

**BALTIMORE CITY WORKFORCE INVESTMENT BOARD
YOUTH COUNCIL**

**REQUEST FOR PROPOSALS
FOR THE SELECTION OF VENDOR (S)
FOR
YOUTH WORKFORCE DEVELOPMENT SERVICES**

FUNDED BY THE WORKFORCE INVESTMENT ACT

**ISSUE DATE: December 18, 2003
DEADLINE DATE: January 30, 2004**

**BALTIMORE WORKFORCE INVESTMENT BOARD YOUTH COUNCIL
c/o Mayor's Office of Employment Development
101 W. 24th Street
Baltimore, Maryland 21218
410.396.6722**

**BALTIMORE CITY WORKFORCE INVESTMENT BOARD
YOUTH COUNCIL
REQUEST FOR PROPOSAL**

TABLE OF CONTENTS

Section	Page
I. INTRODUCTION/STATEMENT OF INTENT	3
II. SPECIFICATIONS/EVALUATION/TIMELINE	6
III. CONTRACTOR QUALIFICATIONS AND RESPONSIBILITIES	9
IV. PROGRAM SPECIFICATIONS	11
V. PROPOSAL FORMAT	20
VI. EVALUATION CRITERIA	23
VII. BUDGET INFORMATION	25
VIII. COVER PAGE	27
IX. DEFINITIONS	28

**BALTIMORE CITY WORKFORCE INVESTMENT BOARD
YOUTH COUNCIL
REQUEST FOR PROPOSAL**

INTRODUCTION/STATEMENT OF INTENT

Since February 2000 the Baltimore Workforce Investment Board (BWIB) Youth Council has continued to develop a comprehensive youth development system that focuses on the academic, personal developmental, and workforce needs of City youth. The Workforce Investment Act of 1998 presented Baltimore with a unique opportunity to change the way programs/initiatives are organized and operated to serve youth. The Youth Opportunity (YO) Grant awarded to Baltimore helped tremendously in shaping the framework for the system. The system has been able to use a combination of YO and WIA funds to serve youth. YO funds are used for youth that reside in the empowerment zone and WIA funds support economically disadvantaged youth who have barriers to successful school/work experiences. There are currently four full service Youth Centers in Baltimore and four satellites and a number of programs funded under WIA to provide employment, academic and occupational skills training for youth.

It is the intent of the BWIB Youth Council to administer a fair and objective process for selecting vendors to provide workforce development services to youth residing in Baltimore City. The mission of the BWIB Youth Council is to build a comprehensive youth system that will promote the opportunities for youth to acquire the necessary life skills, education and work exposure and experience to enable them to have productive careers and become responsible family members and citizens.

The overall goal for the use of the federal WIA funds supporting this Request For Proposal (RFP) is to assist economically disadvantaged youth ages 16-21 to achieve major educational attainment, skill development and employment. Services must be designed and delivered in a manner that maintains focus on and is relevant to career development, educational attainment and job placement. This can be accomplished through a variety of youth development strategies such as:

- Tying services to labor market needs
- Creating effective connections to local and regional employers
- Developing meaningful connections between academic and occupational learning
- Providing education relevant to the job market particularly in high skills/high wage industries such as Information Technology and Bioscience
- Creating pathways to post secondary educational opportunities
- Providing services and activities that promote youth leadership and positive self image
- Providing support services that address family and community issues
- Providing follow up services
- Outreach and recruitment

Overarching principles that will guide the Youth Council in the selection of service providers are:

- Focusing on youth development and prevention of youth risk behaviors.
- Building on and strengthening existing community assets such as workforce development agencies, employers, community-based organizations, schools, faith-based organizations, etc.

- Building on and strengthening intergenerational relationships and collaborations among key stakeholders. (i.e. parents, school faculty, health care providers, ministers, youth practitioners, postsecondary institutions, mentors, etc.)
- Supporting a holistic approach to serving youth encompassing mental, physical, social and spiritual development
- Supporting the ability of teen parents to meet needs of their children
- Emphasizing long-term outcomes and sustained support for youth with significant barriers to employment.
- Ability to leverage resources to support the proposed initiative.

Additionally the BWIB Youth Council will ensure its youth system includes the following requirements of the WIA:

- Focus on intensive year round programs
- Emphasis on goal setting and long term outcomes
- Increased focus on academic achievement aligned with state education requirements and post secondary readiness
- Delivery of ten (10) specific service elements (See pages 12 & 13)
- Twelve-month post program follow up for all youth.

The BWIB Youth Council will award grants to service providers who demonstrate the ability to develop and implement strategies that will result in the following outcomes:

- Youth are academically successful. (Increase in academic credentials)
- Youth are physically healthy
- Youth have post placement job retention
- Youth are prepared to live independently and are economically self-sufficient
- Youth have progressive increases in earned income
- Youth obtain employment

The BWIB Youth Council is committed to providing the highest quality services available to Baltimore City youth. Accordingly, all service providers awarded prior WIA funding must demonstrate satisfactory achievement (75%) of performance goals to be eligible for funding under this notification.

The Mayor's Office of Employment Development (MOED) works under the guidance of the BWIB and serves as the administrative agent for the WIA funds. MOED will provide support to the BWIB Youth Council in conducting this Request For Proposal and as the authorized WIA grant recipient, will be the contracting agent for the BWIB Youth Council for these WIA grant awards.

This procurement action may award multiple contracts totaling approximately \$2 million annually. Contract awards are based on available funding. The period for this grant award will be 24 months. However, continued funding for the second year of this period will be awarded based upon satisfactory performance demonstrated during the first twelve months of this contract. **Note.** The size of the awards will be based on a number of factors. These factors include the scope, quality, and comprehensiveness of the proposed initiative and the size of the population to be served. All funds are to be spent serving eligible youth as defined in this document.

Contracted services, all of which require a 12 month post program follow up, are to be initiated on or about July 1, 2004 and run through June 30, 2006.

Note: Congress has not passed the reauthorization of the Workforce Investment Act of 1998. Sections of this RFP incorporate possible changes to the law that will affect programming. These areas have been noted in the appropriate sections. Applicants must address their ability to meet the possible new requirements.

**BALTIMORE CITY WORKFORCE INVESTMENT BOARD
YOUTH COUNCIL
REQUEST FOR PROPOSAL**

SPECIFICATIONS/EVALUATION/TIMELINE

I. SPECIFICATIONS

REQUEST FOR PROPOSAL (RFP)

Service providers will be competitively selected based on the scoring of the RFP responses. The Workforce Investment Board Youth Council must receive proposal applications by 5 p.m. January 30, 2004. All proposals should be sent to:

Dr. Skipp Sanders
Chair, BWIB Youth Council
Mayor's Office of Employment Development
101 W. 24th Street
Baltimore, Maryland 21218
410. 396.6722
Att.: Alice Cole

Notification of selection will be made on or about March 12, 2004. **Bidders receiving notification of awards will be required to demonstrate the fiscal and administrative capacity described in Section IV, Vendor Qualifications and Responsibilities.** All awards are contingent upon fiscal and administrative qualification and successful contract negotiation. The contract negotiation process shall be bound by the best terms originally offered by the respondent in the proposal. Within 5 business days after the beginning of the funding period, service providers must execute their contracts.

BIDDER'S CONFERENCE

A mandatory Bidder's Conference is scheduled for Thursday, December 18, 2003, 1:00 p.m. to 4:30 p.m., at The Mayor's Office of Employment Development, 101 W. 24th Street, Room 100, Baltimore, Maryland 21218. Parties who plan to submit a proposal must be represented by an individual authorized to act on the bidder's behalf. The Youth Council may, in case of extraordinary emergency, choose to waive the disqualification of bidders not attending the Bidder's Conference if a compelling written request and explanation is received by fax (410.467.7869) within 48 hours of conference end. The bidder agrees to assume full responsibility for any information not received due to non-attendance.

PROPOSAL SUBMISSION

Proposals must be formatted in the following manner providing accurate, valid and full disclosure of information. Proposals that fail to follow instructions and/or fail to respond to all parts of the RFP shall be deemed non-responsive and will not be considered. The Workforce Investment Board Youth Council will not accept any amendments, revisions or alterations after the proposal due date unless requested by the Workforce Investment Board Youth Council.

