



**Request for Proposals
Workforce Innovation and Opportunity Act
Employment Advancement and Retention Network (EARN)**

Request for Proposal Issue Date 10/15/2024

Bidders Conference Questions Deadline 10/25/2024

Bidders Conference 10/30/2024

Notice of Intent Due 11/04/2024

Proposals Due 11/15/2024

Evaluations 11/18/2024-12/20/2024

Anticipated Award Notification 01/07/2025

Anticipated Contract Start 07/01/2025

The U.S. Department of Human Services supports Temporary Assistance for Needy Families (TANF) programs. Federal funds will finance 100% of the project. Auxiliary aids and services are available upon request to individuals with disabilities.

SCPa Works and its contracted providers reflect Equal Opportunity Employers/Programs.



SCP a Works Vision and Background

The South Central Workforce Development Board (SCP a Works) comprises the counties of Adams, Cumberland, Dauphin, Franklin, Juniata, Lebanon, Perry, and York in South Central Pennsylvania. SCP a Works has branded a region where all residents have the opportunity for prosperity through the cultivation and establishment of nationally recognized initiatives across all aspects of workforce development. SCP a Works' mission is to unlock the human talent that drives the development of businesses and individuals to achieve common goals.

SCP a Works serves as the fiscal agent in funding results-driven employment and training programs across the region that increase the scope of job seekers in obtaining new skills and career opportunities while allowing businesses to accelerate business growth potential through building effective talent pipelines that meet workforce demands. SCP a Works operates six PA CareerLink® sites that serve tens of thousands of Pennsylvania residents each year, representing an annual workforce investment of nearly \$14M into employment and training programs for youth and adults across South Central PA.

SCP a Works identifies diverse job seekers who match employment and training opportunities most effectively through maintaining a dedicated commitment to several key values that guide the administration of workforce development systems. The following values are embedded in SCP a Works' integrated programming, investments, services, people, and processes, as well as the values that SCP a Works endeavors to have partners and providers emulate:

- Performance
- Equity
- Flexibility
- Collaboration
- Accountability

SCP a Works is dedicated to the development of effective strategies that result in the provision of services to those most in need and prioritizes the following in all programs:

- **Employer Engagement** – Strengthen relationships with the regional business community so that the region's system can better understand current and projected labor demand, support sector-driven training models, and invest in future workforce development.
- **Individual Investment**—Connect job seekers to career pathways and ladders, aligning education with job opportunities and lifelong learning through the PA CareerLink® system.
- **People and Process** – Support and foster a healthy environment where all team members can pursue excellence with accountability, openness and transparency, career growth, and professional development while maintaining the values of equity and respect across workforce development initiatives. Incorporate diversity, equity, and inclusive (DEI) frameworks into every aspect of SCP a Works' business model and investments.



Statement of Purpose

SCP a Works seeks a results-driven provider(s) to administer the delivery of the Employment Advancement and Retention Network (EARN) program within the eight-county South Central PA region. The EARN program targets individuals enrolled in and eligible for Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) services within the region. The focus of this project is grounded in the creation and implementation of workforce development strategies that reach EARN participant populations within communities and local organizations and institutions with the intent to overcome historic inequity and generational poverty. Integrated, solution-driven strategies, coupled with public positioning, are crucial to the success of this project. The selected provider(s) will partner within the PA CareerLink® system to create engaging program design models and address the all-encompassing needs of this diversified client base.

Strategies for motivating individuals will be necessary when working with participants enrolled in the EARN program. Implementing employment-ready programming is a challenge for providers working with the underserved adult population. Last year, SCP a Works served 440 individuals. Of those 440, 163 began working while in the program. Of those 163, 95 worked four consecutive weeks, clocking at least 80 hours.

Among the roadblocks to administering the EARN program are a lack of childcare, a lack of transportation, barriers related to mental health challenges, language barriers, and individuals not having a support system to ensure the cultivation of positive work habits. Through fortitude and a passion for helping those in need, the challenges unique to working with the underserved adult population can be overcome with the proper program structure, a dedicated commitment to performance outcomes, and an intellectual curiosity to understand the human condition of impoverishment. A service provider can grow the EARN program from this solid foundation by maintaining a human-centered design and implementing a strategic combination of case management, coaching, and licensed counseling. By adding two-generation program strategies that meet the needs of parents, children, and the family as a whole, as well as peer-to-peer experiences, the EARN provider will have a design model for success. The priority of the EARN program is to assist participants in developing a career pathway, beginning with the achievement of job placement and the creation of job retention goals necessary for successful outcomes during program participation. The provider is responsible for assisting participants in overcoming barriers and to encourage a journey into industry-based career pathways that lead to long-term, family-sustaining income and enhanced employment security.

