

JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT

COMPLETE THIS SECTION IF NEW CONTRACT

For contract(s) in this request, answer applicable questions in each of the 4 major subject areas below in accordance with the Instructions for Preparation of Non-Competitive Procurement Form on the reverse side.

Request that negotiations be conducted only with Workforce Investment Act (WIA) for Youth – One Stops for the product and/or services described herein.

(Name of Person or Firm)

This is a request for _____ (One-Time Contractor Requisition # _____, copy attached) or _____ Term Agreement or

X Delegate Agency (Check one). If Delegate Agency, this request is for “blanket approval” for all contracts within the

SEE ATTACHED LISTING “I” (Attach List) Pre-Assigned Specification No. _____
(Program Name)

Pre-Assigned Contract No. _____

COMPLETE THIS SECTION IF AMENDMENT OR MODIFICATION TO CONTRACT **S. R. B.**

Describe in detail the change in terms of dollars, time period, scope of services, etc., its relationship to the original contract and the specific reasons for the change. Indicate both the original and the adjusted contract amount and/or expiration date with this change as applicable. Attach copy of all supporting documents. Request approval for a contract amendment or modification to the following:

Contract #: _____ Company or Agency Name: _____

Specification # _____ Contract or Program Description: _____

Modification #: _____

(Attach List, if multiple)

Eric Echols
Originator Name

3-1508
Telephone

Eric Echols
Signature

Children and Youth Services
Department

2/26/08
Date

DATE _____
APPROVED _____
CONDITIONALLY APPROVED _____
RETURN TO DEPT _____
DISAPPROVED _____

Indicate SEE ATTACHED in each box below if additional space needed:

- PROCUREMENT HISTORY** – In 2007, MOWD issued an RFP for the Workforce Development Centers (One Stops) that are designed to provide a comprehensive workforce system to prepare individuals for permanent and sustainable employment and training while also helping employers to find quality workers. As a result of this RFP, six (6) agencies were selected to provide these services to adults and dislocated workers. CYC would now like to contract with these agencies in 2008 to provide these holistic services to youth between the ages of 16 to 21; the scope of services is very similar although it will need to be adjusted somewhat for the youth population.
- ESTIMATED COST** - \$1,200,000 for a one year period starting July 1, 2008.
- SCHEDULE REQUIREMENTS** - The contract period for the One Stop organizations would be July 1, 2008 through June 30, 2009 with 2 one year extension options.
- EXCLUSIVE OR UNIQUE CAPABILITY** - Pursuant to WIA legislation, WIA Youth Services must be available at Workforce Development Centers (One Stops). MOWD has competitively procured the Workforce Services for the One Stops and CYC wants to take advantage of these existing competitively selected agencies in order to offer the One Stop services for youth. The current delegate agencies are uniquely qualified to provide these services at these locations. These delegates can leverage space, equipment and personnel already used by MOWD at the One Stops thereby serving more youth for the dollars and minimizing costs to the City.
- OTHER** – WIA Youth funding represents a relatively small share of the total WIA funding (less than 15%), therefore it makes sense to use the same agencies that MOWD has chosen. Also MOWD’s 07 RFP placed even greater emphasis on closer aligning Youth (education) with Adult (Workforce) services, hence having the same agencies providing both services puts the City in a better position of achieving both goals.

APPROVED BY: [Signature] 2/26/08 DATE
DEPARTMENT HEAD OR DESIGNEE: Deputy Commissioner BOARD CHAIRPERSON DATE

WORKFORCE DEVELOPMENT CENTERS – YOUTH PROGRAM

	<u>Site</u>	<u>Delegate Agency</u>	<u>Amount</u>
1)	Northside Workforce Center	DESI Inc.	\$ 200,000
2)	Mid-South Workforce Center	Employer and Employee Services	200,000
3)	South West Workforce Center	Employer and Employee Services	200,000
4)	Workforce Center	Pilsen	200,000
5)	Garfield Workforce Center	SERCO, Inc	200,000
6)	Service Works Center	Pyramid Partnership	200,000

DPS PROJECT CHECKLIST

For DPS Use Only	
Date Received	_____
Date Returned	_____
Date Accepted	_____
CA/CN's Name	_____

IMPORTANT: PLEASE READ AND FOLLOW THE INSTRUCTIONS FOR COMPLETING THE PROJECT CHECKLIST AND CONTACT THE APPROPRIATE UNIT MANAGER IF YOU HAVE ANY FURTHER QUESTIONS. ALL INFORMATION SHOULD BE COMPLETED, ATTACH ALL REQUIRED MATERIALS AND SUBMIT FOR HANDLING TO THE DEPARTMENT OF PROCUREMENT SERVICES, ROOM 403, CITY HALL, 121 N. LASALLE STREET, CHICAGO, ILLINOIS 60602.

