

Request for Proposals



City of Minneapolis
Community Planning and Economic Development
Minneapolis Employment & Training

Workforce Innovation and Opportunity Act
(WIOA) Adult Services

January 9, 2017

Proposals Due by: February 10, 2017

January 9, 2017

Dear Minneapolis Employment & Training [Eligible Providers](#):

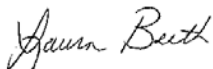
The mission of the City of Minneapolis Employment and Training is to grow a competitive workforce through programming aimed at increasing adults' access to resources that further career services, whether skills training to gain sustainable and stable employment or career counseling for rapid reentry to the workforce. Minneapolis Employment & Training uses a decentralized approach where services are delivered by community-based Provider Agencies at the neighborhood level. This neighborhood-based approach puts services by agencies skilled at providing culturally-competent counseling that is flexible and adaptable to changing economic, cultural, and social dynamics of our community close to the job seekers and businesses that need workforce development support. The Provider Agencies are selected to deliver services through various competitive Requests for Proposals (RFP) that correspond to programmatic goals and funding sources.

It is with these values and this service model that we release the following Request for Proposal to provide employment services to Minneapolis job seekers. It is the intent of this document to outline the specific services needing to be provided to job seekers in Minneapolis and the requirement of the funding source.

Please review the RFP for details. If any addenda are needed for this Request for Proposal, they will be posted on the City of Minneapolis web site at: http://www.ci.minneapolis.mn.us/cped/cped_rfp. It is the responsibility of the agency to check this City website for any addenda to the RFP.

Proposals are due by Friday, February 10 at 4:00 pm Central time.

We look forward to your response to this RFP.



Laura Beeth, Chair
Minneapolis Workforce Development Board



Deb Bahr-Helgen, Director
Minneapolis Employment and Training

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OPENING STATEMENT

The Minneapolis Workforce Development Board and City of Minneapolis Employment and Training are soliciting proposals from [Eligible Providers](#) to provide Workforce Innovation and Opportunity Act (WIOA) Adult “individualized” career, support and training services focused on individuals with barriers to employment using a career pathways model.

Minneapolis Employment and Training is a division of the City’s Community Planning and Economic Development Department (CPED). CPED combines employment, training, planning, economic development, housing and some regulatory services into one City department. Minneapolis Employment and Training is the workforce development division of economic development, assisting Minneapolis residents, both youth and adult, prepare to enter the labor force. Yearly, City of Minneapolis Employment and Training delivers employment and training services to just under 5,000 Minneapolis residents through various targeted programs that focus attention on the core issues of joblessness and employment disparities. Minneapolis Employment and Training administers employment and training programs under the direction of the Mayor, City Council, and Workforce Development Board. Minneapolis Employment and Training is the administrative entity/staff to the Workforce Development Board. The Minneapolis Workforce Development Board provides strategic guidance to the local workforce development system. City programs under the oversight of the Workforce Development Board include services for low income adults, dislocated workers, welfare recipients, and youth. The operating principle of the Minneapolis Workforce Development Board and City of Minneapolis Employment and Training is partnership. Minneapolis Employment and Training uses a community-based service delivery model; partnering with both non-profit and state government employment service providers to offer employment services to Minneapolis youth, adults and dislocated workers.

WIOA provides for a workforce system that is universally accessible, customer centered, and training that is job-driven. Training is supported through a robust Eligible Training Provider List (ETPL), comprised of entities with a proven capability of securing quality employment outcomes for participants. WIOA calls for customer-focused services based on the needs of the individual participant including the creation of career pathways. Career pathways are the new way of doing business, and they operate at two levels—a systems level and an individual program level. At the systems level, career pathways development is a broad approach for serving populations that may experience significant barriers to employment and can substantively alter the way the workforce system delivers its services and its relationship with partner organizations and stakeholders. Career pathway programs offer a clear sequence, or pathway, of education coursework and/or training credentials aligned with employer-validated work readiness standards and competencies.