In December 2022, the unemployment rate for the SCP a Works region in South Central Pennsylvania was 3.3%. The South-Central PA region has seen a decline in jobs from 2018 to 2023 while the population has increased. A majority of participants have minimal work experience. Many participants need training in vocational-specific skills, while a percentage of participants require soft skills necessary for success in this competitive job market. Simply put, EARN

participants need a greater foundation from which family-sustaining career pathways in key industry sectors are launched. For this reason, EARN participants are overlooked for positions in healthcare or manufacturing. Many EARN participants also lack social and family support systems that encourage regular work habits and make work possible through adequate and affordable daycare, reliable transportation, and supportive family or community-based networks.

The EARN service provider will illustrate a dedicated performance in developing and delivering quantifiable outreach strategies and services to impoverished adult populations throughout the South Central PA region, emphasizing full-spectrum services and referrals to overcome barriers to training and employment. The chosen provider will ensure that enrollment documents are obtained for onboarding while engaging EARN participants in designated programming to include the provision of workforce development activities prior to the start of the formal, work-based learning and employment placements. SCPa Works requires contracted service providers to consistently accelerate the implementation of innovative, solution-based concepts to ensure that EARN participants are equipped for success when matched with employers and training providers.

Key Applicant Documents

It is highly recommended that applicants become familiar with all relevant workforce laws, directives, and advisories, including but not limited to the following:

- EARN Program Policy and Procedures Manual
- [Commonwealth of Pennsylvania Department of Human Services](#)
- [Commonwealth Office of Equal Opportunity](#)
- [Commonwealth Compliance, Laws, and Regulations \(Department of Labor & Industry\)](#)
- [Pennsylvania Dept of Labor and Industry Workforce System Policies](#)
- [SCPa Works Local and Regional Plans](#)
- [2 CFR 200 Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards](#)
- [The Workforce Innovation and Opportunity Act](#)

Project Objectives Overview

- Deliver dynamic, engaging, accessible, and streamlined services that result in participant engagement and successful completion of programming. SCPa Works maintains a stringent expectation that all EARN participants remain successfully engaged in work-based programming through to the pre-established end date of program completion.
- Provide impact-driven case management that results in participant program engagement and goal achievement through a compassionate, integrated approach with a human-centered design in service delivery.
- Fulfill the critical role in the workforce development system by bridging participant skill sets and employer objectives to achieve immediate employment. Exemplary case

management is pivotal in meeting current participant household needs while continuing to focus on long-term goal setting and achievement.

- Provide support and resources to address and resolve barriers that may keep the participant from meeting program goals.

Award Terms

- *Duration of Contract:* July 1, 2025 - June 30, 2026
- *Contract Type:* Cost Reimbursement
- *Renewal Options:* If extended, the option to renew for up to three years based on performance and funding levels
- *Governing Law and Regulations:* The EARN contract shall be governed by and construed in accordance with the laws and regulations of the area where the procuring entity operates. The contractor shall be required to comply with all applicable federal, state, and local laws, rules, and regulations, as well as any additional requirements set forth by the procuring entity.
- *Termination and Suspension:* SCPa Works, with 30-day advance notice to the provider, may modify or terminate the agreement due to, but not limited to, factors such as
 - A. Funding decreases;
 - B. Unsatisfactory performance by the contracted provider;
 - C. Failure to work cooperatively with SCPa Works and the PA CareerLink®;
 - D. Lack of sufficient programmatic services available to customers and
 - E. Any other reason as directed by SCPa Works.

SCPa Works, with or without notice to the provider, may terminate the agreement due to serious issues such as, but not limited to,

- A. Theft;
 - B. Unallowable use of funds;
 - C. Unsafe acts;
 - D. Breach of confidentiality and HIPAA violations; and
 - E. Activities performed by employees or agents of the provider that are not directly related to the specifications outlined in this RFP and which constitute a breach of this agreement.
- *Indemnification and Insurance:* Except as otherwise approved by SCPa Works in writing, the following provisions shall apply to every policy of insurance that the provider is required hereunder to carry:
 - A. The form, amount, and coverage of each policy, and the insurer under each policy, which must be duly licensed in Pennsylvania, shall have an AM Best Rating of B+ or higher (or similar Insurance Company Rating Organization);
 - B. The provider shall require each insurance carrier to deliver its certificate of insurance to SCPa Works and any other party designated by SCPa Works, certifying the applicable insurance provisions herein required;