GENERAL INFORMATION:

Date: 2/26/08	Contact Person: Eric Echols
REQ No.:	Tel: 3-1508 Fax: 3-1930 E-mail: eechols@cityofchicago.org
Specification No.: (if known):	Project Manager: Eric Echols
PO No.: (if known):	Tel: 3-1508 Fax: 3-1930 E-mail: eechols@cityofchicago.org
Modification No.: (if known):	Previous PO No.: (if known):
Project Description: Workforce Investment Act (WIA) for Youth - One Stops	

FUNDING:

City:	<input type="checkbox"/> Corporate	<input type="checkbox"/> Bond	<input type="checkbox"/> Enterprise	<input type="checkbox"/> Grant*	<input type="checkbox"/> Other
State:	<input type="checkbox"/> IDOT/Transit	<input type="checkbox"/> IDOT/Highway	<input type="checkbox"/> FAA	<input type="checkbox"/> Grant*	<input type="checkbox"/> Other
Federal:	<input type="checkbox"/> FHWA	<input type="checkbox"/> FTA	<input type="checkbox"/> FAA	<input checked="" type="checkbox"/> Grant*	<input type="checkbox"/> Other

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	OBJT	PROJECT	RPTG	\$ DOLLAR AMOUNT
1	008	0N01	52	2005						1200000

Estimated Value \$ 1,200,000

*IF GRANT FUNDED, A COPY OF THE APPROVED GRANT AND APPLICATION ARE REQUIRED and any other Terms and Conditions that may apply.

SCOPE STATEMENT:

Attached is a Detailed Scope of Services and/or Specification

IMPORTANT: THIS IS A CRITICAL PORTION OF YOUR SUBMITTAL. IN ORDER FOR DPS TO ACCEPT YOUR SUBMITTAL YOU MUST COMPLETE THE SPECIFIC SCOPE REQUIREMENTS AS SET FORTH IN THE SUPPLEMENTAL CHECKLIST FOR THAT UNIT.

The following is a general description of what should be included in a Scope of Services or Specification:
 A clear description of all anticipated services and products, including: time frame for completion, special qualifications of prospective vendors, special requirements or needs of the project, locations, anticipated participating user departments, citation of any applicable City ordinance or state/federal regulation or statute.

TYPE OF PROCUREMENT REQUESTED (check all that apply):

NEW REQUEST

- Blanket Agreement
- Standard Agreement
- Small Orders

MOD/AMENDMENT

- Time Extension
- Vendor Limit Increase
- Scope Change/Price Increase/Additional Line Item(s)
- Other (specify):

FORMS: Requisition Special Approvals Non-Competitive Review Board (NCRB)

CONTRACT TERM: 7/1/08 **Requested Term (number of months):** 12
 thru
 6/30/09

DPS PROJECT CHECKLIST

PRE BID/SUBMITTAL REQUIREMENTS:

Requesting Pre Bid/Submittal Conference? Yes No Requesting Site Visit? Yes No

ARCHITECTURAL/ENGINEERING SUPPLEMENTAL CHECKLIST

Required Attachments: Scope of Services, including location, description of project, services required, deliverables, and other information as required

Risk Management

Will services be performed within 50 feet of CTA train or other railroad property? Yes No

Will services be performed on or near a waterway? Yes No

If applicable, Pre-Qualification Category No. Category Description:

For Pre-Qualification Program, attach list of suggested firms to be solicited

Other Agency Concurrence Required: None State Federal Other (fill in)

AVIATION CONSTRUCTION SUPPLEMENTAL CHECKLIST

DOA sign-off for final design documents: Yes No

Required Attachments:

Copy of Draft Contract Documents and Detailed Specifications.

Risk Management:

Current Insurance Requirements prepared/approved by Risk Management: Yes No

Will work be performed within 50 feet of CTA or ATS structure or property? Yes No

Will work be performed airside? Yes No

***NOTE:** Any non-construction Aviation request, complete the applicable section.

COMMODITIES SUPPLEMENTAL CHECKLIST

Required Attachments: Detailed Specifications (Scope of Services) including detailed description of the product, delivery location, user department contact, price escalation considerations, Bidder's qualification, contract term and extension options, Contractor's qualifications, citation of any applicable City/State/Federal statutes or regulations, citation of any applicable technical standards and Price Lists/Catalogs, technical drawings and other exhibits and attachments as appropriate.

If Modification request, please verify and provide the following:

Contractor's Name:

Contractor's Address:

Contractor's e-mail Address:

Contractor's Phone Number:

Contractor's Contact Person:

CONSTRUCTION SUPPLEMENTAL CHECKLIST

Required attachments:

Copy of Draft (80% Completion), Contract Documents and Detailed Specifications

Risk Management

Will services be performed within 50 feet of CTA train or other railroad property? Yes No

Will services be performed on or near a waterway? Yes No

DPS PROJECT CHECKLIST

VEHICLES/HEAVY EQUIPMENT SUPPLEMENTAL CHECKLIST

Required Attachments:

- Detailed Specifications including detailed description of the vehicle(s) or equipment, mounted equipment, if any, and options/accessories.
- Special Provisions (Delivery, Warranty, Manuals, Training, Additional Unit Purchase Options, Bid Submittal Information, etc.)
- Delivery Location(s)
- Technical Literature
- Drawings, if any
- Part Number List (Manufacturer; or Dealer; or Other Source:)
- Current Price List(s)/Catalog(s)
- Special Approval Form
- Exhibits and Attachments