- Proposals must include:
 1. Completed Cover page from Section VIII
 2. One page abstract
 3. Written responses to Section V, questions 1-7, in the order presented
 4. Section VII, Budget Information.
- Send the original and six copies of the proposal(s) to Dr. Skipp Sanders, Chair, Workforce Investment Board Youth Council, and the Mayor's Office of Employment Development, 101 W. 24th Street, Baltimore, Maryland 21218 att. Alice Cole. Letters of commitment and confirmation of leveraged resources must be included as attachments. Any proposal or proposal modifications submitted after the close of the solicitation period will not be considered.
- Upon receipt of a proposal, the BWIB Youth Council will email the bidder a receipt of proposal.
- The required proposal document must be double-spaced, on numbered 8-½ inch x 11-inch pages, (one side only) with one-inch margins (top, bottom, and sides). All text in the application narrative, including titles, headings, footnotes, quotations, references, and captions, as well as all text in charts, tables, figures, and graphs, must be double spaced. If using a proportional computer font, applicants are requested to use a 12-point font. Proposal responses to questions 1-6 must be limited to 20 pages. The page limit does not apply to the cover sheet, the one-page abstract, budget section, appendices and forms.
- Any submitted proposal shall remain a valid proposal for one year after the closing date of the RFP.
- Bidders may submit proposals for one or more project types; however, a separate proposal is required for each type submitted.

RFP INQUIRIES

- All inquiries related to the RFP are to be submitted electronically. E-mail inquiries should be identified on the e-mail as "Youth RFP Inquiry" and sent to: youthcareers@oedworks.com.
- Written questions received after the Bidder's Conference and before 5 p.m., Monday, January 26, 2004, will be responded to within 72 hours. A compilation of responses will be posted bi-weekly in the "Questions and Answers" section at <http://www.oedworks.com/aboutus/index.htm>
- Questions received after January 26, 2004 will not be answered.

COST OF PREPARING PROPOSALS

Costs for developing the proposals are solely the responsibility of the bidders. The BWIB Youth Council will not provide reimbursement for such costs.

WITHDRAWALS

A submitted proposal may be withdrawn prior to the proposal due date. A written request to withdraw the proposal must be submitted electronically to: youthcareers@oedworks.com.

CLARIFICATION PROCEDURES

All clarifications or changes to submitted proposals must be in the form of a written addendum and received prior to 5 p.m. January 30, 2004.

PUBLIC RECORDS

Applicants are advised that most documents in the possession of the BWIB are considered public records and subject to disclosure under the State Public Records Law.

STAFFING AND COMMUNITY INVOLVEMENT

If additional staffing is required as a result of this action, vendors are strongly encouraged to hire a ratio of 1:3 new employees from the community being served. Youth Centers proposals are encouraged to include provisions to establish Community Advisory Boards.

II. EVALUATION PROCESS

The BWIB Youth Council Proposal Review Team will rate the proposals and assign each a numerical value. The Youth Council will determine final selections and assure equitable distribution. Its recommendations will be forwarded to the BWIB for final consideration. The decisions of the BWIB are final.

The BWIB Youth Council Proposal Review Team will review and score proposals according to the criteria and assigned points specified in Evaluation Criteria Section VI. The BWIB retains the right to request additional information from any applicant.

The BWIB reserves the right to withhold awards should there be no proposals that adequately address the services and outcomes requested.

III. TIMELINE

December 12, 2003	Public Notice
December 15, 2003	Request for Proposal (RFP) available
December 18, 2003 1:00-4:30pm	Mandatory Bidders Conference
January 30, 2003 Must be received by 5pm	RFP applications are due to Youth Council. Please send to: MOED 101 W. 24 th Street, Baltimore, MD 21218
January 30, 2004 to March 1, 2004	Evaluation Process
March 12, 2004	Provisional Award Notifications; Contract negotiations begin

March 19, 2004 must be received by 5pm	Documentation of Qualifications due to Youth Council office from applicants who have been given preliminary awards
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SECTION III.

BALTIMORE CITY WORKFORCE INVESTMENT BOARD YOUTH COUNCIL REQUEST FOR PROPOSAL

CONTRACTOR QUALIFICATIONS AND RESPONSIBILITIES

CONTRACTOR QUALIFICATIONS

All businesses/organizations must meet a minimum level of administrative and fiscal capacity in order to contract with MOED. Therefore, all applicants given selection notification must provide the following Documentation of Qualifications by March 19, 2004. Failure to satisfactorily provide the following documentation could result in disqualification of proposed award.

Documentation of Organizations Qualifications

- Legal Entity (*Proof of Incorporation, 501(c)(3), etc.) *<Must submit document proving legal entity.>*
- Written Personnel Policies *<Must submit table of contents of personnel policies.>*
- Written Conflict of Interest Policy for Staff and Board *<Must submit copy of Conflict of Interest .>*
- Written Grievance Procedure for Customers/Clients *<Must submit copy of grievance procedure.>*
- Ongoing Quality Assurance Process for Services *<Must submit descriptions of process.>*
- Annual Budget of \$100,000 (or more) *<Must submit an annual budget document.>*
- More than one funding source *<Must submit revenue documentation.>*
- Proven Fiscal Capacity including Capacity for Fund Accounting *<Must submit bound copy of most recent formal audit completed within last year. Must satisfactorily address all findings.>*
- Has (or is able to obtain) liability, property and bodily insurance, motor vehicle (if applicable), death benefits, fidelity bonding, unemployment insurance, officer's insurance/employee dishonesty insurance and Worker's Compensation Insurance *<Must submit certificate of insurance with contract. >*
- Adequate Method to Collect Client Information & Demographics *<Must submit sample of format or report. >*
- Demonstrated Ability to Collect Outcome Data that measures Performance to Plan *<Must submit report showing actual to planned performance. >*
- Internet connectivity, individual E-mail accounts for persons accountable for this contract, and workstation capable of running the latest versions of Microsoft Internet Explorer or Netscape Navigator web browsers, **or** willingness and budget to acquire these technologies. *<(Must*

submit letter describing how organization currently addresses or plans to address these criteria.>

- Complete Pre-Award Review Form
Documentation of Qualifications Submission

- Do not include any information that is not specifically requested.
- Include a cover letter identifying organization and signed by an individual authorized to represent the organization, to act on behalf of it, and to legally bind it in all matters related to the Documentation of Qualifications.

SERVICE PROVIDERS RESPONSIBILITIES

Program success is contingent upon the ability of the vendor to meet the demands of managing and administering the initiative/service. Contracts awarded will be based on cost reimbursement with allowable costs limited to those reasonable and necessary for the effective and efficient performance of the contract services. Partial payment may be withheld for failure to meet contract specified performance goals. With the written approval of the BWIB Youth Council, vendor may subcontract specific activities by following proper legal procurement procedures. (It is suggested that all organizations have a minimum of one month's operating capital)

Vendor responsibilities include but are not limited to:

1. Oversight of subcontractors,
2. Program operations and fiscal management,
3. Monitoring/evaluation,
4. Client tracking and documentation,
5. Timely billings and reports,
6. Timely reporting of required data/information, and
7. Cooperation and coordination with the BWIB Youth Council staff and other Vendors doing related work.
8. Leveraged resources

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PROGRAM SPECIFICATIONS

TARGET POPULATION

Priority will be given to proposals that reflect the ability to use WIA funds to expand the types of services that are being offered to EZ youth through the Youth Opportunity (YO) grant to other city youth. Youth must meet the following criteria to be eligible for service:

1. Low-income youth ages 14-21 (see page 34 for definition of low income)
2. Legal citizens or residents of the US and Baltimore City
3. At least one of the following challenges:
 - Deficient in basic literacy skills, (reading at or below 7.9 grade level)
 - School dropout,
 - Homeless, runaway, or foster child,
 - Pregnant or parenting youth,
 - Offender or
 - Lives in a high poverty census
 - Requires additional assistance to complete an educational program, or to secure or hold employment

PROJECT TYPES

Proposals must address one of the following project types. All strategies must include the programmatic specifications listed in this section. BWIB Youth Council priority will be for those proposals that support the development of **job preparation and placement for Baltimore City youth**, a One Stop Youth Community Center, career specific training leading to employment and/or certification and/or post secondary enrollment, and non traditional learning options. Please note that separate proposals are required if applying for more than one of the following project types.

