CHICAGO COOK WORKFORCE PARTNERSHIP
LOCAL WORKFORCE INNOVATION AREA #7

REQUEST FOR PROPOSALS
FOR
Career Pathway Training Program

CHICAGO COOK WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network

FUNDING PERIOD: October 1, 2021 – September 30, 2022

CHICAGO COOK WORKFORCE PARTNERSHIP
69 W. WASHINGTON ST. SUITE 2860
CHICAGO, IL 60602

RESPONSES DUE:
August 2, 2021 by 4:00 PM CDT

Bidder Webinar: Wednesday, June 30, 2021, 10:30 – 12:00 PM (CDT)**
Webinar Registration https://attendee.gotowebinar.com/register/7732486361927706636

**Attendance is not mandatory, but respondents are highly encouraged to attend

CareerpathRFPquestions@chicookworks.org

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SECTION I. Purpose, Locations, Performance Period, Funding, and Schedule

A. Purpose

The Chicago Cook Workforce Partnership (The Partnership) and the Local Workforce Innovation Area #7 (LWIA 7) Workforce Innovation Board (WIB) are issuing this Career Pathways Training Program RFP to identify through competitive selection organizations that can provide workforce skills training and coaching along a career pathway within high demand sector industries throughout Cook County. Funding for this solicitation is provided through the Workforce innovation and Opportunity Act (WIOA). The Partnership seeks innovative proposals that provide comprehensive career coaching, technical training, and supportive services to interested and eligible residents of Cook County. Specifically, The Partnership will fund Career Pathways Training within one of the following high-growth and high-demand industries:

- Business & Professional Services
- Healthcare
- Information Technology
- Manufacturing
- Retail, Culinary & Hospitality
- Transportation, Distribution and Logistics
- Construction

The Partnership administers a comprehensive workforce development system featuring different program models with multiple entry points where job seekers and business can access the full range of WIOA services and benefits. The Career Pathway Training Program model features occupational skills training programs that are demand driven, within The Partnership's focus sectors, and connect eligible job seekers to employment. The Career Pathway Training program will serve two job seeker groups: low-income adults and dislocated workers. Career Pathway programs will offer advanced vocational training instruction to job seekers and eliminate the need to issue Individual Training Account (ITAs) vouchers to participants. This holistic model combines career coaching, job readiness, supportive services with technical skills training of a high demand industry. The Partnership seeks proposals from respondents that:

1. Demonstrate an ability to successfully train and equip participants with the skills necessary to secure middle-skilled employment that leads to a career pathway;
2. Provide quality training for in demand occupations that meets industry standards;
3. Include staff expertise in providing proactive career coaching, planning and guidance within the selected industry;
4. Demonstrate an ability to adapt curriculum and instructional methods to meet the needs of people with different learning styles;
5. Provide an opportunity to earn industry recognized credentials;
6. Provide evidence of significant employer involvement with curriculum and program design;
7. Provide evidence of placing participants in training-related jobs that exceed The Partnership's WIOA performance wage outcomes (currently at $15.00 per hour for adults and $19.23 per hour for dislocated workers).
8. Demonstrate a capacity to administer and track supportive services assistance; and
9. Demonstrate a capacity to record participant progress or skills gains.

Career Pathway programs must develop strong relationships with employers, which ultimately lead to career opportunities for graduates. The program must also provide a curriculum that results in an industry-recognized credential. The training provided must reflect the needs of the sector in attracting new workers. The overall goal is to improve the job seeker's employment prospects and the industry's competitiveness to promote economic development for the region.

This RFP describes the specific services The Partnership seeks and sets forth application requirements for eligible Career Pathway Training providers. The Partnership will evaluate all timely submitted proposals and competitively award contracts to Career Pathway Training providers whose submissions are most responsive to the need for services described herein.

B. Available Funding and Performance Period

The Partnership will award WIOA funds to entities that demonstrate an ability to effectively deliver and manage services as described herein. It is The Partnership's expectation that respondents will become proficient in their understanding of the WIOA services and associated regulations. The Partnership will provide technical assistance and training on WIOA regulations and policies. All proposals must be comprehensive and address the full scope of services or demonstrate collaboration with other entities that together will deliver the full scope of services contemplated by this RFP.

The Partnership anticipates funding grant agreements effective October 1, 2021 through September 30, 2022. The Partnership reserves the right to renew grant agreements for up to four additional one-year periods based on the delegate agency's achievement of benchmarks, funding availability, ability to leverage funds, compliance with WIOA and the renewal's conformance with The Partnership's vision for the Chicago Cook Workforce System.

WIOA funding for this solicitation is categorized by the two job seeker populations: Adult and Dislocated Workers. The Partnership reserved approximately $1,000,000 in Adult funds and $750,000 in Dislocated Worker funding for grants made under this solicitation. Additional funds received by The Partnership may be disbursed by expanding existing programs or by consideration of proposals not initially funded under this RFP. These decisions shall be at the discretion of the Chicago Cook Workforce Development Board upon recommendation of The Partnership.

WIOA Title I	PY 2020 Career Pathway Providers Funding Range
Adult	$206,357 to $225,000
Dislocated Worker	$102.534 to $217,500

Program Year (PY) 2021 agreements are not expected to exceed the ranges listed above. Based on previous funding, The Partnership anticipates dedicating no more than the total funding amount listed below for Career Pathway Training:

	Adult	Dislocated Worker
Total Funds: Available	$1,000,000	$750,000

The successful respondents to this RFP will enter into a grant agreement with The Partnership and become part of The Partnership's service network. Agreements executed because of this RFP process will be paid through cost reimbursement unless otherwise specified. Final agreements will be subject to any changes in legislation, regulations, or policies promulgated by the federal or state funders. The Partnership reserves the right to vary or change the terms of any agreement executed because of this RFP, including funding levels, scope of services, performance standards, and contract terms, as it deems necessary.

C. Tentative Schedule

Release of RFP ………………………………………………………… June 22, 2021

Bidder Webinar ………………………………………………………… June 30, 2021

Question Submittal Deadline …………………………………...........July 8, 2021

Posting of Questions and Answers …………………………………… July 16, 2021

Proposal Submittal Deadline …………………………….………… August 2, 2021

Proposal Review ……………………………………………………….August 2021

Selection Review by Chicago Workforce Innovation Board …………… September 2021

Anticipated Contract Commencement …………………………………… October 1, 2021

SECTION II. Background

A. Overview of The Partnership

Created in 2012, The Chicago Cook Workforce Partnership is an umbrella organization operating the public workforce system in the City of Chicago and Cook County. The Partnership combines federal, state, local and philanthropic resources to broaden the reach and impact of workforce development services for both employers and job seekers. The Partnership has programmatic and administrative responsibility for all WIOA services provided in Chicago and Cook County (Local Workforce Investment Area 7, hereinafter LWIA7.

The Chicago Cook Workforce Innovation Board (WIB), which oversees LWIA 7, has statutory responsibility for the local implementation of WIOA and provides a forum for business, labor, education, government, community-based organizations, and other stakeholders to collaboratively develop strategies that address the supply and demand challenges confronting the local workforce. The WIB, together with The Partnership, provides leadership, strategic planning, policy direction, and oversight for WIOA services in LWIA 7.

All efforts put forth by The Partnership are guided by the following vision, mission, and values:

Our Vision: Every person has the opportunity to build a career; every business has the talent to grow and compete in a global economy.

Our Mission: To create, promote, and effectively manage a network of workforce development organizations that:

- Designs innovative solutions to address business needs, and,
- Prepares individuals for, and connects them to, career opportunities.

Our Values:

- **Collaboration:** We strategically engage a variety of local, regional, state, and national partners in workforce and economic development to ensure program effectiveness. The breadth of these activities allows us to connect businesses and individuals to a wide array of resources.
- **Innovation:** We design and implement initiatives that result in dynamic outcomes for businesses and job seekers alike. We seek creative solutions to current and future workforce development challenges.
- **Transparency:** We clearly communicate our expectations, policies, and processes to stakeholders and partners. We openly and publicly share the results of our initiatives.

- **Financial Responsibility and Stewardship:** As stewards of public, private, and philanthropic funds, we ensure effective and efficient management of our resources to achieve the maximum returns on investment and greatest impact on the business or individual served.
- **Quality:** We commit to continuous improvement. We aspire to a standard of excellence that ensures the delivery of high caliber services for all stakeholders while identifying opportunities for further growth.
- **Dignity of Work:** We believe in the value of work and the mutually beneficial impact that it has on individuals and the companies that employ them. We support investment in human capital as a means of strengthening local communities and the regional economy.