If **Modification request**, please verify and provide the following:

Contractor's Name:

Contractor's Address:

Contractor's e-mail Address:

Contractor's Phone Number:

Contractor's Contact Person:

PROFESSIONAL SERVICES SUPPLEMENTAL CHECKLIST

- Detailed description of project listing obligations of each party.
- The Schedule of Compensation
- Deliverables
- Request for individual contract services (if applicable)
- The appropriate EPS form
- ITSC (approved by BIS)
- OBM (approved by Budget form/memo)
- Grant document attached

Attach any documentation indicating any previous purchase activity to assist in the procurement process

TELECOMMUNICATIONS AND UTILITIES SUPPLEMENTAL CHECKLIST

Required Attachments: Detailed Scope of Services/Specification which sets forth all of the anticipated services and products the user department wants provided, including time frame for completion, special qualifications of prospective vendors, special requirements or needs of the project, locations, anticipated participating user departments, citation of any applicable City ordinance or state/federal regulation or statute.

Has the project been reviewed by BIS? Yes No

Attach copy of BIS Recommendation; Reservation(s); or participate under current contract.

Does the project include software? Yes No

If yes, is signed ITSC form attached? Yes No

Does the location involve:

A public way? Yes No

Any concession in the City's facilities? Yes No

Is it anticipated City Council approval of the project or contract will be required? Yes No

DPS PROJECT CHECKLIST

WORK SERVICES/FACILITY MAINTENANCE SUPPLEMENTAL CHECKLIST

Required Attachments: Detailed Specifications (Scope of Services) including detailed description of the work, locations (with supporting detail), user department contacts, work hours/days, laborer/supervisor mix, compensation and price escalation considerations, Bidder's qualification, contract term and extension options, Contractor's qualifications, citation of any applicable City/State/Federal statutes or regulations, citation of any applicable technical standards and Price Lists/Catalogs, technical drawings and other exhibits and attachments as appropriate.

Risk Management:

Will services be performed within 50 feet (50') of CTA train or other railroad property? Yes No

Will services be performed on or near a waterway? Yes No

Will services require the handling of hazardous/bio-waste material? Yes No

Will services require the blocking of streets or sidewalks which may affect public safety? Yes No

If Modification or Amendment request, please verify and provide the following:

Contractor's Name:

Contractor's Address:

Contractor's e-mail Address:

Contractor's Phone Number:

Contractor's Contact Person:

**Chicago Department of Children and Youth Services (CYS)
Workforce Investment Act (WIA) Scope of Services for
Youth Contractors
July 1, 2008 to June 30, 2009**

Draft

SCOPE OF SERVICES

I. Introduction

This scope of service outlines Program, Fiscal, Management Information Systems (MIS) and other requirements that must be satisfied by the Youth Contractor receiving funds from The Chicago Department of Children and Youth Services (CYS) to operate programs as prescribed by the Workforce Investment Act (WIA). The Contractor will provide services at the following location(s):

As policies are revised or updated, CYS will release formal instructions and Policy Letters which, wherever they differ from this Scope of Services, will be understood to replace those elements of this Scope of Services with which they differ. Any future Policy Letters that are released are to be considered addenda to this Scope of Services and considered part of the Contractor's contract with CYS. CYS's WIA Eligibility Manual and WIA Forms Completion Manual are also to be considered addenda to this Scope of Services and, as they are updated or revised, to be considered part of the Contractor's contract with CYS.

References within this Scope of Services to specific programmatic elements or procedures apply to WIA Youth services.

II. Scope of Services

A. Youth Services and Focus

The Contractor must provide youth access to the ten required program elements. The needs of youth participants vary by age, skill level and family situations. However, the outcome for all youth workforce development activities is preparation for careers and follow-up services to in-school and out-of-school and youth job seekers. Youth are defined as 16-21 years of age.

In-School Youth Focus:

- The achievement of a high school diploma or GED, with a focus on improving education skills and exposure to, and preparation for, a variety of post-secondary and career options;
- Opportunities to perform meaningful work (paid or unpaid) in a well-supervised context that enable youth to learn marketable skills and good work habits;
- Leadership development and teamwork skill building;

- Participation in volunteer or work experience lasting at least six consecutive weeks with the same organization or employer; and
- Life skills development.

Out-of-School Youth Focus:

- Employment-oriented education and training services, with extensive attention given towards providing on a as needed bases numeracy and literacy educational skill gains and the attainment of a high school diploma or GED;
- Employment and educational career development, counseling and support;
- Opportunities to perform meaningful work in a well-supervised context that enable youth to learn marketable skills and good work habits;
- Leadership development or volunteer activities;
- Proven success on the first step of a longer term career plan;
- Initial employment opportunities as a means to achieving a self-sustaining wage (with a particular emphasis on job retention strategies, including multiple, consecutive job placements if necessary);
- Integration of academic skill development with vocational training;
- Effective linkages with the private sector providing employment and on-the-job training opportunities;
- Access to life skills development (managing finances, balancing checkbooks); and
- Development of a positive peer group and adult relationships.