- i. Upon the execution, hereof, and
 - ii. At any other time upon SCPa Works' request;
- C. At least thirty (30) days prior to the expiration of each policy, the provider shall provide SCPa Works with certificates (or copies of policies) of renewal or replacement policies; in the event of non-renewal or cancellation or material change in coverage, a sixty (60) days notice of such action shall be sent via certified mail to SCPa Works;
- D. The provider shall not permit any condition to exist and shall not commit any act or omission that would wholly or partially invalidate any insurance;
- E. SCPa Works shall be endorsed as an additional insured on all policies, except workers' compensation and professional liability; and
- F. The abovementioned requirements also apply to any provider-hired subproviders operating under this contract.

Applicants must provide appropriate insurance and workers' compensation coverage to customers enrolled in work-experience activities before starting work.

Applicants must agree to obey all OSHA, federal, state, county, and local laws and ordinances regarding the requirements of program specifications. Applicants shall also obtain all necessary permits, etc.

Insurance Requirements (includes participants in paid work activities)

General Liability: \$2,000,000 General Aggregate
 \$2,000,000 Products-Completed Operations Aggregate
 \$1,000,000 Personal & Advertising Injury
 \$1,000,000 Each Occurrence
 \$5,000 Medical Expense (any one person)

Auto Liability: \$1,000,000 Combined Single Limit
 Workers' Compensation: Statutory
 Employers Liability: Bodily Injury by Accident \$500,000.00 Each Accident
 Bodily Injury by Disease: \$500,000.00 Each Employee
 Bodily Injury by Disease: \$1,000,000.00 Policy Limit
 Umbrella Liability: \$1,000,000
 Professional Liability: \$1,000,000

Scope of Work

Purpose

The purpose of this Request for Proposal (RFP) is to seek and identify a qualified EARN provider or providers to improve the outreach and service delivery to the SCPa Works regional EARN participant population and to embrace SCPa Works' values in all facets of business operations,

brand consistency, financial strategy, consumer insight development, and optimal service delivery. The service provider will ensure compliance with all EARN regulations, improving performance, monitoring and participant engagement, and enhancing customer satisfaction. The goal is to improve enrollment numbers and provide meaningful, high-priority, work-based learning opportunities for the target population.

Services to be Provided

The EARN provider will deliver workforce system services by incorporating the following elements required for all program model designs. The provider will outline how each element will be incorporated into the program design and service delivery.

- Provide case management interactions to include a career pathway component embedded within program service delivery with career counseling and exploration when applicable.
 - All case management interactions must be accompanied by detailed case notes authored and maintained in CWDS by the case management team.
- Provide job-readiness skill training and support to include:
 - Job placement skills;
 - Soft skills training;
 - Skills identification assessments;
 - Cover letter and resume writing;
 - Occupational research;
 - Aptitude and interests assessments;
 - Employer expectations insight and guidance, and
 - Interviewing techniques.
- Regular progress and program evaluation.
- Compliance with all applicable legal, financial, and organizational requirements.
- Develop individual employment plans and goals with the participant.
- Provide barrier remediation to all participants.
- Conduct assessments of aptitudes and interests.
- Determine suitability for individual training accounts, on-the-job training, and other WIOA-funded training opportunities.
- Integrate initiatives or other grant opportunities within programming that benefit EARN participants.
- Provide easy access to services that are responsive to the participant's needs.
- Provide follow-up and job retention services for up to one year for each participant based on current guidelines.
- Provide a year-round barrier to employment remediation and job retention program located at facilities accessible to South Central PA residents and open daily.
- Prompt and correct data entry information into CWDS.
- Create a confidential EARN case record for each participant enrolled in the program.
- As defined in the EARN Manual, maintain accurate and prompt data entry into the systems of record and follow-up activities for all participants.



Geography and Population Considerations

The provider is expected to operate programming in the PA CareerLink® brick-and-mortar locations; however, SCPa Works' goal is to create programming that is accessible and responsive to the needs of each of the communities served.

The provider must embrace the Community Access Point model to ensure that staff can provide services in varying work locations to connect diverse clientele to employment and training opportunities. In addition to embracing SCPa Works' Community Access Point model, applicants are expected to conduct culturally responsive programming that is tailored to the needs of the service region. This will require the applicant to demonstrate an understanding of the SCPa Works service region and its communities. SCPa Works is interested in organizations that develop service strategies based on the needs of those they serve and not a cookie-cutter approach to case or program management.