Career pathway programs make it easier for people to earn industry-recognized credentials through avenues that are more relevant; to provide opportunities for more flexible education and training; and to attain market identifiable skills that can transfer into work. These comprehensive education and training programs are suited to meet the needs of working learners and non-traditional students. Career pathways programs are designed to serve a diverse group of learners to include; adults, youth, dislocated workers, veterans, individuals with a disability, public assistance recipients, new immigrants, English language learners, and justice involved individuals. Up until now, career pathways systems and programs have been defined in multiple ways. WIOA now codifies the essential elements of career pathways into law.

SCOPE OF SERVICES

Minimum qualifications for a proposer are:

1. Must be on the Minneapolis Employment and Training's Eligible Providers List for 2016-2020. This list can be found here: <http://tinyurl.com/Eligible-Provider-List>.

In general the WIOA Adult services to be performed are:

- Outreach, intake, eligibility and priority determination, individual assessment of reemployment barriers/needs, career counseling, formulation of individual employment plans; and
- Job placement and development services, including job retention support and follow-up for one year after exit; and
- Arranging for employment-related training identified in participant employment plans by accessing the tuition/training cost fund maintained by Minneapolis Employment and Training (and/or by accessing other resources that may be available, as well as for providing monitoring and support during training, placement, retention, and follow-up services.)

WIOA establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. Staff responsible for these funds must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient in the provision of individualized career services and training services. Veterans and eligible spouses continue to receive priority of service for all DOL-funded job training programs. WIOA clients needing training are provided Individual Training Accounts (ITAs) and access to lists of eligible training providers and programs of training. These lists contain quality consumer information, including cost and performance information for each of the providers' programs, so that participants can make informed choices on where to use their ITAs.

The expected results (subject to change) are at minimum meeting or exceeding the required WIOA Performance Indicators (as described in **Attachment B**) and detailed below:

STATE PERFORMANCE STANDARDS FOR WIOA ADULT PROGRAM, PY 2017	
Entered Employment Rate (2ND Quarter after Exit)	80.0%
Employment Retention Rate (4th Quarter after Exit)	76.0%
Median Earnings (2nd Quarter after Exit)	\$6,277
Credential Attainment (within 4 Quarters after Exit)	70.0%

Minneapolis Employment & Training *estimates* that \$100,000 to \$120,000 in WIOA Adult funding will be available for career and support services to one provider selected via this RFP. **This funding is subject to change** consistent with allocation levels established by the State of Minnesota on an annual basis. (Tuition costs for approved training will be paid by Minneapolis Employment and Training and are not included in this amount). Minneapolis Employment & Training will enter into a master contract agreement for cost reimbursement with the selected agency for the period of July 1, 2017 through December 31, 2020. Service providers selected through this RFP process will be funded for these years, if agency performance remains satisfactory and adequate funds are available. The funding amount may be greater or lesser than planned, successful proposers must be prepared and have the capacity to adjust to changes in funding levels.

SPECIFIC TASKS

The specific tasks involved with the services are detailed in **Attachment B** and further described below:

- Minneapolis Employment and Training seeks agencies with the experience, capability and desire to perform the full range of services required as described in **Attachment B**. The "Operating Guidelines" will be part of any contract awarded in response to this RFP. Proposers should review the guidelines to ensure they can comply with the requirements if they are awarded a contract.
- Service location(s) must be within the City of Minneapolis and must be specified in the proposal (see attached Cover Page in **Attachment A**.) Staff assigned to this funding source must maintain full time office hours at this or these

locations. WIOA services are a required part of the one-stop delivery system so the successful proposer must agree to establish and maintain a strong connection with the one-stop, including on-site recruitment as appropriate, in order to assure customer of seamless delivery. Successful proposers must recruit city-wide to ensure geographic coverage to serve the city's diverse populations.