1) Programs to Transition youth (16-21) to Employment and/or Post Secondary Training

Funds will support 16-21 year old youth to acquire career specific and or employment preparation skills leading to certification and/or employment and/or postsecondary enrollment to further their skills. Examples of services under this project type include but are not limited to:

- ✓ Career Clubs that provide intensive job readiness and retention training to youth coupled with part time employment/ internships. Job placement should be in the area of the youth's career aspirations.
- ✓ Skills Training coupled with internships in the private sector
- ✓ Customized Training
- ✓ Entrepreneurship Training

- ✓ Apprenticeships

2) Intensive Programs for Out of School youth:

WIA requires a portion of funds be targeted for services to 16-21 year old out of school youth in intensive programs. Out of school youth are youth who have dropped out of school and are not presently enrolled in an educational program. In addition, an out of school youth can be a youth who is under-employed or unemployed and has graduated from high school and/or received a GED.

The goal is to assist in accessing academic and career specific services that will lead to their transition to positive participation in postsecondary education and/or meaningful employment, and making progress towards their goals. Programs can do this through outreach and partnership with community organizations, schools, and other entities to recruit youth and engage them in intensive services leading to attainment of skills and performance outcomes, defined in this section, appropriate for the individual participants.

Examples of services under this project type include but are not limited to:

- ✓ One Stop Community Youth Centers:
Community/neighborhood anchored centers that recruit youth and offer assessment and individualized career plans, counseling, and advocacy and linkage to a host of academic (tutoring, Pre-GED, GED) career skills (in areas such as health and information technology, hospitality, construction, etc.) leadership development (mentoring, youth councils, community service) employment (work experiences, externships, summer, seasonal, regular full –time jobs, and retention follow-up support.)
- ✓ Non Traditional Learning Options
Drop out prevention and recovery models tailored to meet the educational needs of Baltimore City youth leading to high school/GED credentialing and transition to post secondary education and/or jobs. Models should offer a comprehensive menu of educational and developmental options for both youth who are in school and those at risk of leaving school before they obtain a high school diploma.

KEY PROGRAM COMPONENTS

1. **Certification:** Under the WIA legislation for federal funding, all youth must meet eligibility criteria defined in this section. Certification of eligibility for any WIA funded programs must be completed prior to enrollment. Certification includes income determination. BWIB Youth Council will assist vendors by providing technical assistance on the certification process to determine eligibility.
2. **Orientation:** All participants must receive information on the full services that are available through eligible providers, including contracted programs and One-Stop Partners in the BWIB's career center network.
3. **Assessment:** Each participant shall be provided with an objective assessment of his/her academic, employment skills, and supportive service needs. This includes a review of educational skill levels, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs. Where appropriate, recent assessments could be used

in lieu of additional assessment. The goal is to accurately evaluate the youth in order to develop an appropriate service strategy to meet his/her individual needs.

4. **Individual Service Plan (Career Plan/Self Sufficiency Plan):** An individualized, written plan of long and short-term goals (that includes educational, employment related and personal support services needed) will be developed for each participant. Programs should use objective assessment information to develop this plan. The plan should be used to track services to be delivered and/or coordinated by the program and should be regularly reviewed and updated as changes occur.
5. **Referral:** Any eligible youth who is not enrolled in services at a contracted program must be given the referral information regarding the full array of applicable or appropriate services available through local programs including BWIB's One Stop Career Center Network and its partners and providers. In addition, youth should be given referrals for further assessment if determined appropriate. Programs are strongly encouraged to link and share information with other youth serving agencies, organizations and training providers in order to meet the individual needs of all youth.
6. **Supportive Services:** Supportive services are those necessary to assist the youth to be successful in achieving their goals. This may include transportation, childcare, work-related tools, clothing, housing etc. To the greatest extent possible, programs should address support service needs through leveraging of existing resources and private/public partnerships.
7. **Youth Development:** Youth development focuses on a young person's assets; communicates high expectations; provides opportunities for leadership, encourages a sense of personal identity; broaden a young person's perspective; provides safe surroundings; and connects with caring adults.
8. **One-Stop partnership:** The One-Stop system provides workforce development services to adults. Youth Vendors will be expected to engage in partnerships to provide additional resources and services to youth. Specifically programs serving youth, ages 18 – 21 years old should be actively participating with the One-Stop partners to ensure that these youth have access to the full range of services available through the WIA adult services, which are available to individuals who are at least 18 years of age.

REQUIRED ELEMENTS

Under the Workforce Investment Act (WIA), the following elements must be addressed in the applicants' program design. Elements can be made available directly or through partnerships. The primary goals are meeting individual needs and continuity of services. If partnering to provide these elements, programs must show how they will ensure follow through and coordination of services.

All youth do not need to take part in each of these elements, but each must be made available in a substantial way. Follow-up services must be offered to all youth participating in a WIA funded program. **Please note** that at the time of dissemination of this RFP congress has not passed the reauthorization of the WIA of 1998. In addition to the original ten elements, elements 11- 14 and those in bold, may be required.

The 10 Elements are:

1. tutoring and similar services, including dropout prevention strategies, leading to a high school diploma **or its equivalent**

2. alternative education services **with a priority on exposing youth to technology and nontraditional jobs**
3. summer employment linked to academic and occupational learning
4. paid and unpaid work experience
5. occupational skill training
6. leadership development, including community service **and peer-centered activities encouraging responsibility and other positive social behaviors**
7. supportive services
8. comprehensive guidance and counseling, including drug and alcohol abuse
9. follow-up services for at least 12 months
10. adult mentoring during program participation
11. on-the-job training
12. financial literacy
13. entrepreneurial skills training and microenterprise services
14. local labor market information

ACADEMIC REQUIREMENTS

In order to assist participating youth in both academic and occupational success, services must have a strong emphasis on academic skill gains in Basic English language literacy skills and math computation skills. The target population to be served includes youth who may have low basic skills, defined as below 8th grade level. All programs must provide academic services to assist in skill gains for basic skills deficient youth. Assessment instruments must be utilized to show skill level gains. The BWIB will work with contracted programs to identify appropriate tools.

There is increased emphasis on aligning WIA funded programs' academic services to state educational requirements including Maryland State Department of Education Career Development model and Core Learning Goals. The BWIB Youth Council encourages applicants to show alignment with state educational reform standards where applicable (e.g. partnerships with public school systems via shared curriculum, instruction delivered by school systems, etc.)

There are a variety of strategies that may help youth attain academic skills. The following are examples:

- ◆ Basic skills instruction leading to grade or skill level increase, including English as a Second Language,
- ◆ Instruction leading to High school diploma or GED
- ◆ Preparation for Entry into post Secondary Education
- ◆ Project Based Learning with learning objectives tied to academic competencies
- ◆ Community and Service Learning
- ◆ Tutoring and/or Study Skills leading to educational success and school retention

EMPLOYER CONNECTIONS

Bonafide connections to employers are essential in the creation of a system of providers that can effectively assist youth to become highly skilled and employable. The BWIB Youth Council has identified several strategies for doing this. They include both systemic and program level approaches to meaningful, quality connections to employers.

Applicants should demonstrate meaningful employer connections. These connections should lead to increased placements in employment or continuing education, as well as, meaningful exposure to the world of work leading to measurable skill increases.

Employment related activities could include:

- ◆ Subsidized work experiences leading to unsubsidized employment
- ◆ Internships
- ◆ Job shadows
- ◆ Exposure to various aspects of industry
- ◆ Job search assistance, placement and retention
- ◆ Project Based Learning
- ◆ Career Mentoring
- ◆ Service Learning
- ◆ Occupational skill training
- ◆ Employment opportunities directly linked to academic and/or occupational

Applicants are encouraged to make employer connections to leverage resources in the form of staff, funds for training, wages, operational needs related to training space, equipment etc.

BEST PRACTICES - YOUTH DEVELOPMENT PRINCIPLES

National research identifies the following elements of effective practice. The BWIB Youth Council will prioritize awards to providers who exemplify the following principles in the delivery of services to youth.

- ◆ Relationships that maintain continuity of contact with caring adults
- ◆ Strong connections to employers
- ◆ A variety of contextual educational options for skill/competency gains or academic learning through practical application
- ◆ Opportunities for leadership and decision-making
- ◆ Positive peer support
- ◆ Opportunities for post-secondary education
- ◆ Opportunities for meaningful service to others
- ◆ Follow-up support over a sustained period

OUTCOMES

Successful proposals will emphasize program outcomes. The following is a description of the initial performance measures the BWIB Youth Council will use to determine program success. These outcomes reflect current Department of Labor policy. Under WIA there are seven specific youth performance standards. Three are related to the younger youth population and four are related to the older youth population.