Priorities:
The Partnership is committed to improving racial and gender equity in the workforce. We are committed to provide services that support communities and individuals who have been historically underrepresented in various industries due to systemic and structural racism, sexism, and other forms of discrimination. Our commitment includes ensuring the network of American Job Centers prioritizes serving communities of color that continue to experience higher rates of unemployment than predominantly White communities. The Chicagoland Workforce Funder Alliance Equity Working Group's definition of an equitable workforce as:

> *"one in which race, ethnicity, gender, and other demographic characteristics no longer predict one's outcomes in the labor market. All people have equitable access to jobs that are safe, pay a living wage, offer benefits, provide career pathways, and opportunities for mobility. The workforce—both public and private—is representative of the general population at all different levels of skill and pay across occupational groups and sectors. To close the gaps, near-term efforts should focus on communities most impacted by racial, ethnic, and gender disparities while working collaboratively to transform policies, institutions, and structures in the long term.[i]"*

The Partnership aligns its work with regional community and economic development initiatives including the City of Chicago's INVEST South/West initiative and Cook County's Comprehensive Economic Development Strategy. Both initiatives have an intentional focus on reducing inequities in areas that have historically experienced disinvestment in infrastructure, unjust housing policies, and a loss of jobs and economic opportunity. The 2020 Workforce Innovation and Opportunity Act Local Plan for LLWIA 7 outlines the 10 neighborhoods of focus for INVEST South/West and the 34 suburban municipalities identified in Cook County's Comprehensive Economic Development Strategy on pages 53 through 55.

The Partnership encourages respondents to provide career pathway training within these local communities and/or include innovative strategies for outreach and service provision to the communities of greatest need throughout the region especially those prioritized by both the City and County.

B. Overview of WIOA and the Service Delivery System
Signed into law on July 22, 2014 and funded by the U.S. Departments of Labor and Education, the Workforce Innovation and Opportunity Act supports workforce development programs throughout the nation in service of job seekers and businesses. WIOA helps job seekers access employment, education, training, and supportive services needed to succeed in the labor market, particularly those with barriers to employment. WIOA is also designed to help businesses find the skilled workers they need to compete in the global economy. The Department of Commerce and Economic Opportunity administers WIOA funding for the State of Illinois, and in turn delegates the implementation and administration of WIOA to local workforce boards and their administrative agencies. The U.S. Department of Labor envisions a WIOA One-Stop system that is quality focused, employer driven, customer centered, and tailored to meet the needs of regional economies. The local system strives to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages.
- Provide access and opportunities to all job seekers, including individuals with barriers to employment such as individuals with disabilities, to prepare for, obtain, retain, and advance in high quality jobs and high demand careers.
- Enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce.

The Chicago Cook WIOA-funded Workforce System is comprised of five service delivery models:

- ***American Job Centers*** are high-capacity sites serving the general job-seeking population as well as businesses. One-Stops must serve both Adult and Dislocated Workers (Youth optional) and must have active participation from the core WIOA partners.
- ***Delegate Agencies*** provide services to job seekers and businesses, differing from One-Stops in that they are smaller and may serve a smaller geographic area or special population.
- ***Youth Delegate Agencies*** provide services to assist youth ages 16-24 in achieving academic and employment success.
- ***Sector Centers*** are business service hubs concentrating on business and job seeker services related to a specific industry sector and are responsible for educating the other WIOA delegate agencies on aspects of the given sector.
- ***Career Pathway Training Providers*** are often cohort-based, skills training programs that are demand driven within The Partnership's focus industry sectors and may also include bridge programs designed to serve individuals with basic skills deficiency and/or limited English proficiency.

This solicitation is for Career Pathway Training Programs.

SECTION III. Eligible Respondents

Any governmental, not-for-profit, educational institution or for-profit entity properly operating in accordance with Federal, State, and local law, and in business for at least three years, **with a minimum of two (2) years experience implementing a skills training or occupational bridge program**, may submit a proposal for consideration. The training program must be approved by an accrediting body. Minority-owned and women-owned businesses are encouraged to apply.

Respondents must be eligible to do business with the City of Chicago, Cook County, and the State of Illinois.

Respondents may submit proposals in which subcontractors are identified to provide program components. Respondents may also identify organizations with which they will collaborate to enhance the project design. However, any proposal submissions from a collaboration of two or more entities should clearly provide the following information in the narrative portions of the proposal:

- Identify the lead agency for the collaborative partnership.
- State the roles and responsibilities of each collaborator.
- Include an organizational chart for each organization and for the collaborative.
- Describe how funds will flow within the collaborative.
- Identify the percentage of each partner's fiscal responsibility.
- Identify the qualified fiscal agent for the collaborative partnership.

Additionally, entities must satisfy the following criteria to be considered eligible respondents to this RFP:

1. Entities must operate in accordance with Federal, State, and local law.

2. Entities must be currently eligible to do business with the City of Chicago, Cook County, the State of Illinois, and The Partnership.
3. Entities must possess the technical competence, management expertise, professional staff capacity, administrative and fiscal capacity, and demonstrated fiduciary responsibility to accomplish the objectives and scope of work stated in this RFP.

Proposals from respondents that have had a previous Partnership contract terminated for inadequate performance, or for any action proscribed by WIOA, within the previous two program years (July 1,2019-June 30, 2021) are **ineligible** to apply.

Entities are **ineligible** to respond to this RFP if they: 1) are currently barred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by a Federal, State, County or City department/agency, quasi-governmental agency (including but not limited to Chicago Housing Authority, City or Suburban community colleges, Chicago Public Schools et al.), or The Partnership; 2) have existing grants with any Federal, State, County or City agency that have been suspended or otherwise deemed not in good standing within the past two (2) years; or 3) are not in compliance with Illinois Department of Revenue, Federal Internal Revenue Service or Federal Office of Management and Budget requirements.

Awards made to entities subsequently found to have been ineligible may have funds clawed back at The Partnership's sole discretion.

SECTION IV. Career Pathway Training Provider Role and Responsibilities

A. Definitions and Expectations

Under WIOA, "Career Pathway" is defined as a combination of rigorous and high-quality education, training, and other services that:

1. Aligns with the skill needs of industries in the economy of the State or regional economy involved.
2. Prepares an individual to be successful in any of a full range of secondary or postsecondary education options, including registered apprenticeships.
3. Includes counseling to support an individual in achieving the individual's education and career goals.
4. Includes, as appropriate, education offered concurrently with and in the same context workforce preparation activities and training for a specific occupation or occupational cluster; and
5. Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable.
6. Enables an individual to attain secondary school diploma or its recognized equivalent, and at least one recognized postsecondary credential; and
7. Helps an individual enter or advance within a specific occupation or occupational cluster.

Career Pathway Training improves the capacity and impact of the WIOA system by equipping job seekers with the industry-related skills needed to secure employment and enter a career pathway. The Partnership seeks Career Pathway Training Programs that are demand driven, informed by the industry and/or employer partners, and directly linked to relevant and current job openings. Respondents are expected to align their curriculum and program design with their business partner's recruiting process. **The Partnership will accept proposals for programs in the following sectors: Business & Professional Services, Healthcare, Information Technology, Manufacturing, Retail, Culinary & Hospitality, Transportation Distribution & Logistics (TDL) and Construction.**

The Career Pathway Training design combines occupational training, education, and career planning leading to an industry recognized credential. A primary objective of Career Pathways Training is to help individuals obtain the skills necessary for employment along a career path. In pursuit of this objective, Career Pathways Training providers will develop a service delivery model that is industry-focused, demand driven, and business oriented – providing workforce preparation and skills training grounded in both the employment needs of businesses and the developmental needs of the job seekers and/or employees.

The Partnership recommends that Career Pathway Training proposals incorporate an occupational bridge component to serve individuals who are basic skills deficient (see definition in Appendix). Bridge components of Career Pathway Training Programs are considered a strategy to serve individuals who test as basic skills deficient as opposed to a separate program. As basic skills deficient individuals receive priority of service under WIOA, The Partnership seeks Career Pathway Training Programs capable of serving those who do not qualify for placement into advanced vocational training based on test results.

