

RFP 121 Workforce Services Comprehensive Overview



April 17, 2017

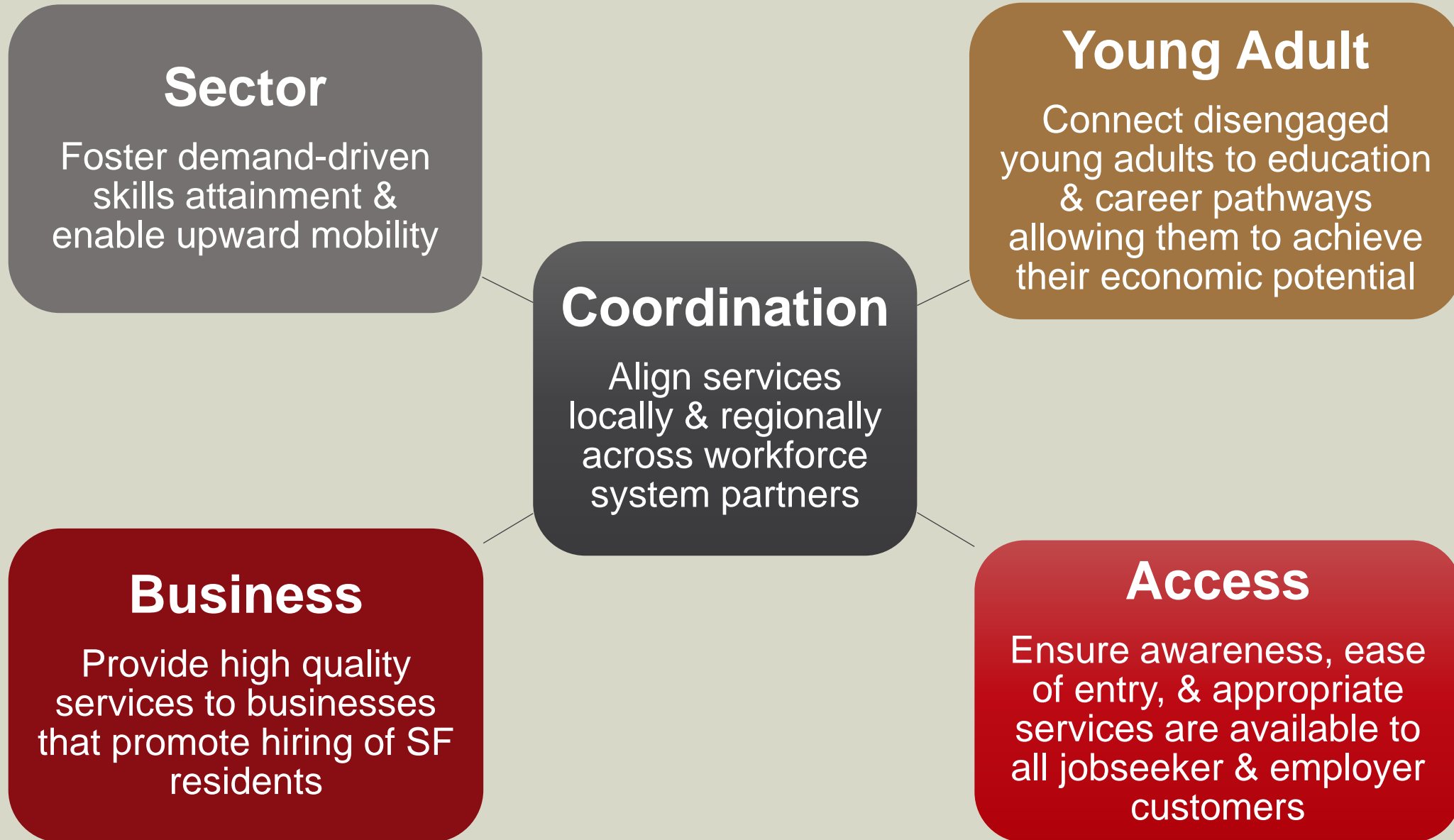
Presentation Overview

- RFP 121 Process
 - Strategic Priorities
 - Timeline
- Review/Selection Process
- Recommendations for Funding