Applicants may propose to serve the entire eight county region of SCPa Works or select counties within the region. Applicants may also propose to serve a specific population within the EARN program (for example, refugees). If an applicant proposes to serve a specific population or geography, the proposed budget should reflect their anticipated program size.

Eligibility Determination and Compliance

It is the provider's sole responsibility to determine participant eligibility prior to the delivery of individualized, intensive workforce services. The provider is expected to work with community partners that refer individuals to PA CareerLink® services. The EARN provider is responsible for collecting all participant information and documentation and communicating with the individual and community partners the status of the individual's eligibility and program status. All costs determined to be unallowed due to the ineligibility of individuals or services will be the provider's responsibility.

The provider is responsible for ensuring all compliance requirements are met when determining eligibility, managing participant case files, and case management documentation in the Commonwealth Workforce Development System of Record (CWDS). The SCPa Works Programs and Compliance departments will review case files regularly. While SCPa Works will provide technical assistance and training, it is the expectation that the provider assumes primary responsibility for front-line staff training in all aspects of the EARN Manual, applicable WIOA laws, PA Workforce System Policies, and EARN program service delivery.

Collaboration and Partnership Development

The PA CareerLink® is a one-stop shop for job seekers and business partners. Many partners make up the services of the PA CareerLink® and are interdependent upon each other for success. EARN providers are not mandated partners in the PA CareerLink® workforce system. If the provider needs a location, the PA CareerLink® locations and Community Access Points are

available working spaces for EARN teams to operate and administer all aspects of program delivery. When interacting with mandated and non-mandated partners, clear communication, partnership, and responsiveness are necessary. The selected provider will be expected to work collaboratively with partners.

General Requirements

A. Legal Requirements

- Compliance with local, state, and federal regulations, including the Workforce Innovation and Opportunity Act (WIOA), Americans with Disabilities Act (ADA), and Equal Employment Opportunity (EEO) laws.

B. Staffing and Organizational Requirements

- The selected EARN provider is expected to operate programming in all eight South-Central Workforce Development Area counties.
- Services must be operated out of the six PA CareerLink® locations and one affiliate site.
- While the provider is expected to operate programming in the PA CareerLink® brick-and-mortar locations, SCPa Works' goal is to create programming that is accessible and responsive to the needs of each of the communities served. Therefore, it is vital that the provider thoroughly understands and embraces the Community Access Point model and ensures staff can be mobile and agile at various work locations within the communities served.
- Staffing levels should be appropriate for funding amounts, and performance metrics should not be excessive.
- The provider will ensure proper caseload ratios among staff while considering financial expectations and case fluctuation.
- Providers must comply with the salary and bonus limitations established by Public Law 109-234 and outlined in Training and Employment and Guidance Letter (TEGL) 5-06. Failure to comply with this limitation may result in disallowed costs that must be repaid to the fiscal agent. Additional information can be found at www.doleta.gov.
- Staff must be trained to work with underserved adults with barriers to employment and training and in human-centered design and trauma-informed care.

C. Monitoring and Oversight

- The attainment of program standards is measured at the time of on-site monitoring as well as at other times throughout the contract. Providers who do not achieve goals or have ineligible expenses will be required to take specific corrective action. Failure to achieve program goals could result in the provider being placed on probation, losing funds, and terminating the contract.
- On-site monitoring will be conducted at least annually and, at most, monthly. The provider will submit reports to SCPa Works monthly to monitor statistical progress toward achieving goals. Problems with program performance will initiate more frequent on-site visits.

- SCPa Works reserves the right to monitor and audit all projects at any time for contractual terms and programmatic issues as well as compliance with accounting procedures, participant utilization, equal opportunity, ADA, and any other requirements mentioned in the Federal Register or as deemed necessary by the United States Department of Labor, or the Pennsylvania Department of Labor and Industry or any other federal, state or local official. The applicants shall enable SCPa Works' staff to maintain regular, continuing personal contact and communication with participants and agency staff at all program sites.

D. Budget Requirements

- **Funds are limited.** Linkages with existing programs and providers are encouraged and will be necessary to make the program cost-effective. Applicants must describe in the application the capacity to link financially and programmatically with other organizations. Applicants must also describe the linkages, match, and alternate funding. Applicants must provide letters supporting leveraged resources.

Role of SCPa Works

SCPa Works oversees employment and training programs across the South Central PA region that empower job seekers to obtain new skills, expand career scope, and identify new career opportunities, enabling businesses to build talent pipelines that meet workforce demands. This section outlines the role of SCPa Works in supporting the service provider, including administrative and technical support, information access, and other responsibilities for which the provider is not responsible.