- Proposers should ensure that all services are provided by competent staff who maintain the highest professional standards. Proposers should ensure, that during the term of the contract, it has adequate qualified staff to perform the service delivery and meet the performance measures outlined in their contract.
- Successful proposers will be required to keep auditable records. On December 26, 2013, new 2 CFR Part 200 regulations were published in the Federal Register. Your organization will be need to be in compliance with these new administrative and cost principles and have the capacity to comply with affirmative action, insurance requirements and any other requirements as specified in your master contract.
- Many details regarding the WIOA Adult program service structure, performance standards, policy, and definitions are subject to change. Proposers agree to accommodate any conditions that may be imposed as details are defined and adjusted.
- Proposers agree to participate fully in all training sessions and meetings hosted by State of MN or Minneapolis Employment & Training staff to provide policy/program updates and/or technical assistance. All participant forms will be provided by or must be approved by the Minneapolis Employment & Training contract manager.
- Successful proposers will be expected to participate actively as part of a Minneapolis Employment & Training work team that collaborates regularly to create a seamless, universally accessible, customer-centered service delivery system that is highly focused on continuous improvement.
- Successful proposers must make available to any community or neighborhood member at least some employment and training related service(s) provided for by resources other than those provided by Minneapolis Employment and Training.
- Subrecipient enrollment and exit goals are negotiated each program year based on funding. Proposers must accept this as a condition of the subcontract.
- Employment service providers are responsible for operating and maintaining program participant files in accordance with detailed parameters outlined in WIOA Adult Manual provided by the Minneapolis Employment and Training Contract Manager. Employment service providers selected through this RFP will be monitored by Minneapolis Employment and Training staff for compliance with all Minneapolis Employment and Training policies, including source funding financial parameters annually (at a minimum). State and/or Federal reviews may also be required.
- Successful proposers may be required to provide services for caseloads already in progress.

SCHEDULE

The following is a listing of key proposal and project milestones:

RFP Release	<i>January 9, 2017</i>
Questions on RFP Due by	<i>January 18, 2017</i>
Responses to Questions posted by	<i>January 25, 2017</i>
Proposals due by	<i>4:00 PM on February 10, 2017</i>
Estimated provider selection	<i>March 22, 2017</i>
Estimated services start date	<i>July 1, 2017</i>
Estimated services end date	<i>December 31, 2020</i>

PROPOSAL DUE DATE and LOCATION

Proposals may be sent by certified mail or hand delivered to the 2nd floor reception desk. All applicants must submit one (1) original and four (4) copies of their completed proposals including the cover page to:

**City of Minneapolis Employment and Training
Crown Roller Mill
105 Fifth Ave. South – Suite 200 (Second Floor)
Minneapolis, MN 55401-2593**

Proposal must be received no later than **4:00 P.M. (Minneapolis Time), Friday, February 10, 2017.**

NOTE: Late proposals may not be accepted.

Additional Proposal Format and Submission Guidance:

- The cover page, original proposal, and four copies of each should be submitted in one envelope labeled: Request for Proposal: Minneapolis Employment and Training – **WIOA Adult**
- Proposals should not exceed ten (10) typed, double spaced pages
- Font size should not be less than eleven (11) point
- Please do not send annual reports, brochures, or similar attachments
- Faxed or e-mailed proposals will not be accepted
- An applicant conference will not be held

REQUESTS FOR CLARIFICATION

Prospective responders shall direct inquiries/questions ***in writing only*** to: CPEDetwioaadultrfp@minneapolismn.gov

All questions are due no later than **4:00 pm (Minneapolis Time), January 18, 2017**. Responses to the Questions will be posted by **January 25, 2017** on City's RFP website at: http://www.ci.minneapolis.mn.us/cped/cped_rfp

The email address (above) is the only method to obtain clarification of questions regarding the RFP before proposals are submitted. The Contract Manager cannot answer questions or vary the terms of the RFP. All requests for clarification should be submitted in writing as outlined in this RFP. Failure to follow this prohibition could result in the rejection of the proposal.

EVALUATION CRITERIA

Proposals submitted for this RFP will be reviewed and rated by a panel of impartial readers. The following are the key criteria that will be used to evaluate the responses to the technical proposal questions from **Attachment A**:

- A. Quality, thoroughness, and clarity of proposal.
- B. Qualifications and experience of staff (includes a review of references, if requested).
- C. How well the scope of services offered meets department objectives.
- D. Financial responsibility and capacity of company including whether or not the company, any affiliates, subsidiaries, officers or directors have filed for federal bankruptcy protection within seven years of the date of this RFP. A pre-award Risk Assessment will be completed.
- E. Organization and management approach and involvement for a successful project.

