

CAREER, TRAINING AND CASE MANAGEMENT SERVICES

SCOPE OF SERVICES AND OPERATIONS

The Scope of Services required for **Career, Training and Case Management Services** will include, but are not limited to:

Career, Training and Case Management Services

The successful bidder shall develop, implement, and maintain WIOA Adult and Dislocated Worker services and/or programs consistent with WIOA regulations, Georgia's WIOA & Wagner-Peyser State Plan, the WorkSource Coastal system MOU, and State and local policy and procedures such as, but not limited to, the Coastal Workforce Investment Board policies. In carrying out the direct service requirements listed below, the Contractor shall:

- Ensure WIOA funds are charged to only those individuals determined to be WIOA eligible in accordance with WIOA law and regulations;
- Develop and implement all WIOA-funded services consistent with the goals and objectives of the WorkSource Coastal system and the WorkSource Coastal branding; and
- Coordinate services to avoid duplication of services with WorkSource Coastal partner agencies.
- Provide talented, proven career specialists with backgrounds in recruiting, hiring, human resources, career guidance, or similar to be the backbone of the local workforce system

1. Outreach

The Contractor will be responsible for developing an outreach plan that shall include development of brochures (in addition to, but not duplicative of CWDB or State mandated brochures), PowerPoint presentations, community-based print and radio ads, and if appropriate, website information detailing business offerings and an overall strategy for announcing the resources of the CWDB's WorkSource Coastal One-Stop/Job Center System. All materials produced and published must be shared and approved with the CWDB and WorkSource Coastal staff. The Contractor shall use all brochures developed by the CWDB or the State/GDEcD-WFD.

The Comprehensive WorkSource Coastal One-Stop/Job Center System Center shall have a coordinated outreach plan to include local chambers of commerce, economic development organizations, local units of government and other relevant business organizations to achieve the goal of reaching and providing quality services to businesses in each county. The CWDB maintains a website (worksourcecoastal.org) to allow customer's access to WorkSource Coastal One-Stop/Job Center System and other Business Services information 24 hours a day.

Printed material and other written information at the WSC Job Center must be language accessible for the Coastal Region's diverse population of jobseekers/employers. Whenever feasible, language barriers should be removed so that all visitors to the WSC Job Center feel welcomed and can benefit from the experience.

The Operator shall establish and maintain a Limited English Proficiency Plan, including services for individuals with a hearing impairment. The Operator is required to train all staff on how to utilize the Limited English Proficiency plan and understand it.

2. Recruitment and Enrollment

Contractors are responsible for the recruitment and enrollment of Adult and Dislocated Worker

participants in accordance with eligibility requirements (eligibility requirements are pending final regulations). Proposers must develop a detailed recruitment plan including outreach activities to recruit eligible adult and dislocated workers.

Target populations

- Adults, 18 years and older;
- Dislocated workers; and
- Priority for career services requiring enrollment into WIOA and training services must be given to recipients of public assistance and other low-income individuals where adult funds are limited, and to those that are basic-skills deficient as defined by WIOA laws and regulations.
- In addition to unemployed adults, employed adults can also receive services to obtain or retain employment that allows for self-sufficiency.
- Bidders experience in providing services to special populations (Veterans, Persons with Disabilities, ESL, Homeless, etc.) are encouraged to apply.

In all circumstances, Veteran's receive priority of service as described in by the WIOA Law and CWDB Policy.

3. Participant Eligibility Determination

The Contractor is responsible for determining eligibility on all applicants seeking WIOA Adult or Dislocated Worker Services.

A completed eligibility determination application may be considered for enrollment for no more than 45 days. When job seekers do not meet eligibility requirements for any WIOA-funded services, the Contractor is responsible for referring them to alternate sources of funding through partner agencies.

The Contractor is responsible for the documentation of all required elements, both in the database management information system called Georgia Work Ready Online Portal: Virtual One-Stop (VOS), and in the participant's hard file.

Job seekers first must meet basic WIOA eligibility requirements for WIOA-funded services. To be eligible to participate in WIOA Title I services, adults, dislocated workers, and youth must meet the following:

i. Basic Eligibility Requirements

- be a U.S. citizen or eligible to work in the United States;
- and
- Compliant with Selective Service (if required).

ii. Additional Adult Eligibility Requirements

Adults are required to meet the basic WIOA eligibility requirements, and be 18 years of age or older.

Those adults working at the time of eligibility determination must meet income guidelines.