A. Administrative Support

- **Contract Management:** SCPa Works will manage the contractual relationship with the selected service provider, ensuring compliance with all terms and conditions, monitoring performance, and processing invoices for payment.
- **Reporting and Accountability:** SCPa Works will establish performance metrics and reporting requirements to ensure the service provider's alignment with the objectives outlined in this RFP. SCPa Works will conduct oversight of case record files, execute regular reviews of worksites, work experience binders, and work experience activities, and monitor quantified performance metrics.

B. Technical Support

- **Guidance on Workforce Development Policies and Regulations:** SCPa Works will provide resources connected to federal, state, and local workforce system policies and regulations.
- **Data and Labor Market Information:** SCPa Works will provide labor market information, workforce data, and other resources to assist the service provider in strategic planning.



- Training: SCPa Works will provide quarterly training to enhance the service provider's ability to deliver quality services.

C. Information Access

- Communication Channels: SCPa Works will maintain open lines of communication with the service provider, providing updates on policy changes, funding opportunities, and any other information that may impact service delivery.

D. Responsibilities Retained by SCPa Works

- Strategic Planning and Prioritization: SCPa Works will establish the strategic direction of workforce development initiatives within the region, including setting priorities, identifying target industries, and allocating resources.
- Stakeholder Engagement and Partnership Building: SCPa Works will engage stakeholders across the region, fostering collaboration and partnerships to support the overall workforce development ecosystem.

Performance Metrics and Contract Management

SCPa Works has identified an initial set of metrics to work with the selected service provider to monitor and improve programming throughout the contract. These metrics may evolve and be adjusted over time if needed. Final metrics will be determined based on the applicant's proposed scope of work. The service provider must meet all performance metrics under EARN guidelines and those established by SCPa Works to include applicable WIOA guidance when necessary. The service provider must actively participate in meetings to discuss these performance metrics and provide relative data when requested.

Performance Metrics and Contract Management

SCPa Works is dedicated to fostering strong partnerships with service providers and facilitating ongoing communication and proactive collaboration. To ensure effective oversight and support, SCPa Works constitutes a comprehensive monitoring process, including the following components:

1. Monthly Leadership Meetings: SCPa Works hosts monthly in-person leadership meetings to review the service provider's performance metrics, identify areas needing additional support, and discuss new initiatives to enhance service delivery.
2. Monthly Participant File Reviews: The Compliance and Programs departments at SCPa Works conduct monthly reviews of participant files to ensure compliance with program requirements and provide feedback to the service provider for continuous improvement.
3. Quarterly Training Sessions: SCPa Works will offer training sessions every quarter or as needed to support the professional development of service provider staff and address any emerging challenges or opportunities.



The contract performance monitoring process outlined in this RFP underscores SCPa Works' commitment to fostering consistent communication, tracking progress, and promoting collaboration between SCPa Works and the selected service provider. Through these efforts, SCPa Works enforces contracted goals and maintains high service quality standards for underserved populations within the region's communities.

A. Communication and Reporting

- The selected provider must communicate regularly with SCPa Works, providing updates on progress, challenges, and changes in the scope of work or service delivery.
- Required performance reports must be submitted to SCPa Works as specified in the contract and compliance with applicable local, state, or federal reporting requirements.

B. Progress Tracking and Performance Metrics

- SCPa Works and the selected provider will establish performance metrics and targets to measure the success of the contract and track progress toward achieving its goals.
- The selected provider must consistently track and report on these performance metrics, using the data to inform service delivery improvements and course corrections as needed.

C. Collaboration and Course Corrections

- SCPa Works will collaborate with the selected provider to address operational and administrative roadblocks to address design course corrections throughout the contract.
- SCPa Works will schedule regular meetings, site visits, and conference calls with the selected provider to discuss progress, challenges, and potential adjustments to the scope of work or service delivery approach.
- The selected provider is expected to proactively identify challenges and propose solutions, working closely with SCPa Works to ensure the successful implementation of the contractual goals.

The service provider's contract goals will be measured using the following performance metrics, including output and outcome measures. The service provider will deliver monthly reports and a total contract year report detailing the number of clients served, including relevant demographic information and enrollment details.

Performance outcomes will be used to assess the effectiveness of the service provider. Performance outcomes for EARN PY 24/25 are outlined in the chart below.

