



FRANKLIN HAMPSHIRE WORKFORCE BOARD

Request For Proposals For:

WIOA Youth Services Provider Franklin-Hampshire Workforce Region

For January 1, 2022 – December 31, 2022

(Renewable for an addition calendar year depending upon performance)

Issued: June 10, 2021

Bidder's Conference: Thursday, June 24, 2021 at
10:30AM

Location: Zoom

(<https://us02web.zoom.us/j/89200780942>)

ID: 892 0078 0942

Dial-in: (646) 558-8656)

Questions: email info@masshirefhwboard.org

Due: Tuesday, August 31, 2021 by 4:30 pm

To: MassHire Franklin Hampshire

Workforce Board

One Arch Place, Suite 2

Greenfield, MA 01301

Submit: Six (6) copies plus electronic copy of
written proposals.

In separate envelope, six (6) copies plus
electronic copy of proposed budget.

Auxiliary aids and services are available upon request to individuals with disabilities Equal Opportunity
Employer/ Program

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Section I. Introduction and Schedule

A. Introduction

The MassHire Franklin Hampshire Workforce Board (FHWB) is issuing this request for proposal (RFP) to select provider(s) for the region’s Workforce Innovation and Opportunity Action (WIOA) Title I Youth services for in-school and out-of-school individuals 16- to 24-years-old.

Applicants should identify in their proposal whether they are proposing to serve youth who are In-School, Out-of-School, or both. Proposers may also bid for community-specific regions, such as the North Quabbin Region or the Greater Ware Region. Proposers may also bid to serve specific youth populations. The selected providers will deliver education, employment, and training services to economically disadvantaged youth in the fifty-community region known as the Franklin Hampshire workforce development area (see [Attachment IX: Regional Map](#)).

The MassHire FHWB will allocate a minimum of 80% of the WIOA funds to provide activities to out-of-school youth. The final percentage will be based on the final WIOA Youth Allocation and the responses received and reviewed. The selected providers’ contracts will start January 1, 2022 and end December 31, 2022. Contracts may be renewed for one additional calendar year depending on performance and at the sole discretion of MassHire FHWB.

A copy of all WIOA regulations is available at <https://www.doleta.gov/WIOA/>. For more information on the Commonwealth of Massachusetts WIOA policies are found at <http://www.mass.gov/massworkforce/>.

B. Schedule

Release of RFP	June 10, 2021
Bidders Conference	June 24, 2021
Final date to submit questions and for responses to be published on the website	July 26, 2021
Questions and Answers from Bidders Conference Published	July 28, 2021
Proposals Due by 4:30 p.m.	August 31, 2021
Estimated Proposal Reviews	September 9, 2021
Estimated Subaward(s) Awarded	October 7, 2021
Estimated Contract Execution	December 1, 2021

Section II. Background and Governance

A. Structure of Franklin Hampshire Workforce Region

This background section describes the organization and structure of each WIOA entity and the role each plays in the governance and execution of the WIOA Plan:

- **The CEOs:** The Mayor of Greenfield and the Mayor of Northampton hold, as stipulated in federal legislation, the responsibilities of the lead elected officials for the MassHire Franklin Hampshire Career Center (MHFHCC) system. The City of Greenfield is the WIOA grant recipient on behalf of the region and the Franklin Hampshire Employment and Training Consortium (FHETC) is the fiscal agent on behalf of the

City of Greenfield.

- **The Workforce Board:** The FHWB serves as the WIOA Local Workforce Development Board (LWDB). The FHWB consists of employers and workforce partner agencies in the region and is responsible for policy and oversight of the workforce area, including procuring youth services.

The role of the Board for regulating WIOA programs includes:

1. Developing an Annual Plan that includes a description of how youth services will be delivered in the region.
 2. Selecting youth services providers. In addition to identifying the criteria to select youth activity providers, the Board identifies those agencies willing and able to provide such services.
 3. Coordination of youth activities. The Board brings representatives who can speak to and effectively harness the whole array of youth resources available in the community.
 4. Conduct oversight and evaluation of program activities of funded youth service providers.
- **The MassHire Franklin Hampshire Career Center Partner:** The FHWB has identified the MassHire Franklin Hampshire Career Center as the hub for the delivery of services to both adults and youth. Franklin Hampshire Employment and Training Consortium (FHETC) is the appointed Career Center operator.
 - **Franklin Hampshire Employment Training Consortium:** As designated by the Local Elected Officials and FHWB, FHETC has lead responsibility for the programmatic, administrative, contractual, and fiscal management of the MassHire Franklin Hampshire Career Center. FHETC has also been designated as the local WIOA fiscal agent. Providers selected under this RFP will execute a contract with FHETC for the operation of the program. FHETC will be the contract administrator and monitoring agent.

B. Workforce Innovation and Opportunity Act (WIOA) Overview

The United States Department of Labor’s strategic vision for the Workforce Innovation and Opportunity Act (WIOA) youth programs states that substantially reformed youth programming, placing new emphasis on serving youth within a year-round comprehensive workforce development system. Program operators under WIOA will be required to develop strategies for comprehensive programs based on an approach that at a minimum is built around four themes: 1) preparation for and success in employment through career readiness preparation, 2) improving educational achievement via an academic plan, 3) skills development tied to a career pathway via work experience and/or occupational skills training and 4) support services that provide a holistic approach to the youth’s needs.