After the proposals have been ranked, the Ad Hoc Adult Committee of the Minneapolis Workforce Development Board will review the rankings and an on-site visit to the top proposers may be scheduled. The Ad Hoc Adult Committee reserves the right to interview any or all proposers, or to require a site visit at its discretion. If an on-site visit or interview is scheduled, the Committee requests that the manager who will lead this program and any actual members of the staff who will provide services (if available) participate in the formal interview. Up to 5 additional points from a site visit or interview may be added to an organization's total score from their narrative proposal.

The final selection of providers will be made by the Ad Hoc Adult Committee and approved by the Minneapolis Workforce Development Board.

GENERAL CONDITIONS

The City of Minneapolis Employment and Training will be the administrator of any and all contracts let under this Request for Proposals.

Federal Funding Accountability and Transparency Act of 2006 (FFATA)
(Public Law 109-282; 31U.S.C. Section 6101, et. seq.)

The FFATA applies to direct federal grants received by the City which are provided as a sub award (sub grant, sub contract or sub recipient) to a first tier contractor or vendor. The City is obligated to report to a website maintained by the US Office of Management and Budget (OMB) certain information about entities that receive a sub award of federal funds in an amount of \$25,000 or more. As a sub awardee, sub recipient or contractor being paid in whole or in part by the City with federal grant proceeds, your organization is required to register with the Central Contractor Registry (CCR) and comply with the requirements of the Federal Subaward Reporting System (FSRS). As a sub awardee of federal funds, the company/entity is required to obtain a unique, federal identification number (DUNS) and report total compensation of certain executive level members of the company/entity (see www.fsr.gov for details).

This Request for Proposals does not commit Minneapolis Employment and Training to award a contract, to pay any costs incurred in the preparation of a proposal for this request, or to procure or contract for services. The City of Minneapolis reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified sources, or to cancel in part or in its entirety, this RFP, if it is in the best interest of the City of Minneapolis to do so. The City of Minneapolis Employment and Training may require the selected providers to participate in negotiation and to submit any fiscal, technical or other revisions of their proposal that may result from negotiations with Minneapolis Employment and Training.

Responding to this RFP does not guarantee that your organization will be selected to provide services.

Grant recipients new to Minneapolis Employment & Training-funded grants must complete a master contract agreement before Minneapolis Employment & Training will disburse any funds.

ADDENDUM TO THE RFP

If any addendum is issued for this RFP, it will be posted on the City of Minneapolis web site at: http://www.ci.minneapolis.mn.us/cped/cped_rfp. The City reserves the right to cancel or amend the RFP at any time.

ATTACHMENT A

Proposal Format

**City of Minneapolis Employment and Training
WIOA Adult Services
Request for Proposals**

<i>Please complete this cover page and attach it to your proposal.</i>
RFP REQUIREMENTS: Must be able to reply "yes" to all red boxes.
<input type="checkbox"/> Yes, this agency provides services in a Minneapolis location at this address: <hr/>

Applicant Agency: <input type="checkbox"/> Yes, this agency is on the Eligible Provider list for 2016-2020 - REQUIRED. Please use the legal name and full address. This is the fiscal agent with whom the grant agreement will be executed.	Contact Name and Address: (If different from the APPLICANT AGENCY)
Agency Name: Director Name: Telephone: Fax: Email:	Contact Name: Title: Telephone: Fax: Email:
Address: 	Address:
Federal Tax ID: (required)	Minnesota Tax ID: (required)
DUNS Number: (required)	

Applicants must submit one (1) original and four (4) copies of this completed cover page and proposal by 4:00 p.m. on Friday, February 10, 2017. Late proposals may not be considered

I certify that the information contained herein is true and accurate to the best of my knowledge and that I am authorized to submit this application on behalf of the applicant.

Authorized Signature	Title	Date

City of Minneapolis Employment and Training use only

Date Received		Time Received		Staff Initials Received	
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The technical proposal should be your responses to the following questions from four (4) categories with a possible total of 100 points.