B. Overview of WIA Program Elements

Youth contractors must provide access to the ten (10) WIA required youth program elements consisting of workforce preparation and employment services, skills attainment and support services. Although all of these services are not mandatory based on participants' individual needs, these services are structured to meet the overall goal of career preparation.

Ten Program Element Definitions

1. Paid and unpaid work experiences: Paid and unpaid work experiences: Including internships, job shadowing and community service.

Note: Work experience and internships will have regularly scheduled evaluations of participant's progress; a training plan agreed to by the employer representative, participant and case manager; a work agreement and time sheets that reflect training hours.

2. Summer employment opportunities: The Summer Youth Program is no longer a separate program and funding category. Summer youth employment opportunities, that link academic and occupational learning, are now one of the required ten (10) elements under the WIA youth year-round program. The summer element is not intended to be a stand-alone program.
3. Drop-out prevention activities: Includes tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies designed to ensure that youth have the basic academic and social skills necessary to understand the content of job-specific skills training and to obtain entry-level employment;

4. Alternative secondary school offerings: Includes obtaining academic credits, H.S. diploma, GED, provide occupational training or obtain a skills certificate for accredited programs;
5. Occupational skills training: Includes apprenticeship programs, and advanced training opportunities in local growth industries;

Note: Occupational skills training will be provided in the demand occupation that matches with the employment career goals indicated in the Objective Assessment/ISS. The training may be conducted in a classroom setting or through a recognized pre-apprenticeship program. This training is expected to result in a certification of skill competence and training related job placement.

6. Leadership development opportunities: Includes such activities as positive social behavior and employment skills such as decision making, team work, and other activities;
7. Adult mentoring: Mentoring programs will be for at least twelve (12) months, and may occur both during and after program participation. Mentoring is defined as connecting a participant with a caring adult who may serve as a teacher, trainer, and counselor. A mentor will commit to assist each participant to achieve his or her potential and gain the skills available through the program.
8. Comprehensive guidance and counseling: Including drug and alcohol abuse counseling, as well as referrals to other types of counseling, as appropriate to the needs of the individual youth. (Additional types of counseling may include mental health or career guidance.)
9. Supportive services: Includes linkages to community services that provide assistance with basic need (e.g. child care, transportation, clothing for interviews, housing assistance, medical assistance) or coordination thereof.

Note: Participants should be provided with the supportive services needed to complete the program, if the objective assessment and individual service strategy indicates that such services are appropriate and necessary in meeting the goals established by the participant. However, in some cases, this may not be financially feasible. If such a condition exists, it is expected that the Service Provider will seek outside resources to secure the necessary supportive services.

10. Follow-up services: Under WIA, follow-up services must be offered to youth for twelve (12) months after exiting the program. The types of services provided are based on the needs of the participant. Follow-up services may include: leadership development, support service, regular contact with the participant's school/employer, assistance with career development and further education, counselor and school peer support group as well as comprehensive guidance and counseling.

Payroll and Wage Rate Policy

The contractor will be solely responsible for administering payroll services for program participants. Therefore, if respondents plan to provide paid internships, work experiences, or other compensated activities, these costs should be included as part of their budgets and cost proposals. CY5 will not provide any additional funding to service providers to cover costs related to payroll. All participants enrolled in wage paid activities must be paid wages, which shall not be less than the highest of the minimum wage under the Fair Labor Standard Act.

C. Customer Services

1. WIA Registration

The Contractor must collect the necessary documentation to determine WIA eligibility. This includes documentation of:

1. Age 14-21
2. Chicago resident
3. A low income individual; and
4. Selective Service compliance; and
5. Documentation of a person who has one or more of the following barriers to employment:
 - Deficient in basic skills,
 - A school dropout,
 - Homeless,
 - Runaway,
 - A foster child,
 - Pregnant,
 - A parent,
 - An offender, or
 - An individual who requires additional assistance to complete an educational program, or to secure and hold employment.

2. Target Populations

Eligible WIA-program participants are low-income youth ages 16 to 21 who face at least one of the barriers to employment described above. These youth must require additional assistance to complete an educational program or to find and retain employment. Contractors must identify which population(s) of in-school or out-of-school youth are intended for service. A list of employment barriers include:

- Youth who lack basic skills (reading below grade level 8.0);
- Youth who have dropped out of school;
- Youth who are pregnant/parenting teens;
- Youth who are homeless;
- Youth who are runaways;
- Youth in foster care;
- Youth with disabilities;
- Youth involved with the juvenile justice system (those on probation or parole);
- Youth who are living in Temporary Assistance to Needy Families (TANF) households; and
- Youth with limited English speaking ability.

3. Common Program Components

Contractors must deliver the following program components to the proposed customer group.

Accessibility to People with Disabilities:

Title III of the Americans with Disabilities Act of 1990 (ADA) prohibits discrimination on the basis of disability in "places of public accommodation" (businesses and non-profit agencies that serve the public) and "commercial facilities" (other businesses). All WIA program services and facilities are expected to be accessible to persons with disabilities.