RFP 121 Strategic Priorities

- San Francisco residents with **barriers to employment** including **low-income** and persons on **public assistance**
- **Incumbent workers** needing additional skills attainment to lead to higher-paying jobs and improved economic self-sufficiency
- Increase **coordination** of providers and **alignment** with City Departments
- Implement **evidence-based** models to **increase outcomes**

RFP 121 Strategic Priorities



RFP 121 Strategic Priorities



Timeline –

Plan Stage	Timing
RFP Preview for Current Providers	September 2, 2016
WISF Review of RFP Strategy	September 14, 2016
RFP Release	December 5, 2016
Bidder's Conference	December 14, 2017
Proposals Submitted	January 19, 2017
OEWD Proposals Review	January 23 - February 3, 2017
Tentative Award Letters Delivered	February 21, 2017
Appeal Process Closed	February 26, 2017
WISF Approval of Proposed Contract Awards	April 17, 2017
CCCD Approval of Proposed Contract Awards	April 18, 2017
Contract Start Dates	July 1, 2017

Applicant Eligibility: Preferred Qualifications

- **Demonstrated successful service experience**
 - Employment barrier remediation
 - Referrals to public workforce system
 - Diverse clientele, range of jobseekers & employers targeted in RFP 121
 - History of meeting contract outcome requirements; success in connecting low-income residents & dislocated workers to viable employment opportunities
 - Employing evidence-informed/based service strategies
 - Familiarity with WIOA
- **Demonstrated established partnerships**
 - Strong relationships with WIOA Core Partners, City Departments, local employers, relevant service providers
 - Referral networks with citywide service providers/resources
 - If applying as Lead Agency: experience managing collaborative & partner accountability

Applicant Eligibility: Preferred Qualifications

- **Demonstrated administrative, management & compliance experience**
 - Managing federal workforce funds
 - Implementing WIOA and/or other complex eligibility determination processes
 - Maintaining auditable records
 - Conducting self-monitoring for grant compliance
- **Demonstrated leveraged funding**
 - Commitment of leveraged funding & of diverse funding sources supporting operating expenses
 - No more than 80% of total agency budget should be from City & County of SF sources; no more than 50% of total agency budget should be comprised of CDBG Funds
- **Demonstrated Organizational Capacity**
 - Physical space & staff capacity to deliver on-site services
 - Access to classroom/meeting space, computers/equipment needed
 - Administrative/performance management systems
 - Detailed staffing plan: at minimum a designated staff lead, appropriate ratio of participants for each service professional

Evaluation Criteria

Detailed in the RFP beginning on page 107

- **Overview (10 points)**
 - Understanding of the RFP's goals and the specific issues proposal's project would solve
 - Contribution to the RFP's goals
 - Compelling, clear, and achievable strategies
- **Approach, Services (Work Plan), and Neighborhood Identification (40 points)**
 - Clearly tied program to proposed population's needs
 - Clearly described services that, at a minimum, addressed minimum requirements
 - Provided a reasonable timeline for the project – including potential hurdles & solutions
 - Strategy and programming reflected evidence based practices

Evaluation Criteria (continued)

- **Performance Measurement and Reporting (20 Points)**
 - Applicant's ability to collect and report program data
 - Applicant's ability to use data to evaluate effectiveness of programming – and adjust if needed
- **Organizational Capacity (10 points)**
 - Relevant experience of proposing organization's key staff and partners
 - Linkages between proposed project and other system partners or referral organizations
 - Capacity of organization(s) to fulfill proposed role and functions effectively
- **Financial Management and Budget (20 points)**
 - Sound financial management practices and processes
 - Appropriate budget for proposed services

Review Process

- Evaluation of Current Grantees
 - OEWD Program Managers and Grant Coordinators (prior 18 mo)
- Evaluation of Proposals
 - Standard scoring guide reflective of the evaluation criteria published in the RFP
- Proposals ranked
 - Based on percentage of points received – combining review panel and current provider score
- Review by Senior OEWD staff
 - Reviewed scores, rankings, panel feedback, referenced proposals,
- Finalize funding recommendations
 - based on budget, neighborhood need, strategy, and provider capacity (if awarded in multiple areas)
- Award notifications to all proposers
- Review and response to all appeals submitted
- Approval by Oversight Boards (WISF, CCCD)