C. Purpose of Proposal

The MassHire Franklin Hampshire Workforce Board seeks creative and innovative proposals to serve in-school and out-of-school youth who are eligible for Workforce Innovation and Opportunity Act Services with pre-employment, employment, educational achievement, and leadership development services aligned with the strategies noted in [Section B](#) above. Applicants should identify in their proposal whether they are intending to serve In-School Youth (ISY), Out-of-School Youth (OSY), or both. The FHWB accords top priority to the preparation for and success in employment (items [3](#), [4](#), [10](#), [11](#), [12](#), [14](#) of the required program elements) and improving educational achievement (Items [1](#), [2](#), [13](#) of the required program elements). It is a requirement of this RFP solicitation that proposals discuss how subsidized youth employment, and/or education, and/or skill training on an individualized basis will be supported, whether through the resources made available in this solicitation or through leveraged resources.

D. Franklin Hampshire Approach to Youth Services

The FHWB's primary goal is to develop and carry out a year-round youth service strategy involving effective providers of youth services working with the FHWB and the FH Career Center. This emphasis upon year-round services allows for substantial interventions in the lives of youth to attain meaningful goals of skill attainment, as well as post-secondary education, occupational training, and job placement outcomes. Funding for these year-round activities will come from WIOA (as a result of this RFP) and other resources supplied by partner agencies.

The program aims to overcome barriers to the young person to become a productive member of the workforce through the achievement of their career goals. This may involve a variety of activities. The program approach envisions all the programs and services available in the area working together to positively affect these young people. The selected WIOA Youth vendor(s) is expected to maintain a close connection with other youth-serving entities in pursuit of this goal.

E. Areas of Emphasis – Special Initiatives

In addition to the general program themes above, MassHire FHWB has identified four (4) areas for particular emphasis for its WIOA Youth programs.

The four areas for emphasis are:

- 1) Integrated partnerships with businesses in the region's in-demand services and sectors, as outlined in the Pioneer Valley Labor Market Blueprint (located online here: <https://www.masshirefhwb.org/masshire-fhwb-key-initiatives/pv-regional-workforce-planning/>). Those priority industries are:
 - a. Advanced Manufacturing
 - b. Healthcare and Social Services
 - c. Education
 - d. Information Technology
- 2) Initiatives that support specific eligibility categories such as homelessness, foster care, criminal justice-involved, or young parents.
- 3) Initiatives or program elements that promote/emphasize exposures to "STEM" – Science, Technology, Engineering, and Math occupations. Exposure may include workplace tours, speakers from STEM occupations, career fairs, and other experiential activities.
- 4) Under WIOA, all programs **must** provide work experience. The FH region is seeking a minimum of 30% of all WIOA Youth funds to be spent on work experience. The work experience may include internships and job shadows, pre-apprenticeships, on-the-job training, summer, and year-round jobs, or other forms of work experience which will supplement classroom activities.
- 5) The FH region is prioritizing workforce skills training and will expect funds to be spent on occupational training.

Proposals that incorporate any or all of these initiatives into their program designs will be given priority for funding.

Section III. Funding and Performance Period

A. Funding Levels

The WIOA Youth funding allocation available under this contract for the calendar year 2022 is an estimated \$420,000 subject to final allocations by the State. Applicants should identify in their proposal the number of in-

school and out-of-school to be served, and the budget required to deliver services at the proposed service level. This RFP solicits proposals for a 24-month program and the budget forms address the first year of allocations only. This contract is a subaward and will be for an initial 12-month period (January 1, 2022 thru December 31, 2022), renewable for an additional 12 months depending on a performance review and availability of funds.

The number of WIOA Youth service providers to be funded through this RFP is not predetermined. The number of providers selected and funded depends on various factors, including, but not limited to, the number of applicants, quality of proposals submitted, and amount of funding available. FHWB may issue multiple contracts under this RFP. **Of grant funds available**, not less than 80% of the funds must be used to provide services to "out-of-school youth" **AND** not less than 30% of funds must be used for Program Element #3 Work Experiences. See [Budget Summary Instructions](#) (page 2).

The FHWB will also ask bidders to outline any leveraged resources in the proposal budget.

B. Availability of Funds

For planning purposes, the respondent to this RFP should assume no more than level funding for each program year. As described above, the Calendar Year 2022 amounts are yet to be finalized and are subject to change. It is difficult to predict exact funding from year to year, and note that federal funding allocations for the State of Massachusetts and the Franklin Hampshire Workforce Area have historically declined in recent years. However, the allocation to the Franklin Hampshire region increased for FY22 which covers a portion of this contract period allowing us to level fund WIOA Youth services. The materials in this RFP are designed to give the bidder a general scope of funding available.

It is understood that funds will fluctuate from year to year. The contract agreement and work plan will be modified to increase or decrease funding as needed to reflect actual funds received during the contract period. The successful Contractor will be awarded a cost-reimbursement contract for work performed pursuant to this RFP.

All agreements are subject to the availability of funds from the MassHire Franklin Hampshire Workforce Board Local Workforce Area.

C. Performance Period

The MassHire Franklin Hampshire Workforce Board will award WIOA Youth Service Provider contracts to entities that demonstrate an ability to effectively deliver and manage services as described herein. The FHWB expects that respondents will become proficient in their understanding of the WIOA Youth regulations. All proposals must be comprehensive and address the full scope of services or demonstrate a relationship with other entities that together will deliver the full scope of services identified within this RFP.

This RFP solicits proposals for a 24-month program. The proposer(s) selected will be awarded a twelve-month subaward contract for the calendar year 2022 renewable for an additional twelve months for the calendar year 2023 depending on a performance review and availability of funds. One or more providers may be selected through this solicitation. Proposals should reflect costs and program outcomes for the twelve-month period starting on or about January 1, 2022.

D. Contract Type

Selected proposers will enter into a cost-reimbursement subaward contract. All contracts will be executed with FHETC as the WIOA grant recipient and fiscal agent. **Although FHETC makes every effort to reimburse invoiced contractor expenses on a monthly basis, selected proposers must be financially capable of covering costs when necessary.** All contracts written with providers will include required compliance language regarding EEO/AA, workplace safety, discrimination, participant grievance procedures, etc. (see [Attachment I - FHETC General Provisions and Contract Terms](#)).

