

MEMORANDUM

TO: Interested Parties

FROM: Workforce Development Council of Seattle-King County

DATE: April 13, 2010

SUBJECT: Request for Qualification (RFQ) #10-04 for Case Management in Reinvesting in Older Workers (ROW) Grant

The Workforce Development Council of Seattle-King County (WDC) is a nonprofit workforce “think tank” and grant-making organization charged with overseeing a large system of employment and training in Seattle and King County. The WDC’s mission is to ensure a strong economy as well as a path to self-sufficiency for every resident. To learn more about the WDC, please visit the WDC website at www.seakingwdc.org.

PURPOSE

The Workforce Development Council of Seattle-King County is seeking organizations to provide cost-efficient and effective case management services for the Department of Labor (DOL) funded Reinvesting in Older Workers (ROW) grant. It is expected that successful bidders will work in partnership with the WDC to provide the project leadership needed to achieve project outcomes within time and budget.

BACKGROUND

The Workforce Development Council of Seattle-King County was recently awarded one of ten national DOL grants to better serve older workers. The ROW grant will enable workforce partners to provide direct training and placement of older workers in high-growth, high demand industry sectors and expands the capacity of WorkSource to help older workers meet employment challenges by closing skill gaps and creating new career pathways.

ROW targets three populations of older workers who are 55 and over: individuals with disabilities, ex-offenders and individuals with limited English proficiency (LEP). Short term occupational skills training will be available in three sectors: health care, energy efficiency/green jobs and information technology. Additionally, interested ROW enrollees will be able to access entrepreneurial training in order to start their own businesses and/or take courses to increase or expand their Information and Communication Technology (ICT) skills.

PROJECT SCOPE AND FUNDS AVAILABLE

Through this solicitation, the WDC will identify an organization to provide case management including employment placement for ROW enrollees and to assist in making appropriate service referrals to other job seekers 55 years and older. The initial contract period is 12 months, with a second contract available depending on performance. ROW case managers must have expertise with mature job seekers, work well with diverse populations, specifically those with Limited English Proficiency (LEP), disabilities and ex- offenders. In addition, agency and staff expertise in employment placement within one or more of the following sectors is desired: Health Care, Information Technology and/or Energy Efficiency/Green Jobs. Knowledge and daily use of Information and Communication Technology (ICT) such as Microsoft productivity programs, email, smart phones and professional networking for job seekers such as LinkedIn and Face Book is required.

Funding available: Up to \$36,000 for 12 months, with a total of \$72,000 available over the life of the grant which ends August 2012.

Case management services will include:

Recruitment: The bidder will recruit participants to meet enrollment goals from the following populations: mature workers 55 years and over, with Limited-English Proficiency (LEP), ex-offenders, and people with disabilities. In partnership with the project manager and training providers, the bidder will develop and use outreach materials specific to each population and/or identify and use distribution channels shown to reach the populations.

Assessment: Provide individualized assessment to help applicants determine appropriate career pathways and training opportunities in the following sectors: health care, information technology and energy efficiency/green jobs.

Career counseling: Connect program participants with training programs developed for ROW enrollees and other mature workers (not ROW enrolled) who would benefit from involvement. Courses include foundational curricula for LEP individuals choosing pathways in health care and energy efficiency and entrepreneurial training to prepare individuals for business creation or consultancy. Workshops are also available in Information and Communication Technology (ICT) covering Microsoft productivity programs and use of technology for professional networking. Case managers assist participants with course selection, registration, and other college requirements.

Case management: Provide ongoing case management to ensure that barriers to training and employment are addressed so that program participants can successfully complete training programs and develop the skills they need to become employed in identified sectors. For some ROW enrollees, case management includes

the provision of Individual Training Accounts (ITA) that career pathways may require. Individual support services that address barriers related to successful program completion are also available.

Job connections and placement: Work with program partners, including employers and industry groups, to ensure participants are connected to and retain employment in health care, IT and energy efficiency/green sectors. The bidder will provide job placement assistance by identifying and making participants aware of employment opportunities and providing them with the appropriate support such as help with job search skills and connections to employers.

Job retention and support: Staff will also provide placement and retention services for participants who are trained to work in these sectors.

Data entry: Case management staff will collect and input complete and accurate participant data as specified by the Project Manager and provide input for the approved data tracking system (a DOL-specified system). Data will be updated and reported to the WDC monthly, also following a quarterly time schedule which meets local and DOL reporting requirements.