For a full copy of the Americans with Disabilities Act, please visit:
<http://www.usdoj.gov/crt/ada/adahom1.htm>

For the ADA Title III Technical Assistance Manual please visit:
<http://www.usdoj.gov/crt/ada/taman3.html>

Outreach and Recruitment:

Outreach and recruitment strategies must highlight the outcomes for the program, drawing a focus on the industry and/or occupation specific areas that will be emphasized. Particular attention should be paid to ensuring the appropriateness of outreach and recruitment activities with agencies recruiting those that are most in need and who can benefit from WIA services. Coordination should also be made with WIA mandated partners, the business community, community based organizations, non-for-profit/for-profit organizations, educational programs and governmental agencies to enhance the efficiency and effectiveness of outreach and recruitment activities.

Intake:

Intake consists of completing WIA eligibility and the eligibility forms for each youth participant, as well as any other intake activity deemed appropriate by the contractor. The contractor will complete eligibility on each participant in accordance with the rules and regulations for eligibility as outlined the Workforce Investment Act of 1998 Rules and Regulations.

Initial Assessment:

The initial assessment will be used to determine whether WIA is the most appropriate service for the interested customer. In some instances, WIA services may not be compatible with an applicant's needs or goals. The initial assessment is designed to capture general information that would indicate such a mismatch. The initial assessment must assess an applicant's skill level, aptitudes, abilities, and supportive needs, as well as their interests, goals and aspirations. The assessment should be conducted in an interview setting and include the use of objective criteria that will yield an impartial determination.

Objective Assessment:

Following the decision to enroll a participant into the WIA Program, the participant must be provided with an objective assessment. The objective assessment conducts a more thorough examination of the participant's academic levels, skill levels and their service needs as compared to the initial

assessment. Specifically, the objective assessment must examine a participants:

- Basic skills;
- Occupational skills;
- Prior work experience;
- Employability;
- Interests;
- Aptitudes (including interests and aptitudes for nontraditional jobs);
- Supportive services; and
- Developmental needs of each participant.

While the objective assessment is WIA specific and requires testing in each of the above mentioned areas, it is expected that ongoing, general assessment of a participant's needs and progress will continue for the duration of participation.

Individual Service Strategy (ISS):

Based on the results of the objective assessment, a formal Individual Service training/needs Strategy will be mutually developed between the case manager and the participant. **The ISS must be updated as training/needs or goals are met.** The ISS Plan for each participant will:

- Identify the employment goals and plot a course of action that the participant should take, including appropriate non-traditional employment, appropriate achievement objectives and/or appropriate support services;
- Prepare young people for post-secondary educational opportunities;
- Provide strong linkages between academic and occupational learning;
- Provide preparation for unsubsidized employment opportunities;
- Provide effective connections to the job market and local businesses; and
- Provide connections with other WIA service youth providers and community youth programs i.e., recreational activities, community service, cultural, career/job fairs and other activities;

Case Management

Case management services may be provided by several WIA system partners (including several youth contractors and/or core and intensive affiliate adult contractor and a Workforce Centers (formally known as One Stops), or any other combinations) for any given customer, however, the registering contractor maintains primary responsibility for case management, job placement, job retention and follow-up services. It is the responsibility of the registering contractor to coordinate the participation of other agencies, document the services received by the customer and ensure the customer receives coordinated and comprehensive services.

Case management is the process in which counselors or case managers perform ongoing counseling, intervention and tracking of participants/customers. Service providers should provide case management services to registered customers as needed. While a customer's success is primarily their own responsibility, and all

customers may not require such services, CYS has set up minimum skills and duties for case management within the WIA system. All of these duties need not be provided by one individual with the title of case manager, but rather must be provided by the registering contractor. Case management includes these specific duties:

- Ongoing regular contact with the customer on all aspects of their workforce development needs. This must be documented in the Illinois Workforce Development System (IWDS). A printed and signed copy of the IWDS application signature page should be in each participant case file. Case notes must occur at least every thirty days through a direct conversation with the customer relating to services provided.
- The development of an ISS must be in cooperation with the participant, which will be described in a later Policy Letter. (**Check Policy#?**)
- Comprehensive knowledge, utilization, and interpretation by members of the service provider's staff of assessment tools such as the ABLE, TABE, CASAS, Meyers-Briggs, Career Interests Inventory, and the CAPS and COPS aptitude assessments and all other acceptable tools issued by the Department of Commerce Economic Opportunity (DCEO) listed in the IWDS system.
- Coordination of services for each customer with mandated WIA partners, including referrals to other workforce development system partners or other youth service providers, the Regional Consortium Coordinators (formally the Youth Nets), Regional Youth Career Development Centers, Mayor Daley's KidStart Summer Youth Employment Program, and other after-school, mentoring and counseling programs. Coordination of service delivery by all providers involved shall be documented in the customer's case file.
- Provision of educational, job development, job placement and job retention services.
- Utilization of the technological aspects of the workforce development system in order to track services utilized by the customer and to provide the customer with information on growth industries in the Chicagoland area and training provider performance. These technologies will include, at a minimum: Illinois Workforce Data System (IWDS) and the Illinois Worknet.
- Documentation in the IWDS system of the level of services received by the customer and the services accessed at each level.
- Provision of follow-up services must be given for one year after exit. (as described in Policy Letter #7 or in a revised practice/procedure letter, which ever is most current).