Additionally, the Youth Council has correlated these performance measures to its long-term outcomes. Programs must demonstrate how their program activities and outputs will lead to these identified outcomes.

OUTCOME MEASURES – WIA PERFORMANCE MEASURES

LONG TERM OUT COME MEASURE	WIA PERFORMANCE MEASURE
YOUNGER YOUTH	
Youth are academically successful. (increase in graduation rates/decrease in dropout rates)	Skill Attainment 75%
Youth are academically successful. (increase in graduation rates/decrease in dropout rates)	Diploma or Equivalent 57%
Youth have post placement job retention	Youth Retention 57%
OLDER YOUTH	
Youth are prepared to live independently and are economically self-sufficient.	Entered Employment 65%
Youth have post placement job retention.	Employment Retention 78%
Youth have progressive increases in earned income.	Earning Change (\$2788)
Youth obtain employment. Youth are academically successful (increase in graduation rates/decrease in dropout rates)	Employment & Credential 65%/ 51%

Please note that at the time of dissemination of this RFP Congress has not passed the reauthorization of the WIA of 1998. The performance measures listed above may be replaced with three-four common measures, plus indicators identified by the local WIB's for all youth ages 14-21.

1. Entry into employment, education or advanced training, or military service
2. Attainment of secondary school diplomas or their recognized equivalents
3. Attainment of literacy or numeracy skills
4. Efficiency of the program in obtaining the aforementioned outcomes

WIA PERFORMANCE MEASURES

Target Population	Measure
Youth (Younger, 14-18)	Skill Attainment Rate
	<p>Skills attained will be measured using a ratio of skills achieved over skills identified as goals.</p> <p>Using a pre/post program framework, programs will be measured on skills Achieved in three different areas: basic skills, workplace readiness skills, and occupational skills.</p>
	Youth Diploma or Equivalent Attainment Rate
	<p>Youth diploma rate will be measured using a similar ratio of Achievements over goals.</p> <p>Using a pre/post program framework, programs will be measured on the Number of youth who attained a diploma (or high school completion/GED) each quarter in relation to those that did not attain a diploma but left the program.</p>
	Youth Retention Rate
	<p>Youth retention rate implies (and includes) placement in work or educational program.</p> <p>Programs will be measured on the number of young people engaged in one of the following activities two quarters after exiting the program:</p> <ul style="list-style-type: none"> -- post-secondary education -- advanced training -- employment -- military service -- qualified apprenticeships
Youth (Older, 19-21)	Entered Employment Rate
	<p>Entered employment rate for older youth is intended to emphasize youth attachment to work.</p> <p>Although the Department of Labor Licensing and Regulation will be the primary data source for this outcome measure, you will need to work with the Council to track placement information for youth not enrolled in post-secondary or advanced training.</p>
	Employment Retention Rate

	<p>For older youth, retention implies continuous connection to Work, rather than to educational opportunities or other programs.</p> <p>Although the Employment Department will be the primary data Source for this outcome measure, programs will need to work with the BWIB Youth Council to track retention information for youth not enrolled in post-secondary or advanced training.</p>
	Earnings Gain
	<p>Earning gains will be measured by comparing pre-program earnings to post-program earnings using the Department of Labor’s formula.</p> <p>Although the Department of Labor Licensing and Regulations will be the primary data source for this outcome measure, programs will need to work with the BWIB Youth Council to track wage information that will help manage programs.</p>
	Credential Rate
	<p>The credential rate is intended to measure the ability of programs to help young people obtain specific work-related or educational achievements.</p> <p>Programs will be measured on the credentials achieved by youth who were in employment, post secondary education, or advanced training in the first quarter after exiting the program and receive a credential three quarters after exiting the relative to the number of youth who exit the program during the quarter.</p>

Finally, bidders will be expected to develop a clear strategy for investing program dollars in their youth customers in a way that generates corresponding rational outcomes. For example, the Council expects programs serving fewer youth to generate a greater range of outcomes; other programs may target greater numbers of youth, but fewer outcomes for youth. Creativity and innovation in establishing this balance are encouraged.

FUNDING/BUDGET GUIDELINES

Funding available under this proposal is limited. The BWIB Youth Council will specify minimum or maximum funding levels or cost per participant for applicants. However, all costs associated with proposed programs and cost per participant should be reasonable in light of available funding.

There is an expectation that programs will **leverage resources** in order to meet described outcomes. Funding available under this procurement action should be directed towards services that are not currently being offered or funded elsewhere.

Budget Line-item Definitions:

Personnel: Staff salaries and benefits associated with program delivery. This may include staff performing administrative functions (fiscal, managerial, fundraising, etc.) or subcontracted professional services or staffing. Client

tracking/reporting staff can either be directly included in this category or allocated in the indirect category below.

Operating: All direct expenses for goods and services purchased for program. Includes costs associated with space rental, equipment, utilities, staff travel and training, and general costs to run the program. Please note items that are not given directly to individual participants to keep are included in operating vs. participant (e.g. transportation costs associated with van rental etc).

The individual item costs for this category should not exceed \$5,000. Services purchased from vendors (as opposed to subcontractors) are included in “operating”.

Costs related to technology needed to fulfill MOED requirements may be a part of your budget and will be reviewed for cost effectiveness and reasonableness.

Participant: Participant expenses are items that are spent directly on individual participants. Participant costs are items that can be tracked by individual enrollment. Possible uses include participant support services (ex: bus tickets to arrive at the project site), participant payments (stipends and wages), participant supplies (items/equipment participants need to complete projects), and participant tuition and fees that may be incurred during enrollment.

Subcontracted: All costs incurred by subcontractors who perform work that achieves any contract goals. Vendors are not considered subcontractors.

**BALTIMORE CITY WORKFORCE INVESTMENT BOARD
YOUTH COUNCIL
REQUEST FOR PROPOSAL**

PROPOSAL FORMAT

Please read all of section IV - Program Specifications before answering these questions. Responses to questions 1-6 should be limited to 20 pages. **Please include page numbers.** In addition, applicants must complete the cover page, abstract, budget information, as well as letters of commitment from partners. Please see Proposal Instructions in Section II.

Abstract should summarize the proposed initiative, including a short description of the population to be served by the initiative and if available data on initiative participants' overall need, demographics and race/ethnicity. Also include a description of initiative objectives and activities.

1. PROGRAM DESCRIPTION

- a) Please provide a brief overview of proposed project.
 - How will the proposed program fit into your organization's mission and goals?
 - How does your organization's mission and goals support the BWIB Youth Council vision and mission?
 - Include which project type(s) your program will be delivering.
- b) Describe the target population and primary geographic area(s) to be served.
- c) Describe your past experience and results delivering services in similar projects and/or to similar populations.

2. GENERAL PROGRAM OPERATIONS

- a) Describe outreach and recruitment strategies for target population.
 - Include partnerships with youth serving agencies, organizations, and schools to reach target populations.
 - What criteria will you use to select youth to be enrolled into your program?
- b) What will you do with youth not selected for participation?
- c) How will you provide outreach and accommodate services to youth with disabilities or whose primary language is not English?
- d) Describe orientation/assessment activities. Include assessment tools, instruments, and methods your program will use to gather the necessary assessment information to develop Individual Service Strategies.
- e) How will your program develop "Individual Service Plan"? How will participant's individual goals be developed, evaluated, and coordinated?

- f) Describe your staffing plan. Include positions, staff to student ratios, and staff areas of responsibility as related to the outlined program. State how many new staff members will be hired from the community.
- g) Describe your project's case management strategy for providing consistent support, follow-through for service plans and referrals, and tracking for individual participants.
- h) Provide a detailed schedule of participant activities. What is the anticipated length of time necessary to complete the program?
 - Describe the location of activities.
- i) Describe the strategies you will use to motivate, and/or reward positive participation in the program; and (where appropriate) describe participant payroll, incentive, or payment methods.
- j) What standards or expectations will be required of youth participating in the program?
- k) Describe the methods you will use to involve youth in the design and leadership of the program.