When serving individuals who test below 8^{th} grade level in either math or reading, the curriculum must include basic skills remediation and or contextualized literacy to address the deficiency. It is allowable for a program to test and train only one aspect of basic skills, i.e. reading or math. In such cases the respondent's proposal must explain why this approach is appropriate for the particular career pathway. Upon completion of the training, participants should have the reading and math skills necessary to obtain and retain employment within the industry.

Career Pathway Training Program providers will also provide program participants with the full array of supportive services available through WIOA. The Partnership seeks to invest in Career Pathway Training that provides holistic and comprehensive services such as on-site career coaching, job readiness training, contextualized reading and math instruction and supportive services. This approach best positions participants to find and sustain successful employment.

Respondents must possess an understanding of job seeker needs while keeping current on employment trends of industry partners. Training program staff must be knowledgeable of business needs and able to effectively train participants to meet those needs. The Partnership will evaluate staff's expertise (including trainers, instructors, and job developers) in delivering training programs and connecting program completers to employment. Career Pathway Training Programs are expected to incorporate their industry expertise into the training and offer the skills and credentials that their business partners value as essential for employment. Training programs are expected to have established partnerships with businesses and a demonstrated track record of helping those businesses fill their employment needs.

B. WIOA Requirements

The following information is intended to provide basic information on WIOA to assist respondents in their response. The Partnership does not require respondents to have a mastery of WIOA regulations. Selected respondents will be expected to quickly develop a working understanding of WIOA policy and procedures along with The Partnership's case tracking data system, Career Connect. The Partnership will provide technical assistance on all WIOA regulations to Career Pathways Training providers chosen through this solicitation.

Under WIOA, the Department of Labor classifies Career Services into two categories: Basic Career Services and Individualized Career Services. Individualized Career Services are more comprehensive, in-depth, and individualized than Basic Career Services, and generally involves interaction with a career coach or an equivalent that facilitates career exploration and development. The Career Pathway Training Programs are more comprehensive in design and are considered an individualized service.

WIOA funding for this application serves two (2) distinct job seeker groups with different eligibility requirements: **Adults and Dislocated Workers.** Funding and services for each group is awarded and tracked separately. **Respondents may request funding for either or both funding streams and should design their program to reflect the proposed populations.**

To be an eligible **Adult,** an individual must be 18 years of age or older and provide proof of Social Security number, compliance with Selective Services requirements, and authorization to work within the United States.

WIOA prioritizes services to:

- adult recipients of public assistance,
- individuals who are basic skills deficient,
- other low-income individuals,
- veterans

The current low-income levels are:

70% of the Lower Living Standard Income Level	
Family Size	**Income Level**
1	$12,880
2	$17,420
3	$22,962
4	$28,349
5	$33,457
6	$39,130

A **Dislocated Worker** is defined as someone who:

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

Selected respondents must become knowledgeable of WIOA eligibility requirements. Please see the linked policy letters for more information. Adult Dislocated Worker

C. Career Pathway Training Program Design

1. Recruitment and Orientation

Selected providers will be required to conduct trainee outreach and recruitment and provide information orientations to interested parties on their proposed program. Orientations should include an overview of the targeted industry including labor market data, occupations, and average earnings as well as a thorough overview of the specific Career Pathway Training Program prerequisites and WIOA eligibility requirements.

2. Assessment and Screening

The Career Pathway Training Program provider must assess, and screen interested applicants for the training program. A comprehensive assessment of the applicant's skill level, education, aptitudes, abilities, work and wage history, supportive service needs, as well as their interests, goals, and aspirations. Career Pathway Training providers should develop appropriate screening tools to ensure the participant has the interest and aptitude to succeed within the Career Pathway Training Program. Such assessments should include an objective, assessment, career exploration, and diagnostic testing to assess skill level and basic reading and math skills. These assessments are individualized and conducted or coordinated by a career coach or equivalent. Required Assessments include basic Skills Screening Tool, Objective Assessment, Work/Academic History, and any other screening tools developed by the provider. WIOA accepts TABE 11/12 and CASAS Goals for reading and math screening. Additional assessment resources are available through Career Connect and Illinois workNet.

3. WIOA Eligibility Determination

Career Pathway Training Program providers are required to determine WIOA eligibility and collect information to support a determination of eligibility on all enrolled participants. The eligibility determination process is a critical function of the Career Pathway Training Program provider. All customer enrollment documentation must be collected, entered, and uploaded into the Career Connect data system. **Customers enrolled into career pathway training must be eligible and registered into WIOA prior to participating in any training**. Selected respondents must be knowledgeable of WIOA eligibility requirements.

Enrollment for both Adult and Dislocated Worker services, is determined by an assessment of the applicant's skill level, education, aptitudes, abilities, work and wage history, supportive service needs, as well as their interests, and occupational goals. If a customer is deemed inappropriate for WIOA services, he or she **must be referred** to the appropriate educational entity, social service agency, or mandated partner for assistance. Please see the attached policy letters Adult Dislocated Worker

NOTE: Upon WIOA enrollment, participants are counted in the provider's performance outcomes.

4. Career Coaching and Planning

Once job seeker enrollment and assessment are complete, the provider must provide ongoing career coaching and/or case management. This begins with the development of an Individual Employment Plan (IEP). The IEP is used to formulate employment goals, appropriate achievement objectives and the appropriate combination of services for the participant to achieve his or her employment goals. One key role of the career coach is working with the customer to develop the IEP. The IEP should be considered an agreement between the career coach and the customer, of the plan of action needed to overcome barriers to employment and secure employment leading to self-sufficiency. The IEP should include short- and long-term goals and the steps and supports necessary to achieve those goals. Ideally, the IEP will focus on a career pathway that can provide a guide beyond initial employment and must be updated regularly as a customer progresses, or as needs arise. All WIOA services provided to a customer must be identified, and the need justified, in the IEP. A hard copy case file must be maintained on each participant containing eligibility documents and pertinent case file information not recorded in the electronic case file. Customers are also to be provided with a signed copy of the IEP. The IEP is a living plan that should be updated as goals and milestones are met and routinely discussed with jobseeker.

Career Pathway Training providers must also provide and coordinate participant supportive services. Supportive services include transportation assistance and specific items related to training such as safety equipment or uniforms. These services seek to remove barriers to the jobseeker's ability to complete training or obtain and retain employment. **Respondents must include estimates for support services within their proposed budget**. The Partnership may award funds to assist with basic supportive services such as transportation, work equipment and uniforms, and child-care services.

5. Career Pathway Training

Each respondent must have a detailed curriculum or syllabus outlining the proposed program's training activities and instruction time. The proposed training program must be in one of the identified priority sectors. All Career Pathway Trainings must be designed to prepare participants for in-demand occupations that reflect employer input and business participation. Respondents are expected to solicit business/industry input during curriculum development to ensure training meets industry standards. Proposals that feature business advisory councils, guest lectures, industry tours and hiring events are strongly recommended.

The training curriculum must also be approved by an accrediting body and result in or prepare participants to pass an exam leading to an industry recognizable credential. All training must be conducted in a safe environment with proper instruction on adherence to industry safety standards. Training must also include periodic exams or progress assessments/reports to track participant skill gains throughout the program. Curriculum elements include career exploration, contextualized instruction that integrates reading, math and language skills with industry and occupation knowledge and the "hard" or technological skills for the required occupation. The training may also include internships, work experience and site visits to employers.

The Career Pathway Training Programs are intended to provide a comprehensive and cost-effective alternative to other traditional training services under WIOA. It may be appropriate to provide additional training services beyond the Career Pathway Training Program including the following:

- **Internships/Work Experience:** Work experience is a planned, structured learning effort that takes place in a work environment for a limited time. Work experience may be paid or unpaid, as appropriate. This may be paid or unpaid, as appropriate, and may take place in the private, non-profit, or public sectors. Fair Labor standards apply in any work experience where an employee/employer relationship exists, as defined by the Fair Labor Standards Act or applicable State law.

- **On-the-Job Training (OJT)**: OJT services involve "hands on" training in occupational skills for a specific role. Training is provided by a private, nonprofit, or public sector employer for an individual who needs additional skill training for a specific job. The trainee participant is an employee of the company. To offset the cost of training, the employer can be reimbursed up to 50% of wages, during the training period. Delegate Agencies may also develop OJT agreements with employers and are required to ensure that staff are knowledgeable of the OJT forms and procedures. **Respondents SHOULD NOT identify OJT dollars in their proposed budget.**

6. Placement and Employer Services

Selected Respondents must help program completers secure employment in a training-related field. Each selected respondent will have a target goal for the number of persons placed into competitive employment within each funding category (Adult or Dislocated Worker).