In the event that funds allocated to the CWIB for employment and training activities are limited, priority for career and training services must be given to those basic skills deficient, recipients of public assistance, and other low-income individuals.

iii. Additional Dislocated Worker Eligibility Requirements

Dislocated Workers are required to meet the basic WIOA eligibility requirements. Once the basic WIOA eligibility requirements are met, an applicant must meet the definition of a Dislocated Worker. **There is no specific age criterion for dislocated workers.**

A dislocated worker is defined as an individual who:

- Has been terminated or laid off, or has received a notice of termination or layoff from employment;
- Is eligible for or has exhausted unemployment insurance;
- Has demonstrated an appropriate attachment to the workforce, but not eligible for unemployment insurance and unlikely to return to a previous industry or occupation;
- Has been terminated or laid off or received notification of termination or layoff from employment a result of a permanent closure or substantial layoff;
- Is employed at a facility, where the employer has made the general announcement that the facility will close within a 180 days;
- Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community or because of a natural disaster; or
- Is a displaced homemaker who is no longer supported by another family member

4. Other Career Services

Under WIOA, Core and Intensive Services were collapsed into one single category of Career Services. WIOA law defines the activities described below as “Other services needed” within the Career Services definition and are generally included as part of an “intensive” case management philosophy.

i. Assessment

Assessment involves gathering information, appraising, analyzing, and using it to assist participants. Assessments of the skill levels and service needs of adults and dislocated workers may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

The goal of an assessment is to identify skills, strengths, and deficiencies, and attitudes relating to vocational training, basic education, and employment. Assessments may be used for career discovery and specific job applications. It forms the basis for career services by measuring academic development, workplace skills, interests, job seeking and retention skills, financial situation, work readiness, employment and family barriers, and ability to learn to do work tasks.

A thorough assessment of a participant should identify whether or not a participant has:

- Adequate basic education, skills, and work background for their choice of WIOA services or employment opportunities.
- Required occupational tasks and any skills the participants must develop to achieve their employment goals.
- Realistic job seeking skills and the work maturity (attitude) to get and keep a job.

- Sources of additional support needed for success and the agencies that can provide this support.

The contractor shall provide assessment services including assessment of basic skills, abilities, interests, evaluation of work history, evaluation of support service needs and other assessment instruments that might be of value in assisting the customer. All assessment processes and tools must be approved by WorkSource Coastal (WSC) Administrative Staff prior to implementation and must be applied in a consistent and equitable manner. The Contractor will select appropriate assessment tools to use.

ii. Individual Employment Plan and Objective Assessment Summary

The Individual Employment Plan (IEP) is developed based on the results of the completed comprehensive assessment.

The IEP must identify primary educational and employment goals, describe the training activities and appropriate services the Adult or Dislocated Workers will participate in to achieve those goals. The Contractor must write the IEP with the participant based on assessment results. The IEP shall be reviewed at least quarterly or more often as needed with the participant to evaluate progress and make any necessary adjustments. This continued evaluation will ensure progress toward the achievement of the participant's employment goals, training objectives, and advancement of one or more educational levels within the program year.

In addition, the Case Manager must complete an Objective Assessment Summary (OAS) for each WIOA participant outlining their academic levels, skill levels and service needs. An OAS is developed during the participant's intake process. The OAS must include a review of their basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs and developmental needs to be addressed during case management contact in efforts to eliminate concerns before/during training services.

The Contractor must ensure that both documents are developed and documented in the VOS case management system. Each participant receiving WIOA career services will jointly develop an IEP and OAS with the assistance of a case manager.

iii. Case Management

Case management is the provision of a client-centered approach in the delivery of services, designed:

- To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary WIOA activities and supportive services, using, where feasible, computer-based technologies; and
- To provide job and career counseling during program participation and after job placement.

The contractor will be required to provide experienced Career Development Specialists in sufficient amounts to meet the needs of the active and follow-up WIOA participant caseload. Case Management should be provided to ensure all participants are successful.

Case Management strategies should include, but are not limited to:

- Regularly scheduled contact must be maintained with all participants. The frequency of the contact is based on an assessment of the participant's needs as they move through the process. At a minimum, monthly contact must be made with each participant. More frequent contact may be needed in certain circumstances.
- Monthly face-to-face case manager-client contact, in the office, in the field, etc.
- Use of the IEP benchmarks to measure progress such as increasing TABE, or College entrance exam scores, finding unsubsidized employment, attaining occupational and work readiness skills, attaining a high school diploma or GED, occupational license, certificate, or degree, etc.
- Support and intervention in time of crisis, assistance in the development and implementation of a crisis plan.
- Monthly case notes entered into the VOS System in a timely manner. Case note summary are not limited to but should detail contacts per participant, missed appointments and attempts to contact the participant, intensive services provided to the participant, progress, barriers, interventions, and successes of the participant, etc.
- Provision of linkages, referrals, coordination of services and resources that support the achievement of participants' individualized goals (IEP).
- Collaboration with other service providers, training providers, businesses, and community agencies.
- Building soft skills and job retention skills in each participant is a CWDB priority.
- In general, follow-up services will be made available for a minimum of 12 months following the first day of employment, to WIOA participants who are placed in unsubsidized employment for a minimum of 12 months following exit. Follow-up services may include job retention services as well as job search assistance when a customer becomes unemployed after leaving the program.

Estimated Total Amount = \$635,000