E. Accessibility and Equal Opportunity

The MassHire Franklin Hampshire Workforce Board is committed to both programmatic and physical access to services for all customers. All awardees must ensure equal opportunity for all individuals. No individual in the MassHire Franklin Hampshire Workforce Board regional area shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any Workforce Innovation and Opportunity Act or other funded programs or activities because of race, color, religion, national origin (including limited English proficiency), age, disability, sex/gender (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), genetics, political affiliation or belief, or based on citizenship/status as a lawfully admitted immigrant authorized to work in the United States. All successful bidders are expected to demonstrate full compliance with the WIOA program access requirements, the Americans with Disabilities Act Amendments Act of 2008 (ADAAA), and all other equal opportunity laws.

F. Reporting Responsibilities

Providers will be responsible for keeping accounting systems compliant with OMB 2 CFR 200, monthly invoicing with supporting documentation, and annual on-site monitoring by FHETC staff. Providers will be responsible for keeping and providing all necessary participant eligibility, enrollment, exiting, outcome, or other documentation required for tracking participants as required for data entry in the statewide Management Information System (MOSES). (See [Attachment XI: Eligibility Source Documentation](#) and [Attachment III: Youth Eligibility Definition for Youth Needing Additional Assistance](#))

G. Eligible Respondents

Community-based organizations, public or private agencies, public school systems, Local School-to-Career Partnerships, governmental units, labor groups, private businesses and employers, faith-based organizations, certified MassHire Career Centers, WIOA Core Partners' Funded Programs (WIOA Title II Adult Literacy via MA Department of Elementary and Secondary Education, WIOA Title IV Vocational Rehabilitation via MA Rehabilitation Commission and MA Commission for the Blind and MA Department of Transitional Assistance funded programs), community colleges, proprietary schools, non-traditional continuing educational agencies, vocational schools, and other qualified business, educational, and training institutions who have **demonstrated successful performance** in serving youth, especially low-income youth, are encouraged to apply.

Applicants may subcontract with sub-group(s) to provide the specific services they propose to offer in their overall proposal. All subcontracting arrangements must be articulated in detail in the proposal and be included as a separate line item in the budget. The contract document with any sub-groups must be approved by the FHWB prior to the final contract execution and are subject to all conditions and stipulations of WIOA, as well as appropriate requirements of the Commonwealth of Massachusetts, and FHWB.

Section IV. Scope of Services

This section provides essential information regarding both WIOA requirements and FHFWB policies that must be taken into consideration in developing a proposal. This section addresses who will be served, what types of services may be provided, and what outcomes are expected. This section also gives essential information concerning connecting the youth program into the MassHire Franklin Hampshire Career Center operations. Successful proposers must address both the WIOA requirements and the quality and design of programs stated in the paragraphs of this section. The response to this material is made in [Section V, Part 1, page 19](#).

A. Participants

Workforce Innovation and Opportunity Act funds must be spent on services and system improvements for eligible young people. The Youth program will use the WIOA Title I Eligibility Policy issued by the Department of Career Services ([Attachment VI](#)). FHETC will review all eligibility documentation collected and submitted by contractors and verify eligibility prior to enrollment of a youth into WIOA funded services. Youth may not be enrolled until eligibility verification is made by FHETC.

The Workforce Innovation and Opportunity Act (WIOA) establishes separate criteria for Out-Of-School and In-School Youth. **All eligible youth** must be between the ages of 14-24 years of age and face barriers to school completion or employment.

Other Eligibility criteria: (see [Attachment VI](#) for more information)

- Eligible youth must be a citizen of the United States, lawfully admitted permanent resident alien, refugee, asylee, and parolee, or other immigrant authorized by the Attorney General to work in the U.S.
- As per federal law, all males age 18 and above must be registered as required with the Selective Service.
 - For Female to Male Individuals – People who were assigned female at birth are not required to register with the Selective Service regardless of their current gender or transition status.
 - For Male to Female Individuals – People who were assigned male at birth are required to register with the Selective Service regardless of current gender or transition status.

Out-of-School Youth

An Out-Of-School Youth (OSY) is defined as an individual who is:

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

5. A homeless child or youth, a runaway, in foster care or has aged out of foster care, a child eligible for assistance under section 477 of the Social Security Act, or in an out-of-home placement;
6. An individual who is pregnant or parenting;
7. An individual with a disability; or
8. A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment. (WIOA sections 3:46) and 129 (a)(1) (B).) *Additional Assistance* is defined by the FHWB as:

An in-school or out-of-school youth who resides in a non-traditional household setting, defined as the following: single-parent household, living with a guardian, living with a grandparent(s), or residing in a Residential or Transitional living program. (See [Attachment III - WIOA Youth Eligibility Definitions for Youth Needing Additional Assistance](#))

In-School Youth

An In-School Youth (ISY) is defined as an individual who is:

- a. Attending school (as defined by State law), including secondary and postsecondary school;
- b. Not younger than 14 or (unless an individual with a disability who is attending school under State law) older than 21 at the time of enrollment. Because age eligibility is based on age at enrollment, participants may continue to receive services beyond the age of 21 once they are enrolled in the program;
- c. A low-income individual; **AND**
- d. An individual that meets one or more of the following:
 - 1) Basic skills deficient
 - 2) An English language learner
 - 3) An offender
 - 4) Homeless, a runaway, in foster care or has aged out of foster care system, eligible for assistance under section 477 of the Social Security Act, or in an out of home placement;
 - 5) An individual who is pregnant or parenting;
 - 6) An individual with a disability; or
 - 7) An individual who requires additional assistance to complete an educational program or to secure or hold employment. In accordance with WIOA Sec. 129 (a)(3)(B), not more than 5 percent of the in-school youth may be an individual who requires additional assistance to complete an education program or to secure or hold employment. Additional Assistance is defined by the FHWB as:
 - i. An In-school youth who is one or more grade levels below their age-appropriate grade level.
 - ii. An in-school or out-of-school youth who resides in a non-traditional household setting, defined as the following: single-parent household, living with a guardian, living with a grandparent(s), or residing in a Residential or Transitional living program.