Business Services are a critical component of WIOA service delivery, providing direct value to employers, employer associations or other such organizations. Selected respondents will be expected to provide the business services listed below.

Career Pathways Training Provider Roles in Business Services

- Connect Job Seekers to Job Openings: Via The Partnership's Career Connect job order portal, Career Pathways staff should browse job orders on behalf of trainees and connect graduates to training-related opportunities.
- Employer Recruitment: Coordinate with AJC, Delegate, or Sector Center staff to bring employer representatives onsite to speak to training cohorts.
- Hiring Events: Coordinate with AJC, Delegate, or Sector Center staff to register graduates for industry-specific hiring events.
- Work-Based Learning: Follow up with employer partners and system staff to offer work-based learning opportunities for training program graduates. Provide assistance or referral for assistance in the development of registered apprenticeship programs.
- Provide retention services: Work with employers and system staff to design strategies and provide support that helps employees stay on the job or advance after placement.
- Sector Partnerships: Convene or participate in business advisory councils and/or industry sector partnerships to solicit employer input, maintain awareness of industry needs, and make public resources available to the business community.

7. Follow-up Services

Selected Respondents must communicate with, and monitor the progress of, customers throughout their participation in WIOA-funded programs. Upon placement follow-up activities such as career coaching calls must be provided, as appropriate, to individuals who have exited from the program for up to one year. Follow-up services tend to fall in one of two categories: retention and advancement services for employed customers; and reemployment services for customers who do not persist in employment.

SECTION V. Performance, Deliverables and Reporting

A. WIOA Performance

WIOA established a comprehensive performance accountability system to optimize the return on investment of federal funds and to assess the effectiveness of local areas.

The Partnership negotiates new WIOA performance benchmarks with the Illinois Department of Commerce and Economic Opportunity (IL-DCEO) each year. Each Career Pathway Training provider will be held to the performance measures below. Please note the meeting range of each measure is 90% of the goal.

WIOA Performance Measure	Definition	Adult Goal	Dislocated Worker Goal	Youth Goal
2nd Qtr. Employment	The percentage of participants who are in unsubsidized employment during the second quarter after exit.	73%	81%	72.5%
4th Qtr. Employment	The percentage of participants who are in unsubsidized employment in the fourth quarter after exit.	71%	80%	70%
Median Earnings	The median earnings of participants who are in the second quarter after exit.	$6500	$10,000	$3,275
Credentials	The percentage of participants who obtain a recognized post-secondary credential or secondary school diploma/GED within 1 year after exit from the program.	73%	70%	67.5%
Skills Gains	The percentage of participants enrolled in a training or education program who show documented skills gains during a program year.	47%	44%	33%

As required under WIOA, the U.S. Department of Labor has established a sixth primary performance indicator: "Effectiveness in Serving Employers". IL-DCEO has chosen to use the following two performance measures to gather data that will permanently establish this indicator:

WIOA Performance Measure	Definition	Goal
Employer Penetration Rate	The percentage of employers using services out of all employers in the local workforce area.	TBD
Retention with Same Employer	See 2nd Qtr. and 4th Qtr. Employment outcomes above.	TBD

B. Deliverables

Because many of the WIOA performance measures are based on exits from the program, The Partnership developed other key point in time benchmarks that will provide the most accurate picture possible of how Career Pathway Programs are attaining The Partnership's workforce goals. Selected respondents will enter into a "loading plan with The Partnership that will outline at minimum the following benchmarks:

- Number of enrollments
- Number of skills gained
- Number of credentials earned
- Number of successful completions/graduations
- Number of OJTs or internships, if applicable
- Number of individuals placed
- Number of training related placements
- Customer satisfaction rates (job seekers/businesses)

The Partnership reserves the right to set and change benchmarks, add new benchmarks and adjust rates based on final WIOA regulations and negotiated performance.

Selected respondents will be continually evaluated based on their achievement of all the DOL measures and The Partnership benchmarks. Grant agreement renewals will be largely based on achievement of benchmarks. The Partnership reserves the right to impose additional conditions and/or restrictions on the grant award, implement probationary periods, undertake any other corrective action, reduce funding, or end grant agreements based on poor performance on any of the benchmarks.

C. Data and Customer Tracking Systems

All participant data will be tracked on The Partnership's customer tracking system, Career Connect, which automatically links to the State of Illinois tracking system, IWDS. All selected respondents will be required to attend Career Connect training and will be required to utilize the system for all customer and business services provision. All service activity and case notes must be entered within the system properly, timely, and in a professional manner that documents and justifies the services provided, and progress of the participant. In addition to reporting and tracking customers through Career Connect, selected providers must submit monthly reports that document outcomes on agreed upon key benchmarks.

D. File Records, Retention and Ownership

Selected respondents must maintain and secure accurate file for every enrolled participant in compliance with Federal and State WIOA requirements and, where applicable, The Partnership's retention policies. Based on funding stream, participant files must contain a variety of documentation that includes most, if not all, of the following:

- Documents that support program eligibility/determination of need
- Documents that support the achievement of outcomes
- Intake and application form
- Intake assessment results
- Individual career plan and or Individual Employment Plan (IEP)
- Time and attendance sheets (training activities)
- Work site location and information
- Regular updates or case notes are stored electronically (minimally every 30 days)

Selected respondents must allow The Partnership and its regulatory partners including local, state, and federal representatives, unfettered and immediate access to all program records, materials, staff, and participants. In addition, respondents are required to maintain all files and records for four (4) years from the last day of the program year. For more information: Document Destruction Procedure

E. Oversight, Evaluation and Planning

The Partnership will monitor and evaluate selected respondents to determine if employers and job seekers are receiving the most comprehensive, streamlined set of services. The Partnership will also evaluate the quality and effectiveness of the service strategies developed for the participants, and the quality of the case management provided by the career coaches. Selected respondents must ensure program compliance and evaluate the quality and effectiveness of the service strategies. The Partnership's funders, including the U.S. Department of Labor, Illinois Department of Commerce and/or others, may conduct periodic external monitoring and evaluation of sub-grantees awarded pursuant to this RFP.

F. Accessibility and Equal Opportunity

The Partnership is committed to equal access for all participants to all services. All respondents must ensure equal opportunity to all individuals. No individual shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any program managed by The Partnership (including Workforce Innovation and Opportunity Act programs or activities) because of race, color, religion, sex, national origin, age, sexual orientation, marital status, medical condition(s), disability, English proficiency, veteran status, or political affiliation or belief. All respondents are expected to demonstrate full compliance with the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and all other equal opportunity laws. This involves ensuring that staff receive accessibility training and may involve developing accessibility plans for both physical and substantive program access.

The selected respondent will maintain a culture of inclusiveness in compliance with Section 188 of WIOA 29 CRF 38, the Americans with Disabilities Act Amendments Act of 2008 (ADAAA), and all other applicable statutory and regulatory requirements. The selected respondent shall not unlawfully discriminate, harass or allow harassment against any employee, or applicant for employment or services due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. Providers will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act Amendment Act. Additionally, partners agree to fully comply with the provisions of WIOA Title I, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights act of 1964, the Age Discrimination Act of 1975, and Title IX of the Education Amendments of 1972, WIOA Title IB, 29 CRF Part 38 and all other regulations implementing the aforementioned laws.

Additionally, the physical characteristics of the facilities, both indoor and outdoor, will meet compliance with 29 CFR Part 38, or most recent ADAAA standards for Accessible Design and the Uniform Federal Accessibility Standards by or before July 1, 2020. In some cases, the facilities are leased by neither The Partnership nor its service providers (e.g., IDES CMS or the City of Chicago). In this case, LWIA 7 is in active, urgent, and ongoing negotiations with the parties to continue ADAAA compliance.

Services must be available in a convenient, high traffic and accessible locations considering reasonable distances from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an “equal and meaningful” manner providing access for individuals with disabilities.

SECTION VI. Solicitation, Process and Terms

A. Period of Solicitation

The deadline to submit a response to this RFP is Monday, August 2, 2021 no later than 4:00 p.m. (CDT). Submit your proposal electronically to CareerpathRFP@chicookworks.org

B. RFP Inquiries, Questions and Answers

The primary mode of communication between The Partnership and potential respondents will occur via www.chicookworks.org. All questions pertaining to the RFP must be received in writing via email at CareerpathRFPquestions@chicookworks.org by 4:00 pm (CDT) Thursday, July 8, 2021.