Outcome	TANF Outcome Description	TANF Goal	Measurement
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SCPa WORKS

SOUTH CENTRAL WORKFORCE DEVELOPMENT BOARD

<p>Secondary Equivalent and Credentialing</p>	<p>A participant must receive a diploma or certification that will provide the participant with an industry-recognized certificate or certification (as defined in Section III(H)(a-c)) and marketable skill directly related to employment goals listed in their AMR and IEP.</p>	<p>50% of all participants in an activity that results in the achievement of a credential.</p>	<p>The number of credential activities closed where the credential was earned during the program year/the number of credential activities closed during the program year.</p>
<p>Successful Referral to Educational Programming</p>	<p>Grantee shall coordinate educational activities with ELECT service providers and the KEYS program programs where appropriate, providing support to ensure successful transfer, referral, and enrollment to the receiving program (as defined in Section III(H)(d)).</p>	<p>90% of those terminated from EARN with Project Termination Code X go on enroll with ELECT or KEYS program within 90 days.</p>	<p>Number of individuals who have a referral (regardless of outcome) to ELECT, SNAP 50/50, TANF KEYS, or SNAP KEYS within 90 days following Project Termination X in the program year /number of individuals with project term code X in the program year.</p>
<p>Employment with hourly wage (\$2 hour above minimum wage)</p>	<p>Grantee shall place participants in unsubsidized employment for an average of 20 hours in a consecutive four-week period, with a wage at least two dollars above the higher of the federal or state minimum wage as of July 1 of the program year.</p>	<p>65% of all enrolled participants who achieve employment with an hourly wage.</p>	<p>The number of cases in which an individual was employed with an hourly wage during the program year / the number of cases in which an individual was employed with active unsubsidized employment during the program year.</p>

Retention (six- and twelve-month benchmarks)	Retention begins when an individual has TANF or ETANF close due to earned income from employment and is placed in CWDS extended hold. The Grantee shall provide documentation of the participant's retention semi-annually (six and twelve months)	70% of all enrolled participants who met the employment reporting measure at six months will achieve the benchmark 50% of all enrolled participants who met the employment reporting measure at twelve months will achieve the benchmark	Count of individuals enrolled in retention who achieved the employment reporting measure at or prior to retention, achieve 183 or 365 days in retention; divided by all individuals who achieved retention and employment reporting measure who had retention either between 0-183 days or 183-365 days. (Only individuals who could cross the day count threshold in the PY would be counted.)
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The Service provider will strive to meet the service delivery standards below. Close adherence to these service standards will ensure quality assurance, align with EARN program design, and drive program participant outcomes.

Outcome	TANF Outcome Description	TANF Goal	Measurement
Assessment and IEP	Grantee shall conduct and complete a comprehensive household assessment (Section III.B.) as well as complete and document a detailed IEP (Section III.C.) that includes plans to address participant challenges (barriers) and agreed upon plan for resolution within 14 business days of a participant's enrollment.	90% of all participants enrolled with the Grantee for whom an assessment is required.	Count of individuals who have completed assessment activity, with IEP showing updated or new barrier and goal, with assessment activity end and participant signature date occurring less than or equal to 14 business days from the case begin date divided by all newly enrolled individuals in program year.

Referrals to External Support Services	Grantee shall complete a referral to a community-based organization to help assist the individual, family, or both within 14 business days of discovering the need	90% of all enrolled participants for whom a need has been identified.	Count of new IEP Barriers with a referral made to an outside agency within 14 business days of the IEP Barrier being opened divided by all IEP Barriers with a referral made to an outside agency. (Only IEP Barriers with an associated referral will be evaluated.)
Social Service Professional	Grantee shall have a network of professionals as required by Section III. D so that eligible participants have a one-on-one meeting within 28 business following the date of enrollment.	80% of all enrolled participants for whom a meeting is required will have an introductory one-on-one meeting with the licensed professional within 28 business days following the date of enrollment.	LC/SW services that are opened within 28 business days or fewer business days after enrollment.

The service provider is expected to report on the following measures monthly:

Outcome	TANF Outcome Description	Measurement
Employment	Grantee shall place participants in unsubsidized employment for an average of 20 hours per week in a consecutive four-week period	Actual hours of attendance entered for unsubsidized employment in a four-week period.
Employment related to High Priority Occupations (HPO)	Grantee shall place participants in unsubsidized employment for an average of 20 hours per week in a consecutive four-week period, and the employment is related to an HPO L&I: High Priority Occupations (HPOs)	O*NET or SOC code in placement report in CWDS unsubsidized employment activity in a case is determined to be a DLI HPO for program county after, or in unison with, Employment measures being fulfilled as described above.