Case Manager Knowledge and Skills

As mentioned above, in order to effectively provide the range of services that will be required of case managers under the WIA program model, case managers or other appropriate staff at each service provider should develop certain additional skill sets and knowledge. These skills and knowledge include, but are not limited to:

- Knowledge of the WIA program partners, the services each partner provides, and the eligibility requirements for each program as well as

the ability to forge successful relationships with the partner programs in order to facilitate and expedite customer referrals to those programs.

- Knowledge of the various barriers to employment that customers may face and of the services available within and outside the WIA system to assist customers in overcoming those barriers, including supportive services.
- Specific knowledge of the Temporary Assistance to Needy Families (TANF) system including eligibility for TANF benefits, available services, participation and sanction policies. Also, knowledge of the TANF Responsibility and Service Plan (RASP) and coordination of it with the Individual Service Strategy Plan.
- The ability to navigate and interpret the technology that will be incorporated into the case management service menu, including the IWDS system and the Illinois WorkNet system.
- Knowledge of the levels of youth services in the system, the services offered at each level and the requirements for passing from one service level to the next.
- The ability to use all available resources to achieve the employment and employment-related outcomes set in each customer's employment plan.
- The ability to use all available resources to achieve the educational and educational-related outcomes set in each customer's educational plan.
- Clear understanding of the customer's right to confidentiality; that all information provided remains confidential and should not be released to employers or other service providers without a specific signed legal release-of-information document signed by the customer; proper methods of handling customer information and data; and other knowledge regarding customer confidentiality.

Should we include the AYD classes requirement for case managers here?

Referrals:

Referrals must be made to other WIA grant recipients within the WorkNet Chicago system or other qualified agencies such as: networking and coordinating services with mandated WIA partners, other WorkNet Chicago providers, the Regional Consortium Coordinators, Regional Youth Career Development Centers, Mayor Daley's KidStart Summer Youth Employment Program, and other after-school, mentoring and counseling programs throughout the city will be considered. In the event a referral is made, a formal letter of referral must be completed by the referring agency prior to each referral. It is the sole responsibility of the referring agency to ensure that an appropriate referral is made. Grant recipients will follow-up on all referrals to keep abreast of the participant's progress. Progress will be documented in the IWDS case notes. Confidentiality must be maintained between the agencies involved in the referral with regard to participant information provided during a referral. Copies of all documentation resulting from the referral must be collected and maintained as part of the participant's file and must be available for review by CYS staff upon request.

Individual Training Accounts:

Youth who have been determined to need training must access training with an Individual Training Account (ITA), this enables them to choose among available training providers. Training services are purchased from eligible training providers selected from the state list in consultation with the case manager. A list of these programs and their enrollment criteria can be found at: <http://ilworkforce.cgs.niu.edu/StateWideList1V14.htm>.

NOTE: Youth Contractors must provide access to the statewide list of WIA certified training programs to their participants. Payment for this training will be made through a third party entity under a separate work agreement with CYS/MOWD (see policy #11, TARA) and should not be part of any respondent's proposed budget.

The Training Assessment and Referral Agency (TARA):

CYS/MOWD has a work agreement with a third-party entity, referred to as the Training Assessment and Referral Agency (or TARA) to process a participant's enrollment into training services. The TARA analyzes enrollment patterns and trends. It also provides a system of checks and balances and is required to ensure participants receive equitable services and to minimize conflicts of interest among grant recipients.

NOTE: The TARA reviews services the participant received, the documentation of the need for training services and the participant's suitability for those services. At that point a determination will be made as to whether the training recommended is appropriate for the participant. The TARA also makes systemic reviews of referrals into training services and monitors and reports the number of participants referred to training and the number of reverse referrals. Please refer to WIA Policy Letter #6, "Requests for Individual Training Accounts (ITAs)" and WIA Policy Letter #11, "Training Assessment Review Agency (TARA) Procedures," attached for further detail. If for any reason the TARA is no longer operating, Workforce Centers and/or Affiliate agencies may be required to provide these services in whole or in part or to work with the City and its designee.

Exiting Registrants:

Once a participant is no longer active in the program, he must be exited from the program. It should be noted that an exit can be either scheduled, meaning the participant reaches an outcome identified in his ISS, or unscheduled, meaning the participant decides not to continue with services. **However, it is important to note that all exits, whether scheduled or unscheduled, are recorded as outcomes and will affect program performance.**

4. Follow-up Services

In order to ensure quality and continuity in the One-Stop system, CYS has determined minimum requirements for follow up services to which the Contractor must adhere. These requirements are addressed in detail in MOWD/ CYS WIA Policy Letter #7 on follow-up services. Follow-up services are essential in order to ensure that the Contractor meets performance measures.

The contractor is responsible to provide follow-up services to any carry-over WIA customers served by that contractor and/or may be asked to assume the

responsibility to provide follow-up services to registrants whose association with WIA was through an agency no longer contracted to provider WIA services.

5. Customer Compliant Procedures

Under WIA, customer complaints are viewed as opportunities to improve services. The primary goal of this complaint process is to address specific customer concerns, resolve the issues at hand in the most expedient manner, learn from the complaint and implement resolutions throughout the entire system.