The Partnership anticipates posting answers to all questions by Friday, July 16, 2021. A FAQ (Frequently Asked Questions) page will be posted on The Partnership’s website https://chicookworks.org
It is the respondent’s responsibility to check the website page frequently to stay apprised throughout the process. Only those questions directed to the above email will be answered. Questions will not be answered over the phone or in person. **Questions received after July 8, 2021 will not receive a response.**

C. Bidders Webinar

The Partnership will host a Bidders Webinar for all prospective respondents to this RFP. At this session, The Partnership staff will review program information, key proposal requirements, contract terms and conditions and respond to questions. Attendance is highly recommended. Other than during the Bidders Conference, **staff members are unable to provide technical assistance during the**

application process. Please do NOT contact staff directly with any questions. All questions should be directed to CareerpathRFPquestions@chicookworks.org

The Information Session will be held:

Wednesday, June 30 ,2021
10:30 a.m. to 12:00 p.m.

Please register **in advance** at: https://attendee.gotowebinar.com/register/7732486361927706636

After registering, you will receive a confirmation email containing information about joining the webinar.

A brief period will be reserved at the Bidders Conference for additional questions to be submitted in writing. Every effort will be made at the conference to answer questions submitted that day; however, all questions will be answered and posted on the website. No answers are final until posted on the website.

D. Limitations

The Partnership shall not pay for any costs incurred by the applicant agencies in the completion of this RFP. Submission of an RFP does not, in any way, obligate The Partnership to award a contract. The Partnership reserves the right to accept or reject any applications, to negotiate with all qualified sources, or to cancel in part or in its entirety this RFP, if it is in the best interest of The Partnership to do so. The Partnership may require successful applicants to participate in contract negotiations prior to contract finalization. The Partnership shall reserve the right to terminate, with or without cause, any contract entered as a result of this RFP process.

E. Disclaimers

All contract awards by The Partnership, pursuant to this RFP, are contingent upon the availability of funds. Respondents are liable for any and all costs incurred prior to final authorization by the WIB and the execution of a contract with The Partnership.

The Partnership reserves the right to:

- Rescind an award and/or reallocate the funding to another applicant should the successful respondent fail to execute its grant agreement in a timely fashion.
- Increase funding levels for any or all Career Pathway Training providers selected pursuant to this RFP, if additional funds become available, based on delegate agency performance, effectiveness, and other details.
- Change and amend as necessary its policies or procedures governing the delivery or scope of services described herein.
- Perform an assessment of the risk that any recent, current, or potential litigation, court action, investigation, audit, bankruptcy, receivership, financial insolvency, merger, acquisition, or other event might have on an organization’s ability to operate a proposed program.

F. Notice of Award

All respondents receiving an award will be notified in writing and by posting on the Partnership’s website. Unsuccessful respondents who wish to obtain information on the evaluation of their proposal should submit a written request to this effect to The Partnership’s Chief Administrative Officer/General Counsel at Illona.Sheffey-Rawlings@chicookworks.org. Only individual scores will be provided if requested; further technical assistance is not available at this time. Respondents that are not awarded a contract are encouraged to re-apply in subsequent funding cycles.

G. Disallowed Costs and Cancellations
Successful respondents must accept liability for all aspects of any WIOA-funded program conducted under contract with The Partnership. Successful respondents will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted. The Partnership reserves the right to cancel an award immediately if new state or federal regulations or policy makes it necessary to change the program purpose or content substantially, or to prohibit such a program.

H. Sub-grantee Award Process
The sub-grantee award will not be final until The Partnership and the respondent have executed a mutually satisfactory sub-grant agreement. The Partnership reserves the right to make an award without further discussion of the proposal submitted. No program activity may begin prior to the WIB approval of the award and execution of an award letter and/or sub-grant agreement between the successful respondent and The Partnership. Reductions in the funding level of any sub-grant resulting from this solicitation process may be considered during the sub-grant agreement period when a respondent fails to meet expenditure, participant, and/or outcome goals specified in the sub-grant agreement or when anticipated funding is not forthcoming from federal or state governments or private donors. The Partnership reserves the right to determine both the number and the funding levels of sub-grantee agreements finally awarded. Such determination will depend upon overall fund availability and other factors arising during the proposal review process.

I. Cost and Negotiations
The Partnership reserves the right to reject any or all proposals received and to negotiate with any and all offers on modifications to proposals. Proposals submitted which are over the maximum amount of funds specified for this RFP will be rejected. The proposal warrants that the costs quoted for services in response to the RFP are not more than those that would be charged any other individual for the same services performed by the respondent.

J. Modification of Sub-Grant Agreements
Any sub-grant agreements awarded pursuant to this RFP may be unilaterally modified by The Partnership upon written notice to the contractor under the following circumstances:

- Sub-grantee fails to meet performance and service expectations set forth in the contract, or
- The federal or state government increases, reduces or withdraws funds allocated to The Partnership, which impact services solicited under this RFP, or
- There is a change in federal or state legislation and/or their regulations, local laws, or applicable policies and procedures.
- If The Partnership receives additional public or private funds.

SECTION VII. Proposal Review and Evaluation Process

Applications will be evaluated by a team of reviewers, which may include WIB members, outside experts and Partnership staff. An entity's failure to submit a complete proposal or to respond in whole or in part to RFP requirements may cause The Partnership to deem the proposal non-responsive and thus ineligible for review.

A. Evaluation Process
Fiscal Review: The Partnership will also conduct a fiscal review of all qualified proposals including, budgets, agency audits, leveraged funds and responses to questions related to fiscal operations. The Partnership reserves the right to review and request further information regarding the respondent's financial situation, if not sufficiently outlined in the submitted. The Partnership reserves the right to assess the risk posed by any recent, current or potential litigation, court action, investigation, audit, bankruptcy,

receivership, financial insolvency, merger, acquisition, or other event that might affect an organization's ability to operate the requested program.

Program Narrative Review: Members of the review team will conduct an in-depth assessment of the program narrative section for each proposal. A scoring instrument will be used based on the evaluation criteria listed in the RFP.

Past Performance Review: Through this process, The Partnership will review a respondent's performance on any previous and/or existing Partnership grant agreement(s), as well as check references submitted from other grantors. Achievement of grant agreement outcomes (i.e., number of enrollments, job placements and retention of enrollees), along with compliance with programmatic and fiscal guidelines and timelines will be evaluated.

The review team will perform an in-depth evaluation of all responsive proposals based upon the criteria herein. Prior to its final funding decision, The Partnership may also: 1) meet with representatives of the responding entity to discuss the proposed program and budget; 2) identify and/or negotiate program or budget changes the responding entity must make as a condition of funding; and 3) identify other documentation the entity must provide as a condition of funding.

After analyzing all the above data, including the geographic distribution of the programs to ensure community access for Cook County residents as well as coverage of special populations, The Partnership will select respondents for recommendation to the Service Committee of the WIB and full WIB for approval. Once approved by the WIB, The Partnership may award grant agreements to successful respondents.

Entities that fail to meet the evaluation criteria specified herein, or proposals that do not meet the service needs, will not receive further consideration for funding. Failure to meet evaluation criteria can include, but is not limited to, non-responsive language in the submission, failure to clearly address all areas in the project narrative as required, lack of required documentation, and proposing programs, which do not address the specific needs of the population(s) being targeted.

B. Evaluation Criteria

Proposals evaluated with a score below 70 (out of a possible 100 points) will not be considered. Proposals that do not conform to submission requirements will be considered non-responsive. The Partnership reserves the right to contract with any respondent that falls within the acceptable point range. The Partnership is not required to contract with the entity receiving the highest score as a result of the proposal review process.

All proposals will be scored according to the evaluation criteria set forth below and ranked from highest to lowest score. A recommended funding level will be determined based on several factors including overall ranking of proposal rating scores, the availability of funds, the number of applications submitted, reasonable unit cost as determined by The Partnership, sectoral need for the proposed services, and past performance.