(See [Attachment III](#) for more information)

B. WIOA Program Elements

WIOA Youth program elements may be provided by the Youth Services contractor, a subcontractor, or a partner agency. The fourteen required WIOA Youth program elements that must be made available to youth who need them are (see [Attachment IV](#)):

- 1) Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or a recognized postsecondary credential;
- 2) Alternative secondary school services, or dropout recovery services, as appropriate;
- 3) Paid and unpaid work experiences that have as a component academic and occupational education, which may include:
 - a. Summer employment opportunities and other employment opportunities available throughout the school year;
 - b. Pre-apprenticeship programs;
 - c. Internships and job shadowing;
 - d. On-the-job training opportunities
- 4) 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 involved;
- 5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. (An example may be if math skills are required for a specific profession and math is offered as part of the job-readiness curriculum.)
- 6) Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate;
- 7) Supportive services;
- 8) Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
- 9) Follow up services for not less than 12 months after the completion of participation, as appropriate;
- 10) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate;
- 11) Financial Literacy Education;
- 12) Entrepreneurial Skills Training;
- 13) Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services;
- 14) Activities that help youth prepare for and transition to postsecondary education and training;

Employment opportunities as part of element # 3 (see above) must be offered by the vendor(s) chosen as a result of this solicitation. When developing the proposed budget, the vendor should include all of the proposed costs associated with the employment element, including youth wages.

It is anticipated that some youth that participated in WIOA in the calendar year (CY)2021 will carry into CY2022. The current estimate is 20-25 youth to be carried in with the possibility of more. WIOA service providers selected through this RFP may be requested to provide ongoing services to these youth. In this event, the provision of services to “carry-ins” will be negotiated with the MHHCWB. As mentioned previously, Franklin Hampshire Employment and Training Consortium (FHETC) will be responsible for final

eligibility verification and will work closely with the youth providers to ensure that needed services are delivered.

C. Recruitment and Outreach

The Franklin Hampshire Workforce Region has a large rural population and some micro-urban regions with varied access to public transportation. Teens and young adults targeted for the WIOA Youth program are generally isolated and may be difficult to reach. Providers under this RFP must be able to market their services and attract youth into the program. The outreach and recruitment efforts of program providers should include, but not limited to, identifying potentially eligible youth, working with parents and guardians to secure necessary documentation and communication with the Career Center's Youth Services Coordinator and other community organizations regarding recruitment efforts. In addition, the location of the services must be accessible enough to attract and retain enrollees. Proposals should clearly identify outreach and recruitment strategies. All recruitment and outreach materials must include the funders logo and/or reference to the funder: Funded by the US Dept of Labor through the Franklin Hampshire Workforce Area.

D. Service Delivery System and Coordination with FHETC/MassHire Franklin Hampshire Career Center

While the FHWB asks respondents to choose to submit proposals for either in-school youth (ISY), out-of-school youth (OSY), or both, the design elements and expectations for both ISY and OSY remain the same and the following delivery system applies to both ISY and OSY.

Franklin Hampshire Employment and Training Consortium (FHETC), operator of the Career Center, is the administrative entity and Fiscal Agent for WIOA Title I Youth Programs. FHETC will provide final WIOA Youth eligibility verification, enrollment in MOSES, the statewide WIOA database, program tracking, and reporting for youth served by providers selected through this RFP based on program data and reports provided by the selected contractor(s).

In addition, FHETC staff will advise provider(s) of WIOA youth services to help them ensure that all youth served to have access to needed services, performance measures are achieved, follow-up services are provided to youth who have exited services, youth are being connected to services being provided by other youth programs in the areas, and to provide the link to the services provided by the MassHire Franklin Hampshire Career Center. Below is the service delivery structure for WIOA youth programs in the Franklin Hampshire region:

- a) **Eligibility determination** –FHETC will conduct a final eligibility determination for all WIOA youth participants. Outreach, intake, initial assessment, and gathering of documentation will be the responsibility of the provider(s). *Youth may not be enrolled or receive WIOA services without first having their eligibility verified by FHETC staff.*
- b) **Objective assessment** – All WIOA youth will have an objective assessment prior to participation. This assessment will be the basis of each youth's individual service strategy. The objective assessment will include a review of the youth's academic and occupational skills, work history, and service needs. The objective assessment will be done by staff from the selected youth provider(s)
- c) **Career Center Integration** – WIOA Youth services will be integrated with all other Career Center services. Since a primary outcome for out-of-school youth is job placement, bidders are required

to ensure that all appropriately prepared out-of-school youth register as members of the Career Center and are familiar with Career Center services. Providers will be expected to periodically schedule group visits to the Career Center to familiarize WIOA Youth participants with the Career Center office, staff, and to introduce the full array of job seeker services available to all youth including but not limited to Career Center membership, job search and job readiness workshops, job listings, career exploration and labor market research tools, resource room computers/equipment, job fairs, career pathway training, and WIOA Adult services when appropriate. Providers will coordinate these visits with the MassHire Franklin Hampshire Career Center Youth Programs Coordinator who will assist with scheduling tours, presentations by Career Center staff, and co-enrollment in Career Center programs/services. Visits and integration may be done virtually with prior approval from the Career Center's Youth Programs Coordinator.

d) **Development of an individual service strategy** - an individual service strategy for each WIOA youth will be done by staff from the selected youth provider(s). In general, the service strategy will include identification of a career goal based on the results of the youth's objective assessment and layout of the planned service path for the youth with an identification of which of the fourteen program elements will be needed by the youth to achieve their educational, training or employment goal. Specifically, the individual service strategy must contain the following elements:

- Biographical information
- Educational and work history
- Results of any assessment tests, career interest, or aptitude inventories
- Identification of career exploration goal based on the results of the youth's objective assessment
- Job readiness and any barriers to education or employment success
- A determination of a service path noting which of the fourteen youth program elements will be needed
- An outline or summary of the services to be provided along with a timeline for completion.