Appeal Process

- All proposers received intent to fund or regret letters February 21, 2017
- Both types of letters encouraged proposers to contact OEWD for scoring and panel feedback. 37 requests have been completed to date covering 39 distinct proposals
- Appeals had to specify: “in detail each and every one of the grounds asserted for the protest...and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.” (pages 17-18 of RFP and reiterated in regret letters)
- 7 timely and 4 late appeal letters were received (OEWD addressed all)
- No appeals were successful; none presented evidence that the process, evaluation, or resulting decisions were made “unreasonably, arbitrarily, or capriciously”

Outcomes Overview

33 Program
Areas

69 Agencies
Applied

127
Proposals
Received

\$35.2 million
Requested

52
Proposals
Awarded

~\$13.5
Million
Available

Proposed Annual Funding

WIOA Formula:

\$3 million

WIOA Adult

\$1.25 million

WIOA Dislocated Worker

\$850,000

WIOA Youth

\$900,000

CDBG:

~\$1.45 million

General Funds:

~\$9.1 million

Total:

~\$13.55 million

Funding Strategy –

- **WIOA**

- America's Job Center of California
- Priority Populations
 - Low Income
 - Public Assistance
 - Veterans
- 30% Training Requirement
- 75% Out of School Youth
- 20% Work experience Requirement
- Administrative capacity

- **CDBG**

- Fits within Strategic plan goals (Consolidated Plan 2015-2020)
 - Goal 3Ai: Increased job readiness
 - Goal 3Aii: Increased occupational skills that match labor market needs
 - Goal 3Aiii: Access to job opportunities for disadvantaged San Francisco residents

Program Areas

Sector Academies

Construction Sector (CityBuild):

CityBuild provides career awareness, training, and placement into union apprenticeships and construction occupations, as well as ongoing professional development and career advancement support to participants.

Information and Communications Technology Sector (TechSF):

Tech SF provides career awareness, foundational (bridge) and vocational training and placement into technology occupations as well as ongoing professional development and career advancement support specific to technology.

Hospitality Sector:

The Hospitality Sector Academy provides career awareness, training, and placement specific to hospitality occupations, including culinary, retail, and hotel positions.

Healthcare Sector:

The Healthcare Sector Academy provides career awareness, foundational training (bridge), vocational training and placement into occupations specific to healthcare.

Program Areas

Job Readiness Services

Job Readiness Service Providers focus on removing barriers that prevent jobseekers from making full use of workforce services and/or being eligible for employment.

Access Points

Comprehensive Access Point:

The CAP is the central hub of the workforce system. It delivers the entire array of workforce services for City residents and hosts core partners to make their services available in one location.

Neighborhood Access Points:

The NAPs offer a broad array of culturally competent and geographically focused workforce services in specific neighborhoods that have a disproportionate need for workforce services.

Specialized Access Points:

SAPs offer customized workforce services to jobseekers that encounter specific challenges in securing employment because of their status.

Program Areas

Young Adult Services

Young Adult Access Points:

YAPs provide workforce services targeted to Transitional Age Youth that emphasize career exploration and connect participants to education and/or employment as appropriate.

Young Adult Subsidized Employment:

Young Adult Subsidized Employment provides classroom-based workforce services and job readiness training followed by subsidized employment in a career track position in a competitive industry. Targets youth transitioning out of other city-supported programs.

Reconnecting All through Multiple Pathways (RAMP):

RAMP provides disconnected youth with intensive educational support, classroom-based workforce services and job readiness training, and stipended work experience.

Business Services

Business Coordinators:

The Business Coordinators engage first source and other employers to create job leads and work with service providers to place appropriate candidates.