3. ELEMENTS

- a) Please describe how you will provide each of the required elements.
 - Identify any leveraged resources your program will use to support and enhance the delivery of these elements.
- b) If your program will not be providing a service/strategy directly, describe how you will provide it through partnerships and /or subcontract relationships.
 - How you will be coordinating services to ensure continuity of contact?
 - How will you coordinate these partnerships to ensure performance towards program goals?
- c) How will your program identify each participant's individual need for the described services?

4. ACADEMIC OPPORTUNITIES

- a) Describe the types of educational opportunities that will be offered to youth.
- b) How will youth that are basic skills deficient be assisted in increasing their skills?
- c) What specific curriculum tools & resources will be used to deliver academic activities?
- d) If providing summer intensive services describe how you will ensure a link to and continued support through the school year. If intensive summer activities are not being provided, state the kind of activity in which youth will be engaged during the summer months.

5. CAREER DEVELOPMENT AND EMPLOYMENT OPPORTUNITIES

- a) What type of work based learning and career development opportunities will be offered to youth?

- b) How will these activities be linked to learning objectives? How will you ensure that employer-defined skills and labor market information are used to guide career development activities?
- c) Describe linkages you have made with employers. Include any resources leveraged in the form of funds, operations, etc.
- d) Include letters of commitment from key partners essential to delivering the services and achieving the proposed outcomes. See instructions in Section II. for letters of commitment submission guidelines.

6. OUTCOMES

- a) Please describe your performance objectives.
 - Include total enrollments, performance levels of specified outcomes, methods and/or tools you will use. List initial, intermediate and long term outcomes.
 - Link program activities to each outcome.
 - In addition, what interim indicators will you use to ensure progress is being made towards the outcomes?
- b) What (if any) additional outcomes will be part of your program?
- c) How will you evaluate the effectiveness of the program on an on-going basis?

7. BUDGET

The following Budget information must be submitted – Please See “Funding/Budget Guidelines” in Section IV.

- a) Line Item Budget – see Budget Forms Section VII.
 - Budget Information should include the total costs being requested under this RFP, including Personnel, Operating, Participant Expenses and Subcontract costs.
 - Cost per participant based upon requested fund amount in the proposed project.
 - Follow-up Costs – Please indicate the amount of your budget that will be used to provide follow-up.
- b) Budget Narrative - On a separate page attach a budget narrative:
 - Give a brief and concise explanation of each budget item in the same order as the line item budget.
 - Include method and/or formula for estimating each line-item figure.
 - For personnel costs include personnel justification that lists job titles, rate of pay, and FTE or anticipated time to be spent in project activities.
- c) Leveraged Resources– see Budget Forms Section VII.
List other resources that contribute to the delivery of the proposed program. Include Budget Item (type of resource: training wages, staff, operating, etc), brief description, actual or estimated amount, and source that contribute to the delivery of the proposed program. Include letters of support for all leveraged resources

**BALTIMORE CITY YOUTH COUNCIL
REQUEST FOR PROPOSAL**

EVALUATION CRITERIA

Program Description and Operations [questions 1-2] (20 Points)

- To what extent does the applicant have a successful history of designing and delivering high quality, comprehensive programming for the target population?
- Are program design, services, and operations appropriate to address the unique needs of the target population?
- Are program expectations, incentive strategies, and opportunities for leadership in program operations appropriate to the target population?
- Does the applicant have operational systems (orientation, recruitment referrals for youth not served, assessment, case management, staffing, individual service plans and services for youth with disabilities or limited English Proficiency) in place to effectively deliver the program described?

Program Components [questions 3,4, & 5] (40 Points)

WIA Elements

- Does the proposed program provide the required elements? Does the proposed program provide high quality methodology for delivering the required elements?
- Does the proposal describe an effective process and plan for 12-month follow-up for youth enrolled in the program?
- Are the elements delivered in a way that supports a youth development philosophy?

Academic Opportunities

- Does the proposal extend rigorous academic opportunities for all youth enrolled? Are the curriculum tools and resources sufficient to ensure academic achievement?
- Has the applicant developed a plan to deliver academic assistance to raise the skill level of youth who are basic skill deficient?

Career Development and Employment Opportunities

- Has the applicant developed significant partnerships with employers to provide ample work based learning continuum and career development activities to all youth enrolled in the program?
- Does proposed program outline how it will use local labor market information and employer defined skills in program in the development career development and employment activities?

Outcomes and Evaluation [question 6] (20 Points)

- How and to what extent does the proposed program ensure it will meet the outcome requirements of the RFP? Does the proposed plan include performance levels, benchmarks, and methods and tools that will guarantee achievement of the selected outcomes?
- Is there a plan or process in place to ensure ongoing as well as a final program evaluation program for participating youth?

Budget [question 7] (10 Points)

- Is there evidence in the proposal of leveraging of resources and in-kind contributions, which will assist in meeting proposal outcomes?
- Do cost per individual and the total allocation sought constitute the most effective use of our resources?
- Does the projected budget effectively support the proposed program?

**Bonus Points
Points)**

(10

Applicants registered with the Baltimore City Minority and Women Business Opportunity Office (MWBOO). Enterprises (as defined by Article 5, subtitle 28) shall receive additional points. Proof of current and active certification must be provided as part of the proposal package. **(5)**

Previous vendors that have demonstrated satisfactory achievement of WIA Performance Measures. Determination will be made by oral presentations to the Youth Council. **(5)**

BALTIMORE CITY WORKFORCE INVESTMENT BOARD
YOUTH COUNCIL
REQUEST FOR PROPOSAL

BUDGET INFORMATION

ORGANIZATION: _____
PROJECT NAME: _____
FUNDING PERIOD: _____ To: _____

COST PER PARTICIPANT = \$ _____

PROJECTED FOLLOW-UP COSTS = \$ _____

BUDGET CATEGORIES	TOTAL
PERSONNEL EXPENSES	\$ _____
OPERATING EXPENSES	\$ _____
PARTICIPANT EXPENSES	\$ _____
SUBCONTRACTOR	\$ _____
TOTAL PROJECT BUDGET	\$ _____

BALTIMORE CITY WORKFORCE INVESTMENT BOARD
YOUTH COUNCIL
REQUEST FOR PROPOSAL

COVER PAGE

Organization:

Project Name:

Contact Person:

Phone #:

Address:

Mailing Address (if different):

e-mail Address:

Fax Number:

Project Type: (check one of the three categories)

_____ 1) Programs to Transition youth to employment and/or postsecondary Training

_____ 2). Out of School Youth Ages 16-21 Intensive Year Round Services

AND

_____ Intensive Year Round services

_____ One Stop Community Center

Youth Participation Dates: Start

End

Requested Funding Period: Start

End

Dollar Amount Requested:

Number of youth to be served:

Serve youth from the following jurisdiction: Baltimore City

I hereby declare that the information provided in this RFP response is accurate, valid and a full disclosure of requested information. I am fully authorized to represent the organization listed above, to act on behalf of it, and to legally bind it in all matters related to the RFP.

Name:

Title:

Date:

**BALTIMORE CITY YOUTH COUNCIL
REQUEST FOR PROPOSAL**

DEFINITIONS

Section numbers referred to herein reflect the Workforce Investment Act of 1998. This document can be viewed at <http://www.wdsc.org/msfw/hr1385.html>.