A youth's service strategy may change as the youth matures; interests or goals change and elements of the service strategy are achieved.

2. The FHWB policy for youth and its approach to WIOA youth programming emphasizes a comprehensive approach allowing for substantial intervention in the lives of youth to attain meaningful goals of skill attainment, post-secondary education, advanced training, and/or job placement outcomes. The FHWB policy also accords the highest priority to occupational training especially in career pathways and improving educational achievement among the four themes discussed in [Section II\(C\)](#), above. It is anticipated that a successful program design will incorporate delivery of services from multiple sources to achieve the desired education, skills training, and employment outcomes. In addition, the selected WIOA Youth vendor(s) should play an active role in reaching out to and coordinating with youth-serving programs where youth who could benefit from WIOA services are being served.
3. WIOA emphasizes the development of career pathways for youth. **A connection to a career pathway must be included as part of a youth's individual service strategy.** Career Pathways are designed to transition youth from education to the workforce. Career Pathways focused on training

opportunities that lead to entry-level and advancement opportunities in a particular career path. The FHWB prioritizes career pathways in high-demand jobs.

4. The FHWB has enunciated a strategy emphasizing services directed to those youth who have significant barriers to employment.
5. A tiered case management system is highly encouraged for both in-school and out-of-school youth proposals. Respondents that do not use a tiered case management system will not be penalized. Tiered case management system may follow the light, medium, and heavy case management models depending on age and stage as well as participant need and may change over time. For example:
 - a) Light case management (monthly) for youth who are working independently or going to school who are self-directed and attaining goals with minimal support and only need an occasional check-in or supportive services and connections to resources.
 - b) Medium case management (bi-weekly) for youth who need additional support such as help with job search, activities related to identifying school or training options, and summer jobs.
 - c) Heavy case management (weekly) for youth who need job readiness training, occupational training, subsidized work experiences, tutoring, and assistance removing barriers to education and employment.
6. Achievement of Measurable Skills Gains and Credential Attainment are essential elements of WIOA Youth Services and are a priority for FHWB. Proponents should clearly identify how their proposed program will achieve these measures (see [Attachment X: Performance Goals](#)).

E. Outcomes and Performance Measurements

Success is measured as young people achieve their goals by acquiring employment skills, increasing educational attainment and employment-related credentials or certifications, and/or by entering gainful sustained employment. The FHWB will measure the program's success in:

- Meeting WIOA performance measures and local standards,
- Participating with the Youth Career Connections Council in building a youth services system in the community, as evidenced by participation on the Youth Career Connections Council and in youth partnership building. The Youth Career Connections Council is a free-standing volunteer council staff and facilitated by the Workforce Board with the mission to ensure the prosperity of Franklin, Hampshire, and North Quabbin youth by increasing youth "connectedness," enhancing school-community youth engagement strategies, and improving youth education and employment prospects.

The selected youth provider(s) must agree to maintain the records necessary to evaluate the program and to give the FHWB and Career Center access to customers, staff, and program records.

WIOA Performance Measures Include:

All of the following performance measures must be met.

1. **Placement in Employment/Education:** Percentage of youth who are in education or training or who entered employment during the 2nd Quarter after exiting from the program.
2. **Placement in Employment/Education:** Percentage of youth who are in education or training or who entered employment during the 4th Quarter after exiting from the program.
3. **Median Earnings:** Median wages of those employed during the 2nd Quarter after exiting from the program.
4. **Credential Attainment:** Percentage of youth who obtain post-secondary credentials; high school diploma or equivalent during the program or within 1 year of exit. *A high school diploma/equivalent counts ONLY if, in addition, youth have obtained or retained a job OR are in an education or training program that leads to a post-secondary credential within 1 year of exit.*

- 5. Measurable Skills Gains:** Percentage of youth who are in an education or training program that leads to a postsecondary credential or employment and who are achieving “measurable skills gains”.

NOTE: Training will be provided to providers selected in the precise calculations of each performance measure and data collection process for obtaining performance data. (See [Attachment X: Performance Goals](#))

Section V. Application

Present your narrative response to each of these sections. Each subpart below should be addressed in the detail necessary to provide reviewers with sufficient information to score your proposal. *The fourteen WIOA elements must be available to young people within three months of start-up.* Unnecessarily long proposal narratives beyond those that are sufficient to present a complete and effective description are not desired. The proposal narrative should not exceed 20 pages, 11-point type with 1” margins on all sides.

Part 1. Narrative

Cover sheet

A cover sheet and signature page for the proposal that lists the lead agency and address; the contact person, title and phone number; and program start and end dates. This sheet must be signed by the responsible official. ([page 21](#))

Checklist ([page 22](#))

An Executive Summary

Present a brief executive summary of the salient features of your proposal. Do not discuss either financial or non-financial contributions or expenditures in dollar terms in this section.

A Detailed Service Plan

Participants

Each program must serve Workforce Innovation and Opportunity Act-eligible youth. Do not repeat eligibility requirements.