All One-Stop and Youth contractors will adhere to the customer grievance procedure developed by MOWD/CYS for the WorkNet system. The purpose of this procedure is to allow customers the opportunity to review the services received and eligibility determinations made at any point during their participation in the WorkNet Chicago system.

6. Technology Requirements

All respondents will need to match their organization's technological capacity to CYS's minimal technological requirements. These requirements are effective for both computers accessible in the resource rooms as well as those used in developing and maintaining reports required by CYS. The requirements are as follows:

PROCESSOR SPEED	Intel Pentium 3 processor or equivalent at 650 GHz or greater
OPERATING SYSTEM	Windows 98 SE, ME, 2000 SP3, NT4 Workstation and Server SP6a, XP
MEMORY	128 MB RAM 133 MHZ SDRAM DIMM or greater
COMPACT DISK DRIVE	12x Speed CD-ROM player or greater
FLOPPY DISK DRIVE	3.5" 1.44 MB diskette drive
OFFICE SOFTWARE	MS Office 2000 Professional is required to operate word processing and spreadsheets
SECURITY	Market Standard security/lockdown software for Resource Room machines
INTERNET ACCESS	High Speed Internet access is required <i>(Dial-up connections are NOT sufficient)</i>

CYS requires contractors to develop and maintain customer files for both job seekers and businesses (e.g. the documentation of services provided, referrals made, job placements and job retention achieved).

D. Employer Services (Youth)

The Contractor will make services available to employers. The Contractor will provide the following employer services:

- Information about and determination of eligibility for available tax credits;
- Rapid Response activities in coordination with MOWD/CYS;
- Information on employment statistics, service providers, Americans with Disabilities Act compliance, unemployment insurance, workforce-related tax incentives, orientation to partner programs and regulatory information;
- Recruitment services such as job banks or labor exchange information, job fairs, interview space, support services for new employees, etc.;
- Retention strategies for employees;
- Employee recruitment and screening services;
- Employee skills information such as standards and certification;
- Diversity training;
- Downsizing services such as outplacement services; and
- Economic development information such as relocation into Chicago or expansion information.

E. Continuous Improvement

The Contractor will be required to comply with MOWD/CYS's continuous improvement policies and procedures. These include: (check policy #)

- Adherence to the WIA concepts of informed system accountability and user-friendly procedures;
- Regular and frequent evaluation of the quality and effectiveness of services provided, as this will ultimately assist businesses and individual customers in making informed service choices and ensure that their needs are always being met;
- Participation in CYS-led initiatives that gauge customer satisfaction, e.g., implementation of customer satisfaction surveys, focus groups, etc.
- Development of quarterly reports that demonstrate the use of customer feedback from survey reports and other data gathering methods to improve services.

F. Local Collaboration

In order to promote the local community partnerships and experience in delivering coordinated services that result in vocational, educational, job placement, job retention and career advancement, the Contractor must form partnerships and public/private collaborations with other local entities. These collaborations will combine employment, retention and career advancement services with supportive services in a holistic continuum of service. The Contractor must:

- Identify specific resources (e.g., financial, staff, equipment, etc.) or services as well as organizational capabilities that are being contributed by other community organizations to provide a full range of assistance to Chicago residents.
- Have the capacity to both receive and provide referrals to the One-Stop Career Centers, system partners, other youth contractors, and other service providers. Collaborative tracking mechanisms must be established to ensure that those customers referred are not "lost."

G. Marketing and Communications

The contractor must identify itself as CYS-funded, and must identify their CYS services as part of Mayor Daley's WorkNet Chicago. Such identification may include but not be limited to the following: hanging Mayor Daley's WorkNet Chicago posters in a prominent location approved by CYS staff; making CYS materials readily available to customers; using Mayor Daley's WorkNet Chicago stationery when conducting business in association with these programs or services; and using the CYS and Mayor Daley's WorkNet Chicago logos and tag lines on promotional and communications materials (flyers, brochures, annual reports, etc.).

The contractor is part of a larger system of community-based organizations called "Mayor Daley's WorkNet Chicago." The contractor is expected to conduct itself as a member of this system in keeping with the standards and regulations set forth by CYS/MOWD.

The contractor must respond within a reasonable time frame to requests by CYS's Communications Unit for information pertaining to the publicizing of CYS-programs administered by the contractor. Requested information may include: individual "success stories," performance numbers, trends, contextual information, etc.

Additionally, no public relations or media will take place about CYS-funded programs and services without express prior consent of CYS's Communications Unit. All press calls will be referred to and handled by CYS's Communications Unit.

H. Staff Requirements

The Contractor must provide a staffing plan detailing the following information: number of staff on- and off-site, name and title of staff, and job descriptions. CYS requires that the Contractor must provide a 1 Full-time Equivalent (FTE) case manager staff person ratio for a maximum of 50 customers served by the Contractor. (**get approval**) Add Salaries caps as described in the OMB circular see walter? For more info?