<p>Administrative Costs: The allocable portion of necessary and allowable costs that is associated with the overall management and administration of the workforce investment system and which are not related to the direct provision of the Employment and Training Services. These costs can be both personnel and non-personnel and both direct and indirect.</p>
<p>Adult: Except in sections 127 and 132, the term "adult" means an individual who is age 18 or older.</p>
<p>Adult Mentoring (Youth): Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.</p>
<p>Area Vocational Education School: Has the meaning given the term in section 521 of the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2471).</p>
<p>Assessment, Objective: The ongoing participant centered diagnostic evaluation of a participant's employability, interests, values, aptitudes, abilities, educational and vocational history, barriers, motivation and existing skills that lead to the development of an on-going, comprehensive Self Sufficiency Plan for the removal of barriers to employment and the attainment of the individual's career goals. Assessment first occurs at intake and is an ongoing, continuous collection of information to evaluate the effectiveness of support services, training and education and to monitor the participant's progress.</p>
<p>Audit: A systematic review by a CPA to determine and report whether an organization's financial operations are being properly conducted, financial reports are being presented fairly and applicable laws and regulations are being complied with. All successful bidders must submit an audit of their organization. Audits must be performed in accordance with OMB Circulars A-133, or United States Department of Labor and State of Maryland rules. For profit providers are subject to audit under the revised OMB Circular A-133.</p>
<p>Barriers to Employment: Contractors will have mechanisms for identifying and eliminating barriers to employment that hinder an individual's ability to participate in the labor force. These may include lack of a high school education or its equivalency, basic skills deficits, limited English, and substance abuse.</p>

Basic Education - Adult Basic Education (ABE)/General Equivalency Degree (GED)/English as a Second Language (ESL):

ABE/GED services include: structured, formal written curriculum designed to systematically address basic skills deficiencies and/or lead to passage of GED tests for adult students. Classes are usually self-paced with individualized instruction. The length of instruction depends upon student needs. Instruction is provided by an individual with specialized education or training in delivering basic skills/GED instruction. Individualized electronic instruction through computer based systems may be a delivery system but must include regular access to and assistance from instructors. Student progress is monitored and testing is done to measure student progress.

English as a second language services (ESL) include: structured, formal written curriculum designed to systematically improve an individual's understanding of and use of the English language. Instruction is provided by an individual with specialized education or training in the delivery of ESL services.

Basic Skills:

Those academic skills that include reading, writing and speaking English, and the skills involved in math applications, computing and solving problems.

Basic Skills Deficient:

An individual who scores below the eighth grade level on an appropriate standardized test in either English reading or math computation skills.

Basis Testing:

An assessment instrument used to establish the participant's functional literacy level.

Below Grade Level:

One or more levels or credits below that which is appropriate for the person's age. (Can be calculated from the highest grade completed and reading /math levels)

Benchmark:

Performance data used for comparison. A past agency or industry standard.

Career Exploration, Planning & Counseling (Youth):

Activities which:

- assist youth to gain career awareness, make career decisions and plans, and understand labor market needs, trends, and opportunities;
- assist youth in making and implementing informed educational and occupational choices; and,
- aid youth to develop career options with attention to surmounting gender, race, ethnic, disability, language, or socioeconomic impediments to career options and encouraging careers in nontraditional employment.
- an orientation to skills and knowledge specific to career path and/or industry, based on SCANS skills, career related learning standards and industry-specific skills, if relevant.

Career Related Mentoring (Youth):

An employee or other individual, approved by the employer at a workplace, who possesses the skills and knowledge to be mastered by a student; who provides the student with instruction and performance critique, challenges the student to perform well, and works in consultation with program staff, classroom teachers and the employer as appropriate.

Case Management:

The provision of a client-centered approach in the delivery of services, designed--

- (A) to prepare and coordinate comprehensive employment plans, such as service strategies, for customers to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and
- (B) to provide job and career counseling during program participation and after job placement.

<p>Case Management (Youth): Youth Specialist and youth work together in a documented, goal oriented, participant-centered process that extends from recruitment through follow-up/retention. The youth specialist motivates and coordinates services and information to prepare participants for post secondary educational opportunities, provide linkages between academic and occupational learning, and/or preparation for unsubsidized employment/training opportunities, as appropriate.</p>
<p>Chief Elected Official: (A) the chief elected executive officer of a unit of general local government in a local area; and (B) in a case in which a local area includes more than one unit of general local government, the individuals designated under the agreement described in section 117(c)(1)(B).</p>
<p>Service Learning (Youth): A structured work experience, through which students learn and develop by participating in thoughtfully organized community service work activities that meet actual community needs, are designed collaboratively by the program and student(s).</p>
<p>Credential Written statement or certificate that will validate the achievement of educational or occupational skills.</p>
<p>Community-Based Organization: A private nonprofit organization that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce investment.</p>
<p>Coordination With Community Agencies (Youth): Creates and sustains partnerships with other agencies providing services to youth in order to maximize resources to meet the participant's needs, avoid duplication and provide integrated strategies for service delivery.</p>
<p>Cost Allocation Plan: A plan that identifies and distributes the cost of services and/or departments or function according to benefit received. It is the means to substantiate and support how shared costs of a program are charged to a particular cost objective.</p>
<p>Cost Reimbursement Contracts: An agreement format that provides for the reimbursement of all allowable costs that have been identified and approved in the contract budget. Contractors must maintain the documentation necessary to support the costs.</p>
<p>Customized Training: Training— (A) that is designed to meet the special requirements of an employer (including a group of employers); (B) that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and (C) for which the employer pays for not less than 50 percent of the cost of the training.</p>
<p>Data Collection The collection and recording of information pertinent to a participant including: demographic, service and outcome data elements.</p>
<p>DOL United States Department of Labor:</p>
<p>Dropout (Youth): An individual no longer attending school that has not received a secondary school diploma or GED. (note: a youth attending an alternative school is not a dropout for the purposes of this program)</p>
<p>Economic Development Agencies: Agencies including local planning and zoning commissions or boards, community development agencies, and other local agencies and institutions responsible for regulating, promoting, or assisting in local economic development.</p>

<p>Eligible or Eligibility Refers to an individual's stature in relation to their ability to participate in a WIA Program. For dislocated workers programs, it is based upon plant closure, layoffs, and displaced homemakers as set forth in the rules governing that program.</p>
<p>Eligible Provider: The term "eligible provider", used with respect to-- (A) training services, means a provider who is identified in accordance with section 122(e)(3); (B) intensive services, means a provider who is identified or awarded a contract as described in section 134(d)(3)(B); (C) youth activities, means a provider who is awarded a grant or contract in accordance with section 123; (D) other workforce investment activities, means a public or private entity selected to be responsible for such activities, such as a one-stop operator designated or certified under section 121(d).</p>
<p>Eligible Youth: Except as provided in subtitles C and D, the term "eligible youth" means an individual who-- (A) is not less than age 14 and not more than age 21; (B) is a low-income individual; and (C) is an individual who is one or more of the following: (i) Deficient in basic literacy skills. (ii) A school dropout. (iii) Homeless, a runaway, or a foster child. (iv) Pregnant or a parent. (v) An offender. (vi) An individual who requires additional assistance to complete an educational program, or to secure and hold employment.</p>
<p>Employability: A demonstrated level of knowledge, skills, abilities, work behaviors and attitudes necessary to compete successfully in the labor market.</p>
<p>Employment and Training Activity: An activity described in section 134 that is carried out for an adult or dislocated worker.</p>
<p>Employment Assessment: The ongoing participant centered diagnostic evaluation of a participant's employability, interests, values, aptitudes, abilities, educational and vocational history, barriers, motivation and existing skills that lead to the development of an on-going, comprehensive Career Plan for the removal of barriers to employment and the attainment of the individual's career goals. Assessment first occurs at intake and is an ongoing, continuous collection of information to evaluate the effectiveness of support services, training and education and to monitor the participant's progress.</p>
<p>Employment Documentation Assistance: Assistance obtaining identification, a food handler's card and/or other documentation necessary to get a job.</p>
<p>Entrepreneurial Work Experience (Youth): A program-based business venture (not a simulation), which is striving for economic viability and operated by students. School-based enterprises are generally directed by a business, which sponsors the enterprise and supervises the student staff. School-based enterprises may also be directed by the school, in the absence of business sponsorship.</p>
<p>Exposure to the World of Work: Instructional activities that expand the occupational knowledge of students inexperienced in the labor market, prepare them for the realities of the workplace and increase students' awareness of their own aptitudes and interests and how they relate to occupations and career options. Also includes activities such as guest speakers, work samples, testing and assessment, field trips and site visits.</p>

Family:

Two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following

Categories:

- (A) A husband, wife, and dependent children.
- (B) A parent or guardian and dependent children.
- (C) A husband and wife.

Follow Up (Youth):

Active case management of participants for at least one year after completing the program

Follow up services can include assessment/re-assessment, information & referral, additional training opportunities, support services, employment & education retention counseling, life skills/problem solving advocacy, services to support continued success for the participant or other program activities provided during the service period.

Gang Affected/Involved (Youth):

A youth who expresses identification in a variety of ways with a gang (dress, signs, behavior, and association with known gang members) but is not directly involved with a particular gang. Or a youth who has been adjudicated for a crime committed with or against other known gang members; or any youth that has been involved in persistent and escalating criminal gang activity.