Criteria	Point Value
Organizational Capacity and Training Need	**20**
Program Design	**40**
Past Performance and Planned Outcomes	**15**
Financial Structure and Fiscal Plan	**25**
Total Points Available	**100**

SECTION VIII. Proposal Questions and Required Attachments

A. All Required Submittal Documents

Respondents must submit all the following documents (as applicable) for **each Career Pathway Training proposal submitted.** Proposals containing all the following documents will be considered complete and eligible for review:

Program Proposal

1. Career Pathway Organizational Leadership Survey (formsite.com)
2. Career Pathway Training Program Checklist*
3. Respondent Information Form*
4. MOUs as applicable if submitting as a partnership or collaborative
5. Executive Summary (signed by the authorized representative)
6. Program Narrative (Response to Program Questions 1-30)
7. Staff Resumes and/or Job Descriptions
8. Training Program History Form*
9. Reference Form*
10. Planned Participant Outcome Form*

Fiscal Proposal

11. Fiscal Narrative (Response to Fiscal Questions 1-14)
12. Fiscal Questionnaire*
13. Completed W-9 Request for Taxpayer Identification Number and Certification
14. IRS 501(c)(3) Tax Exempt Determination Letter dated within past 3 years (required only if applicable)
15. Certificate of Good Standing
16. Most Recent Audited Financial Statements
17. List of Board Members including year organization legally established
18. Cost Allocation Plan
19. Indirect Cost Rate Determination Letter (required only if applicable)
20. Segregation of Duties Form*
21. Budget Summary Forms for each applicable funding sources (Adult and/or Dislocated Work)
22. Budget Narrative Form*

*Required forms can be downloaded with this RFP from The Partnership's website at https://chicookworks.org/our-network/request-for-proposals/. Other attachments listed above are described in the narrative questions in below. Forms and attachments do not count toward page limits for narrative responses.

All components of the Fiscal Proposal, except for the Budget and Budget Narrative, must be submitted by each partner entity if the respondent is a consortium.

Completed RFP responses must be submitted electronically to CareerpathRFP@chicookworks.org by Monday, August 2, 2021 at 4:00 p.m. CDT. PROPOSALS RECEIVED AFTER THIS DATE AND TIME ARE LATE AND WILL NOT BE ACCEPTED.

B. Proposal Questions

Please provide narrative responses to the questions below to demonstrate your organization's programmatic, technical, administrative, and fiscal capacity for performing the duties outlined in this RFP.

Career Pathway Organizational Leadership Survey (formsite.com) For each proposal submitted please complete the electronic organizational survey using the link above.

Executive Summary (2 pages maximum)
The Executive Summary must be submitted on the organization's letterhead and must provide:

1. An overview of the organization's qualifications, including the number of years it has successfully provided services with the types of customers and communities served.
2. If submitting as a formal partnership or collaboration, please identify all key partners and the lead entity.
3. A concise description of the proposed Career Pathway Training Program including the proposed number of customers to be served. If incorporating bridge training within in your curriculum describe how the two programs will work together.
4. The specific location of the training facility and the amount of WIOA funding requested per funding stream.

Program Narrative Questions (30-page maximum)
Answer the following questions by providing detailed responses using specific examples wherever possible. Please write the question number and question highlights or key words when responding. If proposing to serve both Adult and dislocated workers address both populations in your answers.

Organizational Structure and Capacity (20 points)

1. Provide a concise description of your organization including the legal status of the organization, the governance structure, mission, vision, and values along with the major programs currently offered. Explain how your mission aligns with this funding opportunity.

2. If submitting as a partnership or collaborative, please identify all the partners or subcontractors (if applicable) and briefly explain their services, roles provided, expertise and rationale for participation in the program model. Attach detailed MOUs for members of the collaborative applicants.

3. Describe your organization's experience in delivering training programs within a sector. Describe the specific occupations you are targeting in your proposed training. Please identify the accrediting body for the training and explain how the training program aligns with The Partnership's targeted industries for this solicitation. Please indicate if you are proposing to serve individuals who are basic skills deficient.

4. Identify the current and future labor needs for your proposed sector training. Explain how your proposed program addresses the need. Cite source data wherever possible.

5. Describe the quality of the jobs for which program graduates will be prepared, including living wage, fair working conditions, opportunities for advancement, job flexibility, benefits, and retention.

6. According to the recent report, [Advancing Workforce Equity in Chicago: A Blueprint for Action](), produced in partnership with PolicyLink, Burning Glass Technologies, and the Chicagoland Workforce Funder Alliance, it has been proven that using sector-based workforce strategies can close the gap. Explain how the sector-based workforce development strategies you are proposing will build pathways into good jobs for workers of color.

7. Describe the physical facilities to be used to house all aspects of the program (pictures encouraged). Identify address, total square footage of the site, accessibility to persons with disabilities and all equipment or resources. Describe the training equipment and materials, and other relevant physical resources (classroom space, etc.).

8. Please describe your proposed staffing plan for the program. It should specify staffing levels and position titles. Identify key staff members such as trainers and career coaches by name and specify the educational levels for each individual, their tenure in role and in general with the organization. Describe the diversity make up of your staff and explain how it relates to the proposed demographics of the targeted community.

9. Explain your process for training new staff members on the regulations of WIOA and program requirements and overall professional development. How will you ensure quality case records and files are developed and maintained? Identify any special skills or certifications required of staff including fluency in other languages.

10. Attach resumes (not counted toward the program response limit) for proposed staff to be used on the project, including names, titles, job descriptions and whether the position is full or part-time. If you anticipate the creation of additional positions in response to this RFP, please provide job descriptions including qualifications sought and hiring criteria. Documentation of specific qualifications or credentials for specialty staff positions should also be included in your submission.

***NOTE: In accordance with our values, The Partnership seeks to provide high quality services to our customers. We believe in the increased professionalization of the workforce development field and strive to ensure that our system reflects the dignity of work. Consequently, The Partnership requires that all career coach and business service representative positions receive a minimum salary of $34,000 per year, the generally accepted living wage for Cook County*.**

Career Pathway Training Program Design (40 points):

11. Describe in detail your strategies for outreach, recruitment, enrolling and orienting participants to your program. What are the minimum qualifications for your program? Is your program open entry or cohort based? Describe any unique timelines. Describe staff experience with engaging participants that are low-skilled. What methods are used to educate participants regarding sector-based career pathway opportunities? Explain how your outreach and recruitment process will promote diversity, equity, and inclusion.

12. Describe your orientation process. How do you explain and introduce your services and set clear expectations with participants?

13. Explain how you assess participants' skills and interests to ensure proper enrollment into your Career Pathway Training Program. Include a description of any tools, tests, or methods used to determine the following: levels of basic skills, work readiness skills, interests and aptitude for your specific industry training, occupational skills, and supportive service needs. What do you do for people who do not have the basic skills for the program?

14. Describe your process for WIOA enrollment and career coaching/planning with participants. How will you ensure compliance with WIOA requirements?

15. What is your approach to providing an individual employment plan for each participant? What methods will you employ to ensure customers have quality IEPs in place?

16. Describe your plans to assess and provide any supportive services to participants. How will you track supportive service funds?

17. Describe your training program in detail and identify inclusion of any bridge elements in your design, if applicable. Explain topics covered and identify how participants will progress

throughout your proposed program. Explain how and if reading and math skills are incorporated into the training. Identify any employer input and/or involvement in any stages of the training program.

18. **Please attach a program syllabus or curriculum**. The program syllabus or curriculum should include the number of hours of instruction, total weeks of program, specific occupational skills, requirements for entry into the program, and requirements for completion (number of hours, credentials, literacy, and numeracy levels, etc.). Please attach any list of prerequisites for program enrollment that participants receive at orientation.

19. Provide a list of occupational skills that your program instructs and explain how they are relevant to the industry needs. Identify key credentials and certifications that the program awards. Is this credential widely recognized by the industry and do your business partners require this credential for employment? If not, why is this credential still beneficial? How does the training program keep current with the industry trends and needs regarding skills and relevant credentials?

20. Attach a sector-based career pathway map(s) or career ladder that describes the proposed program. For each step in the pathway include wages, literacy level, numeracy level and qualifications needed to be successful in that position.

21. List and describe your current and proposed business services. Describe your strategies for pursuing new business relationships and securing job orders. Explain in detail how you plan to place graduates into training related positions.

22. Describe your process in assessing business needs within an industry sector. Identify any tools, data or surveys used. How does this process inform the program design and curriculum? Give an example of a program modification due to having to align to evolving business needs.