- Describe the planned outreach and recruitment strategies to recruit eligible youth to participate in your planned program.
- Describe the youth populations you propose to serve, i.e., age, gender, and ethnicity, in or out of school, educational and occupational skill levels, and other barriers to educational and occupational success? To what extent will you serve them with WIOA funds? To what extent will you serve them using other resources in the community? Identify partner organizations you will coordinate with including WIOA Core partners (Adult Literacy, Vocational Rehabilitation, Department of Transitional Assistance), school departments, MassHire Career Centers, and/or other Youth Programs.
- Describe the geographic area or areas within the Franklin Hampshire region you propose to serve.
Access to program services for youth throughout the Franklin, Hampshire, and North Quabbin

region is important. FHWB seeks proposals that either singly or together through multiple proposers will reach youth throughout the Franklin Hampshire Workforce service area.

- iv. Describe strategies that you will implement to retain youth in your program once they have been made eligible.
- v. Describe your plan to coordinate the eligibility determination, assessment, and individual service strategy development with the WIOA youth grantee (FHETC).
- vi. Complete Chart A (either [ISY](#), [OSY](#), or both forms pages 23-26) showing the number of youth you expect to serve, by characteristic and barrier. (Chart A is not counted as part of the 20-page limit)

Service Design and Delivery

- i. Briefly describe how your organization will design and deliver each of the required 14 elements. Although not all elements are required for every youth, they must be made available to all WIOA youth. Be explicit in which elements your organization will provide and which elements will be coordinated with other organizations. For those elements not directly delivered by the proposer, describe how services rendered by other providers will be integrated into your overall WIOA youth program. **You must directly provide at least four (4) of the fourteen (14) elements required by WIOA, at least three (3) of which must be:**
Element # 3A. Work experiences that are directly linked to academic and occupational learning
Element # 4. Reserve funding from this contract for occupational skills training and prioritize spending on youth occupational skills training
Element # 5 Comprehensive guidance and counseling;
- ii. Describe your plans to transition carry-over youth who will already be enrolled in WIOA services into your service structure.
- iii. Describe your plans to integrate with Career Center services.
- iv. Describe how job development/placement services will be delivered, how training for such activities will take place, and what coordination with Career Center job placement services will occur. **The FHWB requires the use of the Massachusetts Work-Based Learning Plan and database to document and evaluate youth work experiences/internships.** The proposer should describe the current or planned use of the Work-Based Learning Plan (see [Attachment VII](#)).
- v. Describe also how you will approach and encourage enrollment in occupational skills training for youth and what skill certificates or credentials may be attained. How will youth participants become more competitive in the local labor market?
- vi. Describe how the proposed services will lead to achieving measurable performance outcomes as described in [Section IV\(E\)](#).
- vii. **Specific for out-of-school applicants only:** Describe how the program will identify those out-of-school youth who have basic skills deficiencies [[see Section IV\(A\) above](#)] and how the program's services will lead to an increase in the participants' literacy and numeracy skills. In particular, describe how the program will coordinate with existing community-based education programs to ensure potentially eligible youth in those programs know about and have the opportunity to engage in WIOA Youth programming.
- viii. **Please complete Chart B-Services, Delivery System, and Outcomes ([page 27-30](#)).** (Chart B is not considered part of the 20-page limit)

Delivery System

- i. Describe your plan for providing all aspects of the delivery system described in [Section IV\(D\)](#) above.
- ii. Describe your plan for providing supportive services.
- iii. Describe your case management system and describe how those services proposed for direct delivery by the proposing agency will be rendered. If you propose to sub-contract any services to another organization, describe what services will be provided and by whom, how you will manage and oversee those services, and how accountability will be ensured. Identify all partners involved in developing the integrated service delivery system and delivering services to young people.
- iv. Provide a brief description of how the agency will participate and engage with other Youth Providers, including the Youth Career Connections Council.
- v. **Attach a work plan with timelines for 24 months.** (Neither Chart B nor Workplan is counted as part of the 20-page limit.)

Outcomes and Performance Measures

Discuss the strategies you will take to ensure that the WIOA performance measures are met. Specifically, describe how your proposed services for youth will help achieve WIOA Youth Performance Measures stated in [Section IV\(E\)](#) of this Request for Proposal and in the [attached Performance Goals Chart B](#). **Chart B. may be referenced in this section.** Note each activity must impact a performance indicator.

Organizational Background and Experience

- i. Present evidence that the organization is capable of (1) designing and providing comprehensive services for youth, (2) sustaining those services over time, (3) creating the infrastructure, and (4) administering the contract.
- ii. Describe the organization's **past experience** in serving either in-school or out-of-school youth or both, ages 14-24, especially low income and targeted populations described in this RFP. Be specific about:
 - Successes, challenges, and performance outcomes
 - Past experience in outreaching and serving youth who may meet the eligibility criteria mentioned in the RFP [Section IV\(A\)](#). and what those groups were;
 - Prior experience in operating employment and training and educational programs; and
 - Prior coordination and linkages with community organizations, state agencies, and employers established to provide such services.
- iii. Briefly describe your organization's systems for managing information and finances. Summarize internal evaluation and control procedures to ensure compliance with financial, regulatory, reporting and contractual requirements.