Governor

The chief executive of a State.

Homeless/Runaway (Youth):

A youth who lacks a fixed, regular, adequate nighttime residence. Includes those who have a primary nighttime residence that is a public or private shelter, an institution providing temporary residence, or a public or private place not designated or ordinarily used as a regular sleeping accommodation. Runaway is defined as a person under 18 years of age that absents themselves from home or place of legal residence with out permission of parent or legal guardian.

Incentives (Youth):

Incentives are usually awarded to youth for successful completion of one or more components of the program. Incentives can be cash, gift certificates or other items the program feels are motivators for youth (T-shirts, field trips, etc.)

Individual Service Plan (Youth):

A written outline of employment and training goals needed for a youth to attain self-sufficiency by finding and maintaining employment. The Individual Service Plan establishes short-term and long-term goals around post-secondary education and/or career employment, within the framework of the ten career clusters designated by Maryland State Department of Education and Baltimore City: Arts , Media & Communications, Business Management & Finance, Health & Bioscience, Manufacturing & Engineering Technology, Human Resource Services, Construction Technology, Transportation Technology, Travel, Tourism, and Hospitality, Information Technology and Law & Protective Services. An Individual Service Plan may include activities to prepare the participant for employment, services to remove barriers to employment, training and job search. Individual Service Plans must be regularly reviewed and updated as changes occur in employment goals, barriers, program services or support services needs.

Individual Training Accounts [ITA]

An account established by a local workforce investment board on behalf of a participant. Through ITAs, adult and dislocated worker funds will be used to make payment for purchasing training services from eligible providers selected by the participant in consultation with the case manager. Payments from ITAs may be made in a variety of ways, including the electronic transfer of funds through financial institutions, vouchers, credits, or other appropriate methods. The dollar amount and/or duration of an ITA may be limited by the State or local program.

<p>Indicators: The specific characteristics or behaviors measured to track a programs success in achieving its outcomes.</p>
<p>Individual with a Disability: In general: an individual with any disability as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102).</p>
<p>Inputs: Resources dedicated to or consumed by the program and constraints on the program. (i.e. money, staff. Facilities, equipment, laws, regulations, etc.)</p>
<p>Internship (Youth): A structured work experience involving specific occupational skills development goals in addition to other learning goals; involves the awarding of school credit/outcome verification upon successful completion; and includes the expectation that the student, upon completion of the internship, will demonstrate the skills necessary for entry-level employment in the occupational area of the internship.</p>
<p>Job Search Assistance: Job search skills training including job club, which provides the participant with the instruction and skills necessary to obtain full time employment. These skills may include resume writing, interviewing skills, telephone techniques, and job acquisition skills. Job search assistance must be offered to all customers.</p>
<p>Job Shadow: Competency-based educational experiences that occur at a worksite but are tied to the classroom by curriculum that coordinates and integrates school-based instruction with work site experiences.</p>
<p>Labor Market Area: An economically integrated geographic area within which individuals can reside and find employment within a reasonable distance or can Readily change employment without changing their place of residence. Such an area shall be identified in accordance with criteria used by the Bureau of Labor Statistics of the Department of Labor in defining such areas or similar criteria established by a Governor.</p>
<p>Labor Market Information: Occupational supply and demand information for Baltimore City identifying areas of growth or decline for the labor market and assessment of the effects of such growth or decline. Review and evaluation of an area's employment possibilities, including projected openings, new employment, job skills needed, available training programs, wages and labor supply.</p>
<p>Leadership Development Opportunities (Youth): May include but are not limited to 1) the exposure to post-secondary opportunities, 2) community service and service learning projects, 3) peer-centered activities, including peer mentoring and tutoring 4) Organizational and team leadership training 5) training in decision making, including determining priorities and 6) Citizenship training, including life skills training.</p>
<p>Life Skills (Youth): Activities and/or training that assist youth to develop marketable work habits. May include modules/training/curriculum instruction in Personal Finance & Budgeting, Computers, parenting/pregnancy prevention, Self-leadership (e.g. conflict resolution, public speaking, and anger management), cultural history and diversity, Nutrition/Fitness, and health.</p>
<p>Limited English Speaker: An individual whose native language is not English or who has an inability to communicate in English orally or in writing, resulting in a barrier to employment or training.</p>
<p>Literacy: The term "literacy" has the meaning given the term in section 203: an individual's ability to read, write, and speak in English, compute, and solve problems, at levels of proficiency necessary to function on the job, in the family of the individual, and in society.</p>

<p>Local Area: A local workforce investment area as designated under section 116.</p>
<p>Local Board: A local workforce investment board established under section 117.</p>
<p>Local Educational Agency: Has the meaning given the term in section 14101 of the Elementary and Secondary Education Act of 1965 (20 U.S.C. 8801).</p>
<p>Local Performance Measure: A performance measure established under section 136(c).</p>
<p>Lower Living Standard Income Level: That income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Secretary based on the most recent lower living family budget issued by the Secretary.</p>
<p>Low Income Individual: An individual who— (A) receives, or is a member of a family that receives cash payments under a Federal, State, or local income-based public assistance program; (B) received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, payments described in subparagraph (A), and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402)) that, in relation to family size, does not exceed the higher of— (i) the poverty line, for an equivalent period; or (ii) 70 percent of the lower living standard income level, for an equivalent period; (C) is a member of a household that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977 (7 U.S.C. 2011 et seq.); (D) qualifies as a homeless individual, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302); (E) is a foster child on behalf of whom State or local government payments are made; or (F) in cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described in subparagraph (A) or subparagraph (B), but who is a member of a family whose income does not meet such requirements.</p>
<p>Minimum Wage: The wage established as the lowest hourly salary that can legally be paid for labor. The current minimum wage is \$5.15/hour.</p>
<p>Nontraditional Employment: Occupations or fields of work for which individuals from one gender comprise less than 25 percent of the individuals employed in each such occupation or field of work.</p>
<p>Objective Assessment (Adult): The ongoing participant centered diagnostic evaluation of a participant's employability, interests, values, aptitudes, abilities, educational and vocational history, barriers, motivation and existing skills that lead to the development of an on-going, comprehensive Career Action Plan for the removal of barriers to employment and the attainment of the individual's career goals. Assessment is an ongoing, continuous collection of information to evaluate the effectiveness of support services, training and education and to monitor the participant's progress.</p>

Objective Assessment (Youth):

An assessment of the academic levels, skill levels, and service needs of each participant, which shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs of the participant. A new assessment of a participant is not required if the provider determines it is appropriate to use a recent service strategy developed for the participant under another education or training program.

Occupational Skills:

Those skills identified as necessary to successfully perform work-related functions within an industry sector. Occupational skills can be attained through activities such as

- Entry into an apprenticeship or internship program.
- Complete a career specific, professional technical or advanced job skill-training program.
- Complete a college degree.

OES Code:

The OES code is the five-digit Occupational Employment Statistics code used to describe an occupation. Code lists and statistical data are available through the Federal Bureau of Labor Statistics.

Offender:

Any adult or juvenile--

- (A) who is or has been subject to any stage of the criminal justice process, for whom services under this Act may be beneficial; or
- (B) who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

One-Stop Operator:

One or more entities designated or certified under section 121(d).

1. Eastside Career Center
2. Northwest Career Center
3. Southwest Career Center
4. Baltimore Works
5. Welcome Center

One-Stop Partner:

- (A) An entity described in section 121(b)(1); and
- (B) An entity described in section 121(b)(2) that is participating, with the approval of the local board and chief elected official, in the operation of a one-stop delivery system.

On-The-Job Training:

Training by an employer that is provided to a paid participant while engaged in productive work in a job that--

(A) provides knowledge or skills essential to the full and adequate performance of the job;

(B) provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; and

(C) is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.