	Please provide concise and complete responses to each of the following specific questions.
<p>Organization History and Relevant Experience</p> <p>(30 points)</p>	1. Describe your organization’s mission, qualifications and experience in delivering employment programs to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.
	2. Describe specific results that detail your organization’s success in assisting individuals with barriers to employment including methods and success in assisting those individuals with more challenging barriers to employment. Provide quantitative statistics about performance outcomes, placement rate, wage goals, and retention goals met/exceeded to support your agency’s outcomes including demographic information (race and disability, at minimum) for the clients represented in these results.
	3. What are key features of your organization’s approach to career counseling; access to labor market information; assessment of skills/experience/marketability; development and support of job search strategies; job development; and follow-up services to support retention for adult clients? What is unique about how your organization provides these services?
	4. Describe your organization’s understanding of the services needed by typical low-income, clients and individuals who are basic skills deficient and how you meet those needs. Describe your organization’s outreach and recruitment strategy including how your organization reaches out to and serves diverse populations. Describe your experience and ability to serve individuals with disabilities.
<p>Service Design</p> <p>(35 Points)</p>	5. Describe how your organization will help clients define a career pathway that demonstrates a clear sequence, or pathway, of education and/or training credentials that are focused on industry sectors that are in-demand and that align with employer-validated needs. Identify any specific industry sectors for which your organization has developed career pathways.
	6. List and describe what standardized assessment and testing tools you utilize in your case-management model and describe how they are used.
	7. Describe how job seeker and employer feedback has been (or will be) used for a customer-centered approach to Adult services.
	8. Describe any “basic career services” that will be provided to any community or neighborhood member without the expenditure of funds provided by Minneapolis Employment & Training. [“Basic Career Services” include job search and placement assistance (including career counseling); labor market information (which identifies job vacancies; skills needed for in-demand jobs; and local, regional and national employment trends); initial assessment of skills and needs; information about available services; and follow-up services to support retention in employment. Access to these services may be self-service or staff assisted.]
<p>Staff Expertise</p> <p>(20 Points)</p>	9. Describe your staff’s experience in managing and monitoring grants or government-funded programs for performance results and contract compliance.
	10. Describe the educational background, credentials/qualifications, and experience that will be required for the case managers/career planners who will be providing direct client services for this funding source.
	11. Who would supervise the case managers providing services? What the manager’s educational background, credentials/qualifications, and experience?
	12. Describe the cultural and linguistic capabilities of the staff at your organization who are available to assist with Adult services, as needed.
<p>Partnerships and Employer Linkage</p> <p>(15 Points)</p>	13. Describe relationships with private sector employers, both large and small, and methods by which the agency facilitates effective communication of employer needs as well as linkages that lead to job opportunities. Describe how any employer or industry advisory boards help guide your organization.
	14. Describe any partnerships or collaborations your organization might have with educational or training institutions and other Minneapolis non-profit, neighborhood, or community organizations.

ATTACHMENT B

APPENDIX

WIOA was signed into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

The adult and dislocated worker programs are required partners in the one-stop delivery system. WIOA made some significant reforms to how services are delivered in the one-stop delivery system to adults and dislocated workers. WIOA provides for a workforce system that is universally accessible, customer centered, and training that is job-driven. Training is supported through a robust Eligible Training Provider List (ETPL), comprised of entities with a proven capability of securing quality employment outcomes for participants.

Career Services: WIOA authorizes “career services” for adults and dislocated workers, rather than “core” and “intensive” services, as authorized by WIA. There are three types of “career services”: basic career services, individualized career services, and follow-up services. Career services under this approach provide local areas and service providers with flexibility to target services to the needs of the customer. Basic career services must be made available to all individuals seeking services served in the one-stop delivery system, and include:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including identification through the state’s Worker Profiling and Reemployment Services system of unemployment insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the one-stop delivery system;
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- Labor exchange services, including—
 - Job search and placement assistance, and, when needed by an individual, career counseling, including—
 - Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and,
 - Provision of information on nontraditional employment (as defined in sec. 3(37) of WIOA);
- Provision of referrals to and coordination of activities with other programs and services, including those within the one-stop delivery system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including—
 - Job vacancy listings in labor market areas;
 - Information on job skills necessary to obtain the vacant jobs listed; and
 - Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
- Provision of performance information and program cost information on eligible providers of training services by program and type of providers;
- Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area’s one-stop delivery system;
- Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State’s Medicaid program and Children’s Health Insurance Program; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD)¹ ; and assistance under a State program for Temporary Assistance for Needy Families (TANF), and other supportive services and transportation provided through that program;
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
- Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim—
 - Meaningful assistance means providing assistance:
 - On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim, or
 - By phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time;

- The costs associated in providing meaningful assistance may be paid for by the State's UI program, the WIOA Adult or Dislocated Worker programs, the Wagner-Peyser Employment Service, or some combination thereof these funding sources.