Employment related to IEP/Goals	The grantee shall place participants in unsubsidized employment for an average of 20 hours per week for a consecutive four-week period, and the employment must be related to a marketable skill consistent with employment goals listed in the AMR and IEP.	The goal or Skill in the IEP/EDP has a SOC/O*NET code that matches the SOC/O*NET code of unsubsidized employment achieved during the case/enrollment that has also met the “Employment” reporting measure.
Employment related to education/training	The grantee shall place participants in unsubsidized employment for an average of 20 hours per week for a consecutive four-week period, and the employment must be aligned with the completed credentialing, certification, or vocational education studies.	SOC/O*NET code for unsubsidized employment that meets the “Employment” performance measure matches the CIP code associated with previously completed credential/training activity on the case. CWDS will match the CIP code to the SOC/O*NET code based on the 2020 CIP/SOC Crosswalk .
Retention IEP Services	Grantee shall continue to update the participation IEP throughout the retention period until the individual is terminated from the E&T program, no later than 12 months post-TANF closure.	The IEP has at least one component updated, as indicated by the date in CWDS, between the start and end of the retention activity.
Earned Income	Participants who achieved employment and who, at the conclusion of the 12-month retention period, have increased the hourly wage.	Individuals who achieve employment w/wage performance measure and achieve 12-month retention will have placement report hourly wage data reviewed to determine if an increase occurred between the start and end of retention.

Submission Requirements

Submission Instructions

All applicants must adhere to the submission guidelines outlined below to ensure a fair and transparent process to avoid disqualification.

A. How to Submit

- Quotes must be submitted electronically, in PDF format, in RFP360. Hard-copy proposals will not be accepted. The deadline for submission is the end of the day on November 15, 2024.
- To be considered responsive, a proposal must meet all of the criteria outlined in RFP360. Failure to address all requirements of this RFP, to provide required signatures, or to follow the instructions provided in this RFP may result in the proposal not being accepted for consideration.

B. Helpful Tips for Developing a Successful Proposal

- Demonstrate the applicant organization's understanding of the scope of services and requirements outlined in the RFP.
- Provide detailed information on the applicant organization's experience, qualifications, and capacity to deliver the required services.
- Offer innovative solutions and strategies to address the needs of the South Central PA Workforce Development Area.
- Be concise and well-organized, and ensure the proposal is free of grammatical errors.

C. Procedures for Submitting Questions

- Applicants may submit questions regarding the RFP via email to info@scpaworks.org.
- All questions must be submitted within ten (10) business days before the RFP deadline.
- Answers to submitted questions will be compiled and shared with all applicants via RFP360.

Evaluation Criteria and Selection Process

Evaluation Criteria: The provider selection will be based on the following criteria outlined in the proposal.

Service Delivery: The provider will exhibit the capacity to serve the SCPa Works region through the strategic development of staffing and the implementation of services for EARN participants. The provider will demonstrate an innovative and dynamic approach to delivering strategic short-term workforce system services to marginalized adult populations within the South Central PA region so that long-term relationships with individuals and employers can be fostered following the completion of EARN-based workforce activities and experiences.

Method of Approach: The provider will document a proven track record in achieving objectives through a persistent and competitive drive to meet the standards of serving underserved adult populations. The provider will be expected to overcome challenges unique to serving impoverished adult populations by implementing practical and viable solutions. The provider must exhibit proven success in leading exemplary service-based programming, effective relationship

management, superior business acumen, and the capacity to lead full-spectrum service delivery programming from intake to job placement. In addition, the provider will demonstrate a dedicated commitment to consistently optimizing processes and identifying new ways of solving existing problems.

Equity and Economic Mobility Approach: The provider will play a critical role in bridging talent with opportunity through an expanded awareness of workforce system demands. The provider will describe a culturally competent staff capable of reaching eligible adults in diversified urban and rural areas throughout South Central PA and include validation of equity training that staff are mandated to complete regularly. The provider will demonstrate how organizational values and ethics lend to the benefits of program services concerning the populations being served. The provider will submit examples of commitment to serving those most in need of assistance. When confronted with potential changes to programming or service delivery issued by federal, state, or local guidance, the service provider will describe how feedback is received and how appropriate changes are made to benefit those served. The provider will illustrate a capacity to partner with diversified and multicultural community organizations to holistically serve the targeted adult populations throughout the South Central PA region.

Budget and Resource Allocation: The provider will demonstrate a strategic and sensible cost allocation plan and the extensive fiscal management of federal and state-funded programs. The provider will illustrate the capacity to maximize funding through internal capabilities and partnerships with organizations and agencies throughout the communities in the region.