23. Describe your follow-up strategies and how they will enhance job retention and career path growth.

Past Performance and Planned Outcomes (15 points)

24. Please describe your training program's overall success and effectiveness. Identify any challenges that you had to overcome. Please complete the attached **Training Program History Form** for the past three years including the number of people who have enrolled in your training program, number of certificates earned, number of graduates (successful completers) and number of people entering training related employment. Provide any narrative context as appropriate.

25. List partnerships with industry associations and with businesses – preferably those that have hired directly from the classroom training program. Attach letters of support from at least three (3) businesses that can attest to their experience in hiring participants from your program.

26. Explain your process for internally monitoring your on-going performance. How will you evaluate and assess both the effectiveness and quality of the program? Identify who will be responsible for data collection, analysis, reporting and general oversight.

27. Please identify three (3) references of funders or organizations other than the Partnership and contact information on the Reference Form. Please supply references who can attest to your ability in serving the population, achieving grant deliverables, and meeting performance benchmarks. Please ensure the accuracy of the contact information and obtain permission to

be listed as a contact. The Partnership will not contact respondents for updated reference contact information. The Partnership reserves the right to consider all previous performance data from workforce development programs.

28. Please complete the attached Proposed Planned Outcomes Form. Provide an accompanying narrative that explains your strategies for achieving your planned performance.

29. Identify your planned cost per customer served and placed for each funding stream and explain how your program is cost effective. Describe any leveraged services or added benefits to the customer not previously mentioned.

30. Describe how customer feedback will be collected and used to make continuous improvements to services. Provide an example or a recent improvement or change made resulting from customer feedback.

Fiscal Narrative, Structure and Budget (25 points)

Program Budgets
All responding organizations must complete and attach the budget narrative and budget summary forms (Excel) for each requested funding stream/program model. Organizations must have separate spending plans for each proposed funding stream/program model, but they can all be included in one set of budget forms. Please include a copy of the proposed budget summary forms with the program response as well as with the fiscal narrative questions. All budget narrative forms and budget summary forms are posted with the RFP on The Partnership's website: https://chicookworks.org/our-network/request-for-proposals//

Please respond to the following Fiscal Narrative Questions and submit the requested documentation including budget narrative and budget summary forms.

- **Answers to these questions do not count toward your page limit.**
- **Forms and attachments do not count toward page limits for fiscal narrative questions.**

Fiscal Narrative Questions (no page limit)

1. What is your organization's legal status/registration? Briefly describe the entity's statutory reporting requirements.

2. Describe the basis upon which the requested amount was calculated. Identify an average unit cost per participant or program and provide an explanation to justify this unit cost. Identify the staff to participant ratio. If the organization is for-profit, identify the profit percentage built into the proposed budget, and describe the risk and other factors taken into consideration to arrive at this percentage. ***NOTE: Fixed Fees will be negotiated as a separate element of cost during the grant agreement negotiations.*** For more information see The Partnership Policy Letter, "Cost Plus Fixed Fee": Fixed Fee Policy

3. Describe leveraged resources that your organization will bring to this program. This may include cash contributions, staff effort, space, fee-for-service, or other revenue generation including in-kind contributions. In answering, list each source of leveraged resources, the dollar value, and the function of each leveraged resource, (e.g., spread operating costs or to broaden the scope of services). ***NOTE: Budgets must support this information with a breakdown of the funding from each leveraged source as it is utilized in the program.***

4. Describe your organizations' fiscal capacity and total annual budget, including a description of any previous or current grants which exceed $100,000.00.

5. Does your organization perform its own accounting? If not, indicate the name, address, contact person, phone number, and email address of the accounting firm. If yes, describe the organizations' accounting/financial procedures and system of oversight. Describe the type of accounting software being utilized by either the organization or by the contracted third party.

6. Describe the payroll process/system including internal controls for accuracy and validity. What is the method for documenting employee time? Are time studies utilized? If so, how often are they prepared?

7. Describe how payroll expenditures are properly authorized, accurately recorded in a timely manner, and properly classified.

8. Describe the organization's method for administering participant payroll and/or stipends and tracking costs for supportive services. Are there current and detailed policies and procedures to guide fiscal activities and ensure staff accountability?

9. Describe how the organization will ensure that costs charged to the program are reasonable, allocable, allowable, and necessary.

10. Does your organization have an accounting system that allows for the proper recording of program financial transactions, including the allocation of expenditures in accordance with the respective components, disbursement categories, and sources of funds? If not, what accounting system will be used for the program?

    a. If staff or other costs charged to this budget will be shared between one or more funding sources, please detail the overall cost allocation plan for sharing costs, including the method of allocating shared costs. Attach a copy of your current Cost Allocation Plan (CAP). For guidance on preparing a cost allocation plan, please refer to the 2 CFR Part 200 Uniform Administration Requirements, Cost Principles and Audit Requirements https://www.ecfr.gov/cgi-bin/retrieveECFR?gp=1&SID=c727d2b199e74b51562faa3fdc350b02&ty=HTML&h=L&mc=true&r=SECTION&n=se2.1.200_1416

11. Indicate what action has been taken in response to single audits and: a.) auditor's opinions or recommendations regarding internal controls; b.) cost disallowances; and c.) any other changes your organization has undertaken in response to single audits.

    a. ***NOTE:*** *Per (225 ILCS 460/4-Solicitation for Charity Act), the audit threshold for charitable organizations is gross receipts of* ***$300,000*** *or if the charity used a paid professional fund raiser and raised contributions in excess of* ***$25,000.***

12. Does your organization provide training on compliance and ethics? How often is this provided? Please provide the most recent date this training was provided.

13. Describe the organization's resource development experience and capacity to access various sources of funding to operate high-quality programs.

14. Describe the organization's sustainability plan if funding that supports this project is reduced. What actions would be taken to provide continuity of services to clients?

Description of other required fiscal attachments:

- **IRS Form W-9 Request for Taxpayer Identification Number and Certification**: All responding organizations must provide a completed form W-9 regardless of organization type. Form W-9 may be downloaded from the IRS website at https://www.irs.gov/forms-pubs/about-form-w-9.

  Non-governmental entities MUST also provide the following: 1.) indicate the year the organization was legally established; 2.) attach list of current Board Member names, business mailing addresses (other than responding organization's address), affiliations and titles, email addresses and phone numbers; 3.) if applicable, submit a current letter (within last three (3) years) from the IRS verifying the organization is exempt from federal income tax under section 501(c)(3) of the Internal Revenue Code, IRS Department of the Treasury, (877) 829-5500; 4.) submit a copy of the most recently filed IRS Form 990, Return of Organization Exempt from Income Tax.

- **IRS 501(c)(3) Tax Exempt Determination Letter**: If applicable, submit a current letter, dated within the last three (3) years, from the IRS verifying that the responding organization is tax exempt under Internal Revenue Code Section 501(c)(3).

- **Certificate of Good Standing**: Any respondent incorporated as a not-for-profit under the General Not for Profit Corporation Act of 1986 (805 ILCS 105/101.01 et seq.) is required to submit a Certificate of Good Standing from the Illinois Secretary of State's Office, Department of Business Services. A Certificate may be obtained through the Illinois Secretary of State's website at https://www.ilsos.gov/corporatellc/. The Department may be reached at (217) 782-6875; (217) 782-6961; or TTY: (888) 261-5280.

  Any respondent organized as a charitable not-for-profit (including any individual, group of individuals, association, or other legal entity) under the Charitable Trust Act (760 ILCS 55/1 et seq.) is required to submit a Certificate of Good Standing from the Office of Illinois Attorney General, Charitable Trust Bureau, 100 W. Randolph Street, 11th floor, Chicago, IL 60601. The Bureau may be reached at (312) 814-2595 and TTY: (800) 964-3013, or https://www.illinoisattorneygeneral.gov.

  Entities that are neither of the above but are exempt from paying sales/use tax under the Use Tax Act (35 ILCS 105/1 et seq.) are required to submit a copy of the tax exemption certificate issued by the Illinois Department of Revenue, Regional Office Locations: Chicago, James R. Thompson Center – 7th floor, 100 West Randolph Street, Chicago, IL 60601, (800) 732-8866; Des Plaines, Suburban North Regional Building, 9511 Harrison Street, Des Plaines, IL 60016, (800) 732-8866, or https://www.revenue.illinois.gov.