Individualized Career Services: If staff determine that individualized career services are appropriate for an individual to obtain or retain employment, these services must be made available to the individual. These services include:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
 - Diagnostic testing and use of other assessment tools; and
 - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;
- Group and/or individual counseling and mentoring;
- Career planning (e.g. case management);
- Short-term pre-vocational services, including development of learning skills, communication skills,
- interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre-apprenticeship programs may be considered as short-term prevocational services;
- Internships and work experiences that are linked to careers;
- Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment;
- Financial literacy services;
- Out-of-area job search assistance and relocation assistance; and
- English language acquisition and integrated education and training programs.

Follow-up Services: Follow-up services must be provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Counseling about the work place is an appropriate type of follow-up service.

Training Services: Training services can be critical to the employment success of many adults and dislocated workers. Under WIOA, training services may be provided if staff determine, after an interview, evaluation or assessment, and career planning, that the individual:

- Is unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;
- Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through career services alone; and
- Has the skills and qualifications to successfully participate in the selected program of training services.
- Training services, when determined appropriate, must be provided either through an Individual Training Account (ITA). Training services must be linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the adult or dislocated worker is willing to commute or relocate. The selection of training services should be conducted in a manner that maximizes customer choice, is linked to in-demand occupations, informed by the performance of relevant training providers, and coordinated to the extent possible with other sources of assistance.

Supportive Services: Supportive services are funded only when these services are not available through other agencies and that the services are necessary for the individual to participate in Title I activities. Supportive services may be made available to anyone participating in Title I career or training services. Supportive Services may include, but are not limited to:

- Transportation;
- Child Care;
- Dependent Care; and
- Housing.

WIOA Adult Program Operating Guidelines (revised June 2016)

These guidelines supplement requirements specified in contracts, plans, fund availability notices, and other Minneapolis Employment & Training communications.

Responsibilities of sub-recipients/service providers include:

- Identification of, outreach to and recruitment of WIOA-eligible adults in need of employment and training services;
- Documentation of eligibility as required by WIOA, state, and Minneapolis Employment & Training policy, and completion and data input of MIS paperwork according to procedures;
- Documentation of priority for services in keeping with established policies;
- Creation and retention of participant files containing all information collected about each participant and making this information available for City of Minneapolis or state/federal review;
- All Individual Employment Plans (IEP) created for a participant in a City of Minneapolis Employment and Training funded program must be reviewed and signed by an agency staff who possesses either an active Global Career Development Facilitator (GCDF) certification or a counseling-related Bachelor's or Master's degree (including but not limited to a degree in social work, counseling, psychology, or related fields), which will be subject to annual audit;
- Provision of needed career services, support, and training services;
- Maintenance of staff awareness/knowledge of the availability of and eligibility for other human and social services of which participants may be in need, and use of this knowledge to appropriately assist applicant and participant access to these services;
- Referral to and coordination with other resources (including, but not limited to, community resources for medical, mental health, counseling, and other needed services);
- Provision of services in a case management context;
- Provision, on a group and/or individual basis, of effective instruction in job-seeking skills (job finding, job search strategies, interviewing skills, filling out applications, cover and thank you letters, etc.);
- Provision of assistance with resume preparation, including critiques and editing, as well as word processing and reproduction, as needed;
- Provision of supportive services when needed to facilitate training completion and/or job placement and only when unavailable from other resources;
- Consideration of a variety of sources of information on wages, demand, and trends, including the most current Occupations in Demand list from the Minnesota Department of Employment and Economic Development website, in order to guide participants toward occupations with appropriate wages and continuing demand;
- Compliance with WIOA rules and regulations, state law and policy, as well as Minneapolis Employment & Training policy;
- Regular review of participant progress (minimum, at least once every 30 days), and adjustment of the service plan as necessary. For any participant who has been in job search for 90 days, the case should be reviewed to determine why employment has not been obtained, and actions should be taken, where possible, to facilitate reemployment;
- Follow up after placement in order to support retention (including continuing job search support in cases of job loss subsequent to placement, while still within the one-year retention support period);
- Documentation of follow-up at specified intervals by contacting employers/workers and recording information as required;