III. Contractor Obligations

The Contractor will:

1. Participate in all planning, training and evaluation sessions scheduled by CYS to ensure coordination and continuous improvement.
2. If requested, schedule and participate in telephone conferences, facility tours, site inspections and capacity building sessions.
3. Maintain customer files. Each file shall include an Individual Service Strategy Plan (ISS), case management notes and documentation of eligibility, assessment, registration in activities, job placement, job retention and career advancement services, and supportive services.
4. Forward client referral forms to any additional service providers as necessary.
5. Establish relationships (information-sharing and referral) among the Youth contractors. This system includes supportive service providers, One-Stops, certified training providers and WIA's mandatory program partners.

6. Monitor customer progress, complete and submit activity and outcome reports consistent with their contractual obligations, including providing additional customer and/or program activities information upon request.
7. Abstain from giving or receiving any compensation or make any financial arrangements with employers for hiring or retaining participants unless approved by CYS with CYS funds. The Contractor is prohibited from charging any participant or employer a fee for job development, referral, placement, orientation, counseling services or any other activity without the prior approval of CYS.
8. Leverage existing WIA resources and those resources of any other partner organization serving WIA customers.
9. Provide services during normal business hours at the Contractor's service location(s) listed in Section A (Introduction). **Check this**
10. Submit vouchers for services rendered **by 4:00pm on the 15th of every month.**
11. Inform CYS in writing of any changes in staff that are funded by WIA.

The Contractor is reminded that the transition process to full implementation of the WIA is ongoing. As the CWB/YC and CYS review and amend existing policies and service strategies, the Contractor may be required to alter its practices.

IV. Periodic Reporting and Meetings

The Contractor must comply with all City, State and Federal reporting requirements. Specifically, the Contractor will be required to document, record and report actual outcomes, as required by CYS, **on a monthly basis.** The Contractor must **provide timely and accurate reports** in the format designated by CYS. Contractors are also required to have staff representation at all bi-monthly administrative meetings and staff training workshops as determined by CYS, usually several times a year. **CYS will hold quarterly review meetings with individual grant recipients to review progress toward planned versus actual benchmarks.** Ad hoc and periodic reports will be required and should be anticipated. The Contractor is responsible for using the IWDS and/or any other system designated by CYS, for which technical assistance will be provided as required. The Contractor must have skilled and/or trained staff who will design and/or maintain an information system that will provide data on who is served (i.e. customer demographic information), when and how they are served (i.e. service delivery information) and what the outcomes of your service are (i.e. performance data).

V. Reporting Requirements

All Contractors are required to complete a summary and detailed plan for each program once the final exits for the PY'07 program year have been entered into IWDS. Unless negotiated otherwise, the number of new registrants and carryovers will have an average calculated cost determined based on the previous years number of clients served.

Each month a report will be submitted to CYS to track progress toward the plan. The plan will include but may not be limited to:

- New Enrollments
- Carryovers
- Credentials

- Placements
- 90 day retention
- **Positive Exits**

V. Performance Outcomes

The Contractor will be evaluated on outcomes for services provided to job seekers and employers, customer satisfaction as measured through surveys and other mechanisms, and successful execution of assigned special projects, as well as, additional information on the number of referrals to training.

A. Performance Measures

Performance measures in place for Program Year 2008 for Youth programs are listed below. Any change to these performance measures will be distributed via a policy memorandum from CYS.

Measure	2008 Goal
Placement in Employment or Education	56.0
Attainment of a Degree or Certificate	45.0
Literacy and Numeracy Gains	33.0

B. Definitions and Explanation of Performance Measures

Youth Measures	Definition and Explanation of Terms and Measures
Point of Exit for Exiter	Exit triggers counting outcomes. Exiter is a customer who has 1) a completion or inactivation date or 2) ninety (90) days with no WIA-funded or partner services and customer is not scheduled for future services except follow-up services.
Time Period for Measurement	All measures using Unemployment Insurance (UI) wage records are based on last three Quarters in Program Year (PY) 2007 and 1 st Quarter in Program Year (PY) 2008. Customer satisfaction uses time period beginning 1 st Quarter PY 2008.
Use of UI Wage Records	UI Wage Records are the primary data source for entered employment, retention, and employment portion rate. If the customer is not found in UI Wage Records, the Contractor may use supplemental data such as an employer letter on company letterhead. UI Wage Records are the only data source for earnings change/replacement measures.
Placement in Employment or Education	Of those not in post secondary education, occupational skills training, advanced training, employment, or the military at participation, divided by the percentage of those in post secondary, advanced training, occupational skills training, employment or the military at the 1 st qtr. After exit <u>Of those who enroll into the program not in postsecondary education, occupational skills training, employment, or the military</u> Number of exiters
Attainment of a Degree or Certificate	Of those enrolled in education at participation or anytime during the program, divided by the percentage who attained a diploma, GED or certificate by the end of the 3 rd quarter after exit <u>Number of youth who attained a diploma, GED or certificate by the of the 3rd quarter after exit</u> Number of exiters
Literacy and Numeracy Gains	Of all out-of-school youth assessed to be in need of basic skills, divided by the percentage who increase one or more educational functioning levels within one year of participation <u>Number of participants who increase one of more educational functioning levels</u> Number of youth who increased one or more functioning levels within one year of participation and/or who may have exited the program before completing a year of participation