Please attach (these attachments are not considered part of the 20-page limit for purposes of this narrative but are mandatory):

- 24-month Workplan
- An organizational chart
- Job Descriptions (include resumes of current staff, if applicable)
- Your organization's most recent audit or financial statements (single copy)
- Certificate of Non-Collusion (single copy)

- Program Summaries and Charts
 - Participant Characteristics Summary
 - Chart A In-School Youth ([page 23](#))
 - Chart A Out-Of-School Youth ([pages 25](#))
 - Chart B Services, Delivery System, and Outcomes ([page 27-30](#))

Part 2. Budget

Submit in a separate sealed envelope

Complete attached budget sheets. Note that the budget forms require that leveraged funds be identified. There is no minimum percentage of leverage funds that is required, however higher levels of cash and in-kind contributions that help to improve the cost-effectiveness of your proposal will be looked upon favorably during the review process. (see separate [Budget Forms](#))

Submission

A complete submission will compose the following:

- An original signed narrative proposal and attachments as described above in [Part I](#). An electronic copy of all submitted documents and six (6) hard copies should also be included. This includes one signed copy of the Certificate of Non-Collusion and the most recent audit (hard copy only).
- In a separate sealed envelope, the proposed budget in an electronic version and one (1) hard copy.

Submit to the MassHire Franklin Hampshire Workforce Board, One Arch Place, Suite 2, Greenfield, MA 01301 by 4:30 PM on August 31, 2021. Faxed, emailed, incomplete, or late proposals will not be accepted. Please coordinate drop-off time with the Executive Assistant via email jendroesch@masshirefhw.org.

Submitters have the right to correct, modify, or withdraw proposals up until the due date of August 31, 2021. Corrections, modifications, and withdrawals must be submitted in a sealed envelope.

Proposals must be double-spaced in 11-point type with 1" margins on all sides. They may be no longer than **20 pages**. *The budget, budget narrative, and other forms are not included in the 20-page limit.* No attachments or letters of endorsement should be included. A person authorized to commit the organization to a contract must sign the signature page. All parties in collaboration must sign. Only the materials specified in the RFP should be submitted.

Section VI. Review Criteria & Rule for Award

Review Criteria

Proposals will be considered responsive if all required documents are submitted (see [Checklist](#)).

Upon receipt, the Review Subcommittee will review proposals based on the Review Criteria Evaluation Template ([Attachment II](#)) on or about September 9, 2021. Approval of subcommittee recommendations

will be scheduled for the FHWB meeting on October 7, 2021, and selected proposers will be invited to negotiate a contract.

Rule For Award

The MassHire Franklin Hampshire Workforce Board will select the most responsive and responsible proposal(s), taking into consideration the proposer's experience, qualifications, staff capacity, financial management capability, and service plan, as well as the proposal price and budget details.

Award of Contract

Upon approval by the FHWB, selected proposers will be invited to negotiate a contract. Contracts will be negotiated and executed on or about December 1, 2021. Contractors should plan to begin operations by January 1, 2022. The FHWB reserves the right to negotiate terms of a contract on a different basis than that proposed by the selected bidder(s) to accommodate multiple vendors or for other purposes.

Section VII. Forms & Attachments

A. Forms

Written Proposal – Submitted in a separate sealed envelope marked Youth Narrative Proposal

- Cover Sheet
- Checklist
- Proposal Narrative (20-page limit)
- Chart A – In-School-Youth Participant Characteristics and Barriers
- Chart A- Out-of-School Youth Participant Characteristics and Barriers
- Chart B – Services, Delivery System, and Outcomes
- Mandatory Attachments:
 - 24-month Workplan
 - Organization chart
 - Job Descriptions (include resumes of current staff, if applicable)
 - Financial Audit (single copy)
 - Certificate of Non-Collusion (single copy)

Price Proposal/Budget Forms - Submit separately in a sealed enveloped marked Youth Price Proposal

B. Budget Forms Attachments *(under separate sealed packet)*

- I. *Budget Cover Sheet*
- II. *Budget Summary Instructions*
- III. *Budget*
- IV. *Budget Narrative (table and 2-page written narrative)*
- V. *Salary/Wages and Fringe*

C. Attachments

- I. [*FHETC General Provisions and Contract Terms – Specific to Youth, May 2018*](#)
- II. [*Evaluation Criteria Template*](#)
- III. [*WIOA Youth Eligibility Definitions for Youth Needing Additional Assistance – Revised March 7, 2019*](#)
- IV. [*WIOA Youth Regulations – Federal Register/Vol. 81, No. 161/Friday, August 19, 2016 Rules*](#)
- V. [*U.S. DOL – TEGL 21-16 – Third Workforce Innovation and Opportunity Act \(WIOA\) Title I Youth Formula Program Guidance*](#)
- VI. [*Issuance 100 DCS 19.101.4 – WIOA Youth Eligibility*](#)
- VII. [*Work-Based Learning Plan*](#)
- VIII. [*WIOA Youth Career Pathway Model*](#)
- IX. [*Regional Map*](#)
- X. [*WIOA Franklin Hampshire Workforce Area Performance Goals for FY21-22*](#)
- XI. [*Eligibility Source Documentation*](#)

Cover Sheet

Organizational/Program Contact Information:

Name of Organization:		
Street Address:		
Town:	State:	ZIP:
Phone:	Fax:	
Programmatic Contact Person:		
Phone:	E-mail:	
Chief Executive Officer:		
Organization type: <input type="checkbox"/> Community Based Organization <input type="checkbox"/> Private Non-Profit <input type="checkbox"/> Faith-Based Organization <input type="checkbox"/> Educational Institution <input type="checkbox"/> Private For-Profit Minority Owned Business <input type="checkbox"/> Labor <input type="checkbox"/> Other (indicate):		
Accessible to Persons with Disabilities: <input type="checkbox"/> YES <input type="checkbox"/> NO		
List Cities and Towns to be served:		
If you are proposing subcontracting parts of this RFP please name the organizations you are partnering with:		
Number of youth proposed to be served: In School: _____ Out-of-School: _____ Total: _____		

APPLICANT CERTIFIES THAT:

To the best of my knowledge and belief, data in this application are true and correct, this document has been duly authorized by the governing body of the applicant, and the applicant will comply with all applicable rules and regulations as stated in Terms and Conditions if this proposal is approved for contract.