- Retention of all records pertinent to all grants and agreements, including financial, statistical, property and participant records and supporting documentation for 6 years after the client exits the program;
- Submission to Minneapolis Employment & Training by the 10th of each month, Cost Reimbursement invoices for expenses incurred in the previous month;
- Adherence to Performance and Special Requirements detailed in Fund Availability Notices and attachments including handling and protection of Personally Identifiable Information; and
- Reference to the City of Minneapolis and/or Minneapolis Employment & Training (by the inclusion of the City's logo and/or by acknowledging the City as a funding source) in any advertising and/or public relations efforts related to activities funded through Minneapolis Employment & Training.

The FutureWorks Team has prepared the following chart of WIOA indicators to assist you in understanding the new indicators effective July 1, 2016. These are based on Final Rule. Total of 18 indicators (15 participant indicators, 3 employer indicators).

See: https://doleta.gov/performance/reporting/eta_default.cfm

Indicator	Definition	Comments
Adult, Dislocated Worker & Youth		
Employment Rate Q2	Number of exiters employed during the 2 nd quarter after exit <i>(NOTE: For Youth only – Numerator includes those employed or in education or training during Q2 post)</i>	Supplemental data allowable if not in wage records
	Total Number of exiters	
Employment Rate Q4	Number of exiters employed during the 4th quarter after exit <i>(NOTE: For Youth only – Numerator includes those employed or in education or training during Q4 post)</i>	Supplemental data allowable if not in wage records
	Total Number of exiters	
Median Earnings	The midpoint of wages earned during the 2 nd quarter after exit for all exiters with wages in the 2 nd quarter after exit	Supplemental data allowable if not in wage records
Credential Rate	Number of exiters enrolled in postsecondary education or training that obtained credential during participation or within 1 year after exit. OR number of exiters enrolled in secondary education program and obtained secondary school diploma or equivalent during participation or within 1 year of exit AND were also employed or enrolled in education/training leading to a credential within 1 year after exit.	Denominator excludes exiters from OJT or customized training. Adult, Dislocated or Youth in High School Program must attain degree and be employed in Ed/training within 1 year of exit.
	Number of exiters enrolled in postsecondary education or training program including the number of exiters that were in a secondary education program (at or above 9 th grade level) without a high school diploma or equivalent.	
Skill Gains	Number of in-program participants in an education or training program that leads to a postsecondary credential or employment and are achieving skill gains in one of the following: <ul style="list-style-type: none"> 1. Educational Achievement 2. HS Diploma or equivalent 3. Secondary/post-secondary transcript/report card 4. Training milestone 5. Skills progression 	Real Time indicator Includes those enrolled in secondary school programs
	Number of in-program participants during the program year that are in education or training program that leads to a postsecondary credential or employment	

WIOA Indicators – Employer

Indicator	Definition	Comments
Employee Retention Rate	Number of participants employed with the same employer in Q2 and Q4 Post Number participants employed in Q2	States select 2 of 3 indicators Establishments as defined by Bureau of Labor Statistics Quarterly Census of Wages and Earnings
Employer Penetration Rate	Number of establishments that have received or continue to receive a service or other assistance during report period Number of establishments within state during final month or quarter of report period	Unlike other performance indicators, effectiveness in serving employers will be a shared outcome across the programs and not reported or tracked by program.
Repeat Business Customers Rate	Number of establishments that have received or continue to receive a service or other assistance during report period AND who utilized a service anytime within previous 3 years Number of establishments that have received a service over the last 3 years	For Penetration & Repeat Business Rate see list of allowable services/other assistance