Funding Recommendations

Current Provider	Organization Name	Additional Information	WIOA/CDBG Funding
Comprehensive Access Point			
Yes	Goodwill		WIOA
Neighborhood Access Point			
Yes*	Central City Hospitality House	Tenderloin/Mid-Market	CDBG
Yes	FACES SF	Visitacion Valley	WIOA
Yes	Mission Economic Development Agency	Mission	WIOA
Yes	Self Help for the Elderly	Chinatown	WIOA
Yes	Success Center	Western Addition/Fillmore	CDBG
Yes	Young Community Developers	Bayview/Hunters Point	CDBG

* Current provider in a different program area

Funding Recommendations

Current Provider	Organization Name	Additional Information	WIOA/CDBG Funding
Specialized Access Points			
No	America Works	Formerly Incarcerated	CDBG
Yes	Chinese for Affirmative Action	English-Limited	
Yes	Swords to Plowshares	Veterans	WIOA
Yes	Upwardly Global	Immigrant	
Yes	Toolworks	Disabled - Coordinator	WIOA/CDBG
Yes	Positive Resource Center	Disabled	CDBG
No	The Arc San Francisco	Disabled	CDBG
Business Coordinators			
Yes	Manpower	End Use First Source	
Yes*	FACES SF	SFO First Source	

* Current provider in a different program area

Funding Recommendations

Current Provider	Organization Name	Additional Information	WIOA/CDBG Funding
Construction Sector (CityBuild)			
	TBD	Sector Coordinator	
Yes	City College San Francisco	Occupational Skills Trainer	
Yes	Charity Cultural Services	Career Development	
Yes	Young Community Developers	Career Development	
	TBD	IPO Training	
Information and Communications Technology Sector (TechSF)			
Yes	Bay Area Video Coalition	Sector Coordinator, OST & Bridge	WIOA
Yes*	Mission Economic Development Agency	Sector Bridge	
Yes	City College San Francisco	Occupational Skills Trainer	
No	Galvanize	Occupational Skills Trainer	

* Current provider in a different program area

Funding Recommendations

Current Provider	Organization Name	Additional Information	WIOA/CDBG
Hospitality Sector			
Yes	Self Help for the Elderly	Sector Coordinator & OST	WIOA
Yes	Charity Cultural Services	Occupational Skills Trainer	WIOA
Yes	Community Housing Partnership	Occupational Skills Trainer	CDBG**
Yes	Episcopal Community Services	Occupational Skills Trainer	CDBG**
Yes	Mission Language and Vocational School	Occupational Skills Trainer	
Yes*	Toolworks	Occupational Skills Trainer	

* *Current provider in a different program area*

** *Prior year balance funds*

Funding Recommendations

Current Provider	Organization Name	Additional Information	WIOA/CDBG
Healthcare Sector			
Yes	Jewish Vocational Services	Sector Coordinator & OST	WIOA
Yes*	City College San Francisco	Sector Bridge	CDBG
Yes	Arriba Juntos	Occupational Skills Trainer	WIOA
Yes	HomeBridge, Inc.	Occupational Skills Trainer	
Yes	Mission Language and Vocational School	Occupational Skills Trainer	
Yes	Self Help for the Elderly	Occupational Skills Trainer	WIOA

* *Current provider in a different program area*

Funding Recommendations

Current Provider	Organization Name	Additional Information	WIOA/CDBG
Young Adult Access Points			
Yes	Community Youth Center		WIOA
No	Enterprise for High School Students		
Yes	Larkin Street Youth Services		WIOA
No	New Door Ventures		WIOA
Reconnecting All through Multiple Pathways (RAMP)			
No	Bayview YMCA		WIOA
Yes	San Francisco Conservation Corps		WIOA
Young Adult Subsidized Employment			
No	Bay Area Community Resources		WIOA
Yes*	Success Center		WIOA
No	Urban Services YMCA		WIOA

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Funding Recommendations

Current Provider	Organization Name	Additional Information	WIOA/CDBG
Job Readiness Services			
Yes*	Central City Hospitality House		CDBG
Yes*	Community Housing Partnership		CDBG
Yes*	Compass Family Services		CDBG
Yes*	Five Keys Charter School		CDBG
Yes*	Mujeres Unidas y Activas		CDBG
Yes*	SF LGBT Center		CDBG
Pilots			
No	Samaschool	Gig Workers	
No	The Arc San Francisco	Retention	

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