Certifying Representative:

 Typed Name Title

 Signature Date

Checklist

Proposer: _____

Date: _____

The following items must be submitted with the Proposal. This checklist also indicates the order of the items to be submitted:

Written Proposal and Attachments - SIX COPIES

Submitted in a separate sealed envelope marked Youth Narrative Proposal.

- Cover Sheet with Signature
- Checklist
- Executive Summary*
- Proposal Narrative*
- Chart A – Participant Characteristics and Barriers: In-School Youth
- Chart A – Participant Characteristics and Barriers: Out-of-School Youth
- Chart B – Services, Delivery System, and Outcomes

Attachments

- Organizational Chart
- Job Descriptions (include resumes of current staff, if applicable)
- 24-month Workplan

Attachments – ONE COPY

- Most recent audit or financial statements
- A signed Certificate of Non-Collusion

Price Proposal – ONE COPY

- Budget Forms** – Submit separately in a sealed envelope marked *Youth Price Proposal*

***Note:** The only items included in the 20-page limit are the Executive Summary and Proposal Narrative.

Chart A: In School Youth

Proposer: _____

Date: _____

Participant Characteristics Summary

Characteristics	Planned # Served (1 st year)
Age	
14-18	
19-21	
Gender	
Male	
Female	
Race	
White	
Hispanic	
African-American	
Asian	
American Indian/Alaskan Native	
Ethnicity	
Hispanic	
Non-Hispanic	
Total Served	
Total Completing (Exiting WIOA)	
Total Attaining Basic Work Readiness or Occupational Skills Prior to Exit from WIOA	
Total Positive Completions (Exits from WIOA)	
• Total attaining HS diploma	
• Total attaining certificate	
• Total entering post-secondary education/training	
• Total entering employment or the military	

Chart A: In School Youth, continued

Proposer: _____

Date: _____

Participant Barriers to Employment Summary

Barriers to Employment	Planned # Served (1 st year)
Basic Skills Deficient	
An English Language Learner	
Offender	
Homeless or runaway	
In foster care or has aged out of foster care system, eligible for assistance under section 477 of the Social Security Act, or in an out of home placement	
Pregnant or parenting	
An individual with a disability	
Requires additional assistance to complete educational program, or to secure and hold employment, including individuals with disability (see definition in Attachment III)	

Chart A: Out of School Youth

Proposer: _____

Date: _____

Participant Characteristics Summary

Characteristics	Planned # Served (1 st year)
Age	
16-17	
18-21	
22-24	
Gender	
Male	
Female	
Race	
White	
Hispanic	
African-American	
Asian	
American Indian/Alaskan Native	
Ethnicity	
Hispanic	
Non-Hispanic	
Total	
Total Completing (Exiting WIOA)	
Total Positive Completions	
• Total attaining HS Diploma or GED	
• Total attaining certificate	
• Total entering employment or the military	
• Total post-secondary education/training	

Chart A: Out of School Youth, continued

Proposer: _____

Date: _____

Participant Barriers to Employment Summary

Barriers to Employment	Planned # Served (1 st year)
High School Dropout	
Within the age of compulsory school attendance, but has not attended school for at least the most complete school year calendar quarter	
Recipient of a secondary school diploma or its recognized equivalent who is low income and basic skills deficient or an English Language learner	
Subject to the juvenile or adult justice system	
Homeless or runaway	
In foster care or has aged out of foster care system, eligible for assistance under section 477 of the Social Security Act, or in an out of home placement	
Pregnant or parenting	
An individual with a disability	
Requires additional assistance to complete educational program, or to secure and hold employment, including individuals with disability (see definition in Attachment III)	

Chart B: Services, Delivery System, and Outcomes

Proposer: _____

Date: _____

WIOA Youth Elements	Organization Providing Element	To Be Funded by WIOA (Y or N)	How Element will Be Delivered	Intensity of Service	Hours of Contact	Impact on Performance Measures
1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.						
2. Alternative secondary school services, or dropout recovery services, as appropriate						
3. Paid and unpaid work experiences that have as a component academic and occupational education						
3A. Summer employment opportunities and other employment opportunities available throughout the school year						

Proposer: _____ Date: _____

CHART B - Services, Delivery System and Outcomes

WIOA Youth Elements	Organization Providing Element	To Be Funded by WIOA (Y or N)	How Element will Be Delivered	Intensity of Service	Hours of Contact	Impact on Performance Measures
3B. Pre-Apprenticeship Programs						
3C. Internships and Job Shadowing						
3D. On-the-job training opportunities						
4. 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 involved						
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.						

Proposer: _____ Date: _____

CHART B - Services, Delivery System and Outcomes

WIOA Youth Elements	Organization Providing Element	To Be Funded by WIOA (Y or N)	How Element will Be Delivered	Intensity of Service	Hours of Contact	Impact on Performance Measures
6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate						
7. Supportive services						
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months						
9. Follow-up services for not less than 12 months after the completion of participation, as appropriate						
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate						

Proposer: _____ Date: _____

CHART B - Services, Delivery System and Outcomes

WIOA Youth Elements	Organization Providing Element	To Be Funded by WIOA (Y or N)	How Element will Be Delivered	Intensity of Service	Hours of Contact	Impact on Performance Measures
11. Financial Literacy Education						
12. Entrepreneurial Skills Training						
13. Services that provide labor market and employment information about in-demand industry sectors or occupations in the local area, such as career awareness, career counseling, and career exploration services						
14. Activities that help youth prepare for and transition to postsecondary education and training						

CERTIFICATION OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word “person” shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity or group of individuals.

(Signature of individual submitting bid or proposal)

(Name and title of signer)

(Name of business)