements at a reasonable cost; and demonstrated collaboration and leveraging of resources.

Charlotte Works will use the following criteria to conduct the technical evaluations of each competitive proposal to determine overall quality and cost-effectiveness:

- probable program effectiveness;
- proposer qualifications;
- projected budget;
- RFP responsiveness;
- program design;
- services directed to priority needs and populations;
- innovation and collaboration;
- planned youth outcomes; and
- past program performance.

Appendix V

SAMPLE PAY FOR PERFORMANCE MATRIX

| In-School-Youth Annual Performance Fee Goals | Goal | Percentage Weight | Management Fee | Benchmark Payout | Management Fee Pay Out |
|--|------|-------------------|----------------|--------------------------|------------------------|
| Occupational Skills | | 20% | | Midyear: End of Year: | 1/1/2023 7/31/2023 |
| Enrollments | | 30% | | Midyear: End of Year: | 1/1/2023 7/31/2023 |
| Work Experience | | 10% | | Midyear: End of Year: | 1/1/2023 7/31/2023 |
| Exit to post-secondary success | | 10% | | Midyear: End of Year: | 1/1/2023 7/31/2023 |
| Compliance Goals | | 30% | | Midyear: End of Year: | 1/1/2023 7/31/2023 |
| | | 100% | | | |

This is a sample performance matrix. Goals and weighted percentages will be negotiated and finalized during contract negotiations.

The service providers performance fee will be billed and awarded bi-annually based upon the above performance measures. If a metric is not earned at the midpoint, but earned prior to the end of the contract, we will bill for the full amount of that measure. Rates could change based on the state requirements.

APPENDIX VI

CHARLOTTE WORKS STRATEGIC PLAN



MISSION: Leading the development of a skilled, in-demand workforce by engaging businesses, aligning community partners, empowering and connecting job seekers to meaningful employment, and fostering inclusive economic growth.

VISION: The Charlotte region is home to a thriving workforce system generating economic prosperity for all.

| PILLARS | | |
|--|--|---|
| CONNECT & CONVENE | INFORM & INFLUENCE | DESIGN & IMPACT |
| Align the workforce ecosystem to grow & sustain a healthy economy and advance economic prosperity. | Drive workforce initiatives and financial investment decisions. | Lead the development of an accessible and inclusive workforce ecosystem that promotes equity. |
| STRATEGIES | | |
| Lead the development and implementation of the Community Workforce Strategy. | Examine the workforce talent pool holistically to identify subsets (unemployed and under employed) that are experiencing challenges to employability in our county and understand employment barriers. | Standardize the definition of "accessibility" and "inclusion" for job seekers access to the workforce ecosystem |
| Reduce the skills gaps for job seekers. | Analyze data and conduct research to determine skills / occupations with a greater need for training opportunities and those with an oversaturation of talent | Identify strategies that address identified challenges to accessibility while meeting skills/ occupation demand gaps |
| Increase business engagement with the workforce system. | Build a sustainable talent pipeline for current and future needs | Implement strategies that address identified challenges to accessibility while meeting skills/ occupation demand gaps |