

## WIOA and CCMEP Youth Services RFP #17-SFY-01

### Q & A Document

**Q1: In Section 2, Scope of Work, Program 4, does this program include soft skills training?**

A1: Yes.

**Q2: Section 2, Scope of Work, indicates that participants will be enrolled in each program by Department and therefore a participant could be enrolled in several programs at the same time. Could you please explain the flow of the case management process and reporting requirements?**

A2: Case management will be provided to participants through a Department-employed case manager. The case manager will determine which services a participant requires and will refer participants to the selected providers to receive services. The selected providers are expected to maintain constant communication with the case manager to report the progress of each participant. Additionally, the selected provider will be required to report participant progress to the case manager every 14 days for participants receiving intensive case management services or every 30 days for participants not receiving intensive case management. (See Section 2.5, Reporting Requirements).

**Q3: Can providers selected to provide services for Programs 1-9 (Section 2, Scope of Work) coordinate service provision with each other?**

A3: No. The coordination of services will be controlled by the Department case manager.

**Q4: In Section 2.1, Target Population, how is a youth participant determined to be an in-school or out-of-school youth?**

A4: Eligibility of participants as an in-school or out-of-school youth will be determined by Department based on the criteria listed in Section 2.1. Department will accept referrals from the community, however only youth determined eligible by Department will be able to participate in the WIOA and CCMEP programs.

**Q5: Section 2, Scope of Work, indicates that Department is seeking only one provider for each program. Are organizations permitted to partner together to provide services under one program?**

A5: Yes. However, one organization must be the primary organization that submits a proposal. Any partner organizations should be listed as subcontractors. The use of subcontractors is permitted. Please see Section 3.1(B)(i) for more details about what information a subcontractor is required to submit.

**Q6: In Section 2.1, Target Population, are all youth participants required to be TANF eligible?**

A6: No. Some participants who are not eligible for TANF may still be determined eligible under the WIOA guidelines, which focus on suitability for the services and have different eligibility requirements.

**Q7: Section 2.4, Expected Outcomes, states, “The use of survey questions and measures from existing survey instruments is strongly recommended, especially if such instruments have proven validity.” Is there a particular survey that is required?**

A7: No. This statement simply indicates that Department would prefer that if an organization is using a survey to measure progress towards achieving outcomes, it should be a survey instrument that has been used before and proven effective at capturing the data requested.

**Q8: On Budget Submittal A2, should the total monthly cost (column C) amount be the total amount of the expense for the entire organization? Or, can this amount be the total amount of the expense for only this program?**

A8: Although the budget instructions (page 4) indicate that the amount you enter in column C should be the total amount of the expense for your entire organization, you are permitted to enter either number as long as you use the same method for all expenses entered on Submittal A2. Please indicate in your Budget Narrative how you are calculating the expense amount you enter and how you are calculated the percentage you are allocating to this program.

**Q9: In Section 2.1, how are participants determined eligible for the individual contracted services?**

A9: The Department will determine eligibility of the participants for the program. Department case manager will conduct a comprehensive assessment to determine which services each participant needs. The case manager will then refer the participant to the selected provider for each service he/she requires.