Reporting and collaboration: Case management staff work with the other ROW Case Manager and staff and a variety of service providers as well as the Project Manager as needed. Participant files and project reports will be kept up-to-date and available for monitoring purposes. Staff will be available to attend periodic project management meetings and ROW Advisory Committee meetings.

ELIGIBILITY

Eligible applicants include governmental organizations and private for-profit or non-profit nonsectarian organizations, with proven case management experience.

APPLICATION REQUIREMENTS

Agencies interested in this RFQ should respond using the following format:

Identifying information

- Name of agency, address, phone, fax number and web page URL (if applicable). Include the name, title, phone and email address of this proposal's lead contact representative. Also include the name and resume of the primary staff who will be working on this project.

Program Design

- Provide qualifications of the primary applicant or agency applying, including number of years of relevant experience in case management, expertise with mature workers and employment placement in designated sectors. Describe how the organization currently assists mature workers with training, employment and other appropriate services. If applicable, detail what is already being delivered for mature job seekers, and describe how this grant will enhance or expand current activities. Summarize any current partnerships to serve mature workers and responsibilities across organizations.
- Describe the specific case management that will be delivered to meet the intent of this RFQ. Detail your hiring process (if applicable) and any other responsibilities this case manager will have. Propose a caseload size of ROW enrollees and projected outcomes. Between 75 and 90% of enrolled participants must be engaged in training, complete training that provides a degree or certificate and enter and be retained in sector specific employment. This case manager will also serve a number of additional mature workers not ROW enrolled, through various grant activities.
- Submit a timeline describing the implementation and management of the case manager. Describe activities in the first 12 months, then propose a case management plan for the life of the grant: August 16, 2012. Include how the case manager will support ROW enrollees in employment placement and retention.
- Describe how leveraged resources will enhance services and progress toward deliverables.
- Using the table that follows, include a cost proposal/budget describing pertinent costs for the case manager. Maximum proposed budget must not exceed \$36,000 for the 12 month period of June 1, 2010 through May 31, 2011.

ROW Case Manager Budget Summary

Agency: _____

SECTION 1A: STAFF SALARIES		
Position/Title	FTE	Yearly Salary
1.		\$
2.		\$
Total Staff Salaries		\$

SECTION 1B: STAFF BENEFITS		
	% of Salaries	Yearly Benefits
Total Staff Benefits		\$

SECTION 2: OPERATING/OTHER COSTS	
Source	Amount
1.	\$
2.	\$
3.	\$
4.	\$
Total Operating/Other Costs	\$

SECTION 3: LEVERAGED FUNDS	
Source	Amount
1.	\$
2.	\$
3.	\$
4.	\$
Total Leveraged Funds	\$

Attachments

Please limit your response to no more than three (3) pages single spaced, excluding the budget table, required timeline and staff resume.

If you are interested in being considered as a potential provider of case management services to ROW enrollees described in this RFQ, please submit your materials to the WDC by 5 pm on Friday, April 30th, 2010.

The selection process will be based upon quality and specificity of information provided, cost effectiveness, expertise, and professional background.

PROPOSAL SUBMISSION

Please send three (3) copies of your response in a sealed envelope *to arrive no later than 5:00 pm, Friday, April 30th, 2010* addressed to:

Tess Suarez RFQ #10-04
Workforce Development Council of Seattle-King County
2003 Western Avenue, Suite 250
Seattle, WA 98121-2162

Late responses will not be considered and will be returned unopened. Faxed or emailed proposals will not be accepted. Questions may be emailed to operations@seakingwdc.org through April 26th, 2010; please note "RFQ #10-04" in the subject line. No phone calls please. Responses will be posted on the WDC website (www.seakingwdc.org).

The WDC makes no commitment to contract with providers procured through this RFQ, but will consider utilizing providers selected through this RFQ for future services on an as-needed basis.

This RFQ does not commit the WDC to award a contract. **The WDC reserves the right to accept or reject any or all proposals received. The WDC reserves the right to waive informalities and minor irregularities in offers received.** All solicitations are contingent upon availability of funds.

No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies under the Workforce Investment Act.

Proposers are advised that most documents in the possession of WDC are considered public records and subject to disclosure under the federal and state public records laws.

**The Workforce Development Council of Seattle-King County
is an Equal Opportunity Employer and Provider of Employment And Training
Services**

Auxiliary aids and services are available upon request to individuals with disabilities.
TDD/Washington Telecommunications Relay Service 1-800-833-6384