<p>Orientation Provides information about the types of services available, develops motivation and interest in the project, explains the application, selection and eligibility process, and assists applicants in preparing for the process. The respondent will provide a clearly defined format for the orientation to ensure consistency in how the information is given to potential applicants. The proposal must specify the criteria for determining suitability for services.</p>
<p>Out-of-School Youth: (A) an eligible youth who is a school dropout; or (B) an eligible youth who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed.</p>
<p>Outreach/Recruitment: These are activities and strategies for identifying and contacting potential customers. These strategies will include procedures that assure access throughout the service area and address appropriate access for customers with barriers.</p>
<p>Outcomes; Benefits or changes to individuals or populations during or after participating in program activities. How a program changes the life of an individual or population</p>
<p>Outputs: The direct products of program activities. (i.e. number of classes taught, number of counseling sessions, number of educational materials distributed, hours of service delivered, etc.)</p>
<p>Out stationed Staff: Staff who are paid employees of one organization but deliver such organization's Services on-site at another organization without the other organization having to pay for such Services.</p>
<p>.</p>
<p>Placement: A client securing employment while participating in the WIA Program. To be counted as a placement, employment must be 20 hours or more per week, with wages equal to or greater than the higher of either the state or federal minimum wage per hour, and be an unsubsidized position.</p>
<p>Postsecondary Educational Institution: An institution of higher education, as defined in section 481 of the Higher Education Act of 1965 (20 U.S.C. 1088).</p>
<p>Potential Dropout (At risk of dropping out): A youth who is experiencing a lack of academic success as evidenced by basic skills deficiency, behind at least one school year in school credit as determined by school records, failing grades, or below a 2.0 GPA.</p>
<p>Poverty Line: The poverty line (as defined by the Office of Management and Budget, and revised annually in accordance with section 673(2) of the Community Services Block Grant Act (42 U.S.C. 9902(2))) applicable to a family of the size involved.</p>
<p>Pre-Employment & Work Maturity Training: A progression of instructional modules in which youth master and demonstrate proficiency in areas such as: identification and resolution of employment and personal barriers; interview protocol and skills; resume skills; general (non-industry specific) workplace-readiness skills and standards; and "soft" workplace-readiness skills.</p>
<p>Pregnant/Parenting Youth: A youth who is under 22 years of age and is either pregnant or providing custodial care for one or more dependents who are under 18 years old.</p>
<p>Pre-Vocational Services: Include but are not limited to learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills & professional conduct to prepare individuals for unsubsidized employment or training.</p>

Program Income

Income generated, by a contract funded by State or Federal funds, as a result of fees, rental, or real or personal property, the sale of commodities or items developed with contract funds, and revenues in excess of costs earned by organizations. Program Income does not include profit earned by for profit agencies and identified and agreed to in the Contract budget.

Program Year

A program year is a twelve-month period (July 1-June 30), determined by funding source guidelines. Some services, such as educational services, are typically provided during only some of the twelve months. Different organizations will have different program years; organizations delivering services from various funding sources may deal with a variety of defined program years. For purposes of this RFP, a program year is a twelve-month period of time, during which services were delivered and/or administered during at least eight of the twelve months. Organizations responding to the RFP should indicate their program year and the months of delivery and/or administration of services.

Project-Based Learning

Learning experiences, which engage students in complex, real-world projects through which they develop and apply skills and knowledge, which take effort and persistence over time, result in the creation of something that matters to them and has an external audience. Employment and community partners provide students with ongoing coaching and expert advice on projects, particularly in regard to effective strategies and tools used in the workplace, Projects should be authentic, involve academic rigor, applied learning, active exploration, adult connection and assessment practices.

Public assistance

The term “public assistance” means Federal, State, or local government cash payments for which eligibility is determined by a needs or income test.

Referral

Any eligible youth who is not enrolled to receive services at a contracted program must be given the referral information regarding the full array of applicable or appropriate service available through local programs including One-Stop partners and providers. In addition, youth should be given referrals for further assessment if determined appropriate. Programs are strongly encouraged to link and share information with other youth serving agencies, organizations and training providers in order to meet the individual needs of all youth.

Retention

Continued employment for a specific period after initial placement.

Retention (Youth)**Continued retention in work or school/training/education/military****Retention Rate:**

The number of WIA customers placed who are employed at the end of the retention period [to be determined by MOED] **after** terminating from the program, divided by the total number of customers terminated in a specific time period.

Retention Services: see Follow Up

School Dropout

An individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent.

Secondary School

The meaning given the term in section 14101 of the Elementary and Secondary Education Act of 1965 (20 U.S.C. 8801).

Self-Sufficiency

An adequate standard of living without cash benefits. Self-sufficiency services are services that assist a WIA recipient to expand strengths and resources necessary for self-sufficiency, or to reduce or eliminate barriers to self-sufficiency.

State Adjusted Level of Performance

A level described in clause (iii) or (v) of section 136(b)(3)(A).

State Board:

A State workforce investment board established under section 111.

State Performance Measure

A performance measure established under section 136(b).

Stipends

Stipend payments may be used for youth participating in a variety of experiences. These payments are based on attendance for youth participating in a work, education, and/or training experience.

Structured Work Experience

A competency-based educational experience that occurs at the work site but is tied to the classroom by curriculum that coordinates and integrates school-based instruction with work site experiences.

Subsidized Work Experience

A career-linked job at a public or private site in which the wages paid to an employee are financially supported by a private, state or local employment and training program.

Supportive Services

Service needed in order to assist the youth to be successful in achieving their goals. This may include transportation, childcare, work related tools, and clothing. To the greatest extent possible programs should address support service needs through leveraging of resources and partnerships with other providers.

Target:

A numerical objective for a program's level of achievement on an indicator. A projection.

Tracking

The Vendor, in partnership with BWIB Youth Council and other partners, will be responsible for tracking significant participant movement through the program. This will include entry into components, time in component and exits from components. Tracking will provide the BWIB Youth Council, the vendor and other partners necessary management information to improve the program, as well as ensure that customers are all accounted for in the program. While the vendor is responsible for case management of WIA customers and therefore tracks significant information on each participant, the BWIB Youth Council is responsible for analyzing and monitoring the overall flow of customers through the program.

Training Services

Training defined by using the first three digits of the Dictionary of Occupational Titles (DOT) for the occupation for which the participant is being trained.

Unemployed Individual

An individual who is without a job and who wants and is available for work. The determination of whether an individual is without a job shall be made in accordance with the criteria used by the Bureau of Labor Statistics of the Department of Labor in defining individuals as unemployed.

Unsubsidized Employment

Full or part-time employment in a job not financed from funds provided by a federal or state grant. A job in which the wages paid to an employee are not financially supported by a state or local employment and training program.

Vocational Education

Has the meaning given the term in section 521 of the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2471).

Vocational Training

Provides customers with long or short-term training in a community college, university, vocational school or business environment to improve employability in the local labor market. The training can provide basic skills, upgrade current skills, develop new technical skills, improve language skills and prepare customers for employment in high growth occupations.

Wages

Are to be paid to youth that are participating in subsidized work experience or limited internship projects. Youth **must** be paid an hourly wage. The wage **must** be included in the project budget. The formula for calculating wages is: # of youth x # of hours x \$5.15 x 7.65% to include FICA x 90% attendance.

WIA

The Workforce Investment Act of 1998.

Work-Based Learning Activities

Activities offered which are designed to enable youth to gain exposure to the working world and its requirements and help acquire personal attributes, industry defined skill standards, and knowledge needed to obtain a job and advancement in employment. Activities should be designed to be mastered at progressively higher levels that are coordinated with school-based learning. Can take place at private, for-profit, non-profit or public sector. Can be paid or non-paid activities. (Note: applicable labor laws must be adhered). Activities must be relevant to the career plan and include but are not limited to:

- Career Related Mentoring
- Community Service Learning
- Entrepreneurial Work Experience
- Internship
- Job Shadow,
- Project-Based Learning,
- Subsidized Work Experience and Structured Work Experience.

Work Readiness

Completion of one or more workforce readiness skill activities appropriate to the service plan developed for the participant, which could include

- Career Related Assessment and Goal Setting
- Pre-Employment Training
- Work Experiences/Internships
- *Job Shadows*
- Career Explorations
- On-the-Job Training

Workforce Investment Activity:

Any activity intended to assist youth or adults customers in achieving their educational or employment goals consistent with the intent of the Workforce Investment Act (WIA) and with the federal regulations guiding its implementation.

Youth Activity:

Any activity intended to assist youth customers in achieving their educational or employment goals consistent with the intent of the WIA and with the federal regulations guiding its implementation.

Youth Council:: A council established under section 117(h).

Youth Payment Methods:

No violations of Labor Laws can be proposed in your project design. If youth are 14 or older and doing activities, which are considered work, they **must** be paid an hourly wage.