EVALUATION CRITERIA	% ALLOCATION
<p><u>Service Delivery</u></p> <ul style="list-style-type: none"> ● Describe the organization's approach to engaging and supporting eligible adults in workforce development initiatives. Highlight any innovative strategies or programs tailored to this demographic. ● Detail the organization's experience in designing and implementing career pathways programs for underserved adults, focusing on aligning training with local labor market demands and facilitating career advancement opportunities. ● Explain how the organization integrates wraparound support services, such as counseling, transportation assistance, and childcare, to address the all-encompassing needs of impoverished adults. Share examples of comprehensive support models that have yielded positive outcomes. 	15%
<p><u>Method of Approach</u></p>	35%

<ul style="list-style-type: none"> • Describe the organization's capability to address the precise challenges unique to serving adults in diverse communities as outlined in the RFP. How does the organization intend to augment enrollments within a demographic historically challenging to locate and enroll? In what innovative and strategic ways does the organization navigate Paid Work Experience opportunities? How will the organization conduct outreach initiatives targeting rural areas within the region? How does the organization propose confronting educational and employment barriers while meeting performance metrics? Provide instances of prior achievements and performance history in service-driven operations. • Describe how you will develop culturally responsive programming. Please be specific and detail how you would serve specific populations representative of the SCPa Works community. • Explain how the organization intends to collaborate with SCPa Works to ensure alignment with local workforce priorities and maximize the impact of services delivered. Include details on communication channels, coordination efforts, and joint planning processes. • Discuss the organization's ability to adapt to changing circumstances and the evolving needs of eligible adults. How does the organization maintain flexibility when faced with changes to program design and service delivery models? Highlight experiences where the organization has successfully adjusted strategies in response to unforeseen challenges in day-to-day administrative and operational initiatives. 	
<p><u>Equity and Economic Mobility Approach</u></p> <ul style="list-style-type: none"> • How does the organization integrate equity principles into designing and implementing programs and services for EARN participants? Provide examples of strategies or initiatives aimed at reducing disparities and promoting inclusivity. • Describe the organization's approach to understanding and addressing the diverse needs of the target population, including culturally and linguistically appropriate services. How does the organization ensure cultural competence among staff and stakeholders? What systems does the organization have in place to locate and accommodate culturally diverse populations? • Explain how the organization solicits and incorporates feedback from the target population and community stakeholders to impact program planning and decision-making processes. How does the organization prioritize the voices of marginalized or underrepresented groups in these efforts? 	15%

<p><u>Budget and Resource Allocation</u></p> <ul style="list-style-type: none"> Summarize the organization’s proposed financial resource allocation plan for serving eligible adults. Outline the intention to distribute funds across program components such as education, training, supportive services, and administrative costs. Describe the strategy for leveraging outside or in-kind support to supplement the allocated financial resources. This may include partnerships with community organizations or other forms of non-monetary assistance. Explain how the organization plans to monitor and ensure cost-effectiveness and sustainability in delivering services to eligible adults. 	<p>35%</p>
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Contract Award

SCP a Works shall award a contract to the responsible and responsive applicant(s) whose proposal is determined to provide the best overall value to SCP a Works in terms of ability to perform the required services, experience, and cost.

The applicants must provide details in the proposal regarding the reasons for objection to any part of these terms and conditions and provide alternate language. Time is of the essence when awarding a contract. A hindrance to the award process due to the extent of an applicant’s proposed modifications may negatively impact SCP a Works’ assessment of that proposal.

No portion of these services may be subcontracted without prior SCP a Works approval. The contract resulting from the award of this RFP will consist of this RFP (which includes SCP a Works and Fiscal Agents General Conditions), the proposal, and any additional information deemed necessary as a result of the negotiations held with the successful applicant(s).

The successful applicant(s) will be required to enter an agreement with SCP a Works in the form attached hereto as Exhibit A to ensure compliance with the provisions of WIOA, its regulations, applicable laws and regulations promulgated by the Commonwealth of Pennsylvania, and SCP a Works policies, which shall comprise the terms and conditions of the award.

Timeline

Event	Dates
RFP Issue Date:	October 15, 2024
Deadline for Bidders Conference Questions:	October 25, 2024
Bidders’ Conference:	October 30, 2024
Notice of Intent Due:	November 4, 2024
Proposals Due:	November 15, 2024
Proposal Evaluations:	November 18 - December 20

SCPa  **WORKS**
SOUTH CENTRAL WORKFORCE DEVELOPMENT BOARD

Anticipated Contract Award Notification:	January 1, 2025
Contract Execution Date	July 1, 2025
Period of Performance	July 1, 2025 - June 30, 2026