- **Most Recent Audited Financial Statements**: Include Single Audit (if applicable), management letter, and federal and state tax returns (Form 990 / Form AG990-IL informational returns). Entities whose total public contributions (fundraising activities) in a single year are below the State of Illinois audit threshold should provide their most recent 2-year comparative financial statements (e.g., statements of financial position, statements of activities, statements of cash flows, and statements of functional expenses), if applicable.

  NOTE: *Per (225 ILCS 460/4-Solicitation for Charity Act), the audit threshold for charitable organizations is gross receipts of **$300,000** or if the charity used a paid professional fund raiser and raised contributions in excess of **$25,000.***

- **List of Board Members**: All non-governmental responding organizations must submit a list of current board members including names, affiliations, and titles (officers and professional titles), business mailing addresses (other than responding organization's address), email addresses, and phone numbers. ***On this document, indicate the year the organization was legally established.***

- **Cost Allocation Plan**: Include your Cost Allocation Plan (CAP). For guidance on preparing a CAP, refer to Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (available electronically at https://www.ecfr.gov/cgi-bin/text-idx?SID=54ede6d0d7aac0c36aab76d75373e48f&mc=true&node=pt2.1.200&rgn=div5).

- **Indirect Cost Rate Determination Letter**: If your organization has been approved for an indirect cost rate, include a copy of the Indirect Cost Rate Determination Letter from the cognizant agency.

- **Segregation of Duties Form**: Each organization must complete and submit a current Segregation of Duties Form. The form is posted with the RFP on The Partnership's website: https://chicookworks.org/our-network/request-for-proposals/

4. Proposed Budgets
Budget forms and instructions are posted with this RFP on The Partnership's website at https://chicookworks.org/our-network/request-for-proposals/ . Respondents **must submit a budget for WIOA Adult and Dislocated Worker (as applicable).**

The budget forms must be submitted as an Excel spreadsheet file as part of the complete proposal. The budget forms must be signed by an authorized /organization signatory.

Private for-profit organizations should indicate anticipated program fixed fees over program costs in the space provided on Budget Form 3. Fixed Fees will be negotiated as a separate element of cost during the grant agreement negotiations. For more information see The Partnership Policy Letter, "Cost Plus Fixed Fee". Fixed Fee Policy

SECTION IX. Electronic Submittal Procedures and Requirements

A. Submittal Procedure and Format
For each proposal submitted, please respond to the Career Pathway Organizational Leadership Survey (formsite.com). This survey will capture demographic information and basic respondent contact information for tracking purposes.

All proposals must be submitted in **electronic form to CareerpathRFP@chicookworks.org** Any material considered proprietary must be so designated by annotation within the document.

For the purposes of electronic submission, originals are scans of paper documents that contain **original signatures in blue ink or electronic signatures** of the President, CEO, or equivalent person with legal signature authority for the organization and **marked "Original."**

If your organization is unable to provide scanned signature originals, include unsigned forms in your proposal and include the following statement in the email body of your proposal submission: "Respondent requires electronic signature follow-up."

The Partnership will contact your organization to obtain the electronic signature of its authorized signatory following receipt of your proposal. Please note that the electronic signature process may occur after the proposal submittal deadline. Proposals that include unsigned forms but are otherwise complete will be considered complete at the time of submission so long as respondents comply with the instructions herein regarding electronic signature follow-up.

Narrative responses must be formatted as follows:

- 8.5 x 11-inch (letter size)
- One-inch margins
- 12-point font
- Double spacing
- Numbered pages with organization name in footer
- Page break for each new section with clear section header

Submit your complete RFP for **each proposed Career Pathway Training program by email** with sections organized as follows:

Organizational Leadership Survey	[Career Pathway Organizational Leadership Survey (formsite.com)]()
Subject Line of Email	"Career Pathway Training –" + Organization Name + Proposed Industry Sector of the Training
Body of Email	List of Email Attachments Organization Name Organization Address Contact Person for Proposal Contact Email and Phone Number
Attachment 1 **Named: "Career Pathway Training in Proposed Industry Organization Name Program Narrative"** **As <u>one</u> PDF** (Fillable forms are available on The Partnership website https://chicookworks.org/our-network/request-for-proposals/	Respondent Information Form Executive Summary Program Narrative Response Memorandum of Understanding (MOU) with partners (if applicable) Staff Resumes and/or Job Descriptions Program Syllabus and/or Curriculum Outline Career Pathway Map Proposed Planned Outcomes Form Training Program History Form Reference Form
Attachment 2 **Named "Career Pathway Training in Proposed Industry Organization Name Fiscal"** **As <u>one</u> PDF** **NOTE that if applying for multiple sites only one fiscal information packet PDF is needed.**	Fiscal Narrative Response to Questions Fiscal Questionnaire Completed W-9 Request for Taxpayer Identification Number and Certification IRS 501(c)(3) Tax Exempt Determination Letter dated within past 3 years (required only if applicable) Certificate of Good Standing Most Recent Audited Financial Statements List of Board Members including year organization legally established Cost Allocation Plan Indirect Cost Rate Determination Letter (required only if applicable) Segregation of Duties Form

Attachment 3 ***Named "Career Pathway Training in Proposed Industry Organization Name Budget Narrative"*** ***As PDF***	*Budget Narrative Form for each applicable Title (Adult, Dislocated Worker*
Attachment 4 ***Named "Career Pathway Training in Proposed Industry Organization Name Budget"*** ***As Excel***	*Budget Summary Forms for each applicable Title (Adult, Dislocated Worker*

Submittal Address and Deadline
Completed RFP responses must be submitted **electronically to CareerpathRFP@chicookworks.org**

RFP responses must be received **before or by 4:00 PM CDT on Monday, August 2, 2021**. **Proposals received after this date and time will not be accepted.**

Technical Problems with Submission
If you experience a technical problem when submitting your proposal (e.g., file size is too large), immediately email CareerpathRFPquestions@chicookworks.org to explain the problem. Enter "submission problem" and your organization name in the email subject line.

If you experience a technical problem when submitting your proposal within three (3) hours of the submittal deadline, email CareerpathRFPquestions@chicookworks.org as instructed above and call:
RFP Submission Support Hotline: (312) 848-7174*

***Calls to this number will only be answered within three (3) hours of the submittal deadline, from 12:00 p.m. to 4:00 p.m. on Monday, August 2, 2021. Do not call this number at any other time.

SECTION X. Required Forms

The following is a list of required forms to be submitted with your proposal. The forms may be downloaded in a fillable format on The Partnership website at https://chicookworks.org/our-network/request-for-proposals

A. CAREER PATHWAY PROVIDER RESPONDENT CHECKLIST

Respondent Name: ___________________________________

Proposed Program Location: _______________________________

Proposed Industry Sector/Pathway Training Area:______________________________

Please use the following checklist to confirm all the documents are included in your packet.

Program Forms

- Career Pathway Organizational Leadership Survey (formsite.com)
- Respondent Information Form
- Memorandum of Understanding (MOU) with partners if applicable
- Executive Summary
- Program Narrative Response (30 pages maximum)
- Job Titles and Descriptions
- Resumes Organized by Job Title
- Proposed Planned Outcomes Form
- Program Syllabus or Curriculum Outline
- Career Pathway Map
- Training Program History Form
- Proposed Planned Outcome Form
- Reference List Form

Fiscal Forms

- Financial Narrative Response
- Budget Summary Forms for each funding source
- Budget Narrative Form
- Fiscal Questionnaire
- Segregation of Duties Form
- IRS W-9 Request for Taxpayer Identification Number and Certifications
- Certificate of Good Standing or Tax Exemption Certificate
- Copy of most recent financial audit
- Cost Allocation Plan
- List of Board Members

B. Respondent Information Form

Legal Name of Applicant Agency			
Industry Sector of Proposed Training			
Number of Years in Business			
FEIN Number			
DUNS Number			
Type of Organization	o Educational Institution o Minority Business Enterprise o Female Business Enterprise o Disadvantaged Business Enterprise	o Private for Profit o Private Not-for–Profit o Unit of Government	
Targeted Occupations of the Training			
Address – Administrative Office	Address		
	City, State ZIP		
	Web Site URL		
Address of Program site – This is the location where the services described in this application will be provided.	Address		
	City, State ZIP		
Principal of Agency – CEO/Executive Director/President	Name		
	Title		
	Email Address		
	Phone		
Programmatic Contact Person	Name		
	Title		
	Email Address		
	Phone		
	Amount Requested	**Total Served**	**Cost Per Served**
Adult Funding	$	#	
Dislocated Worker	$	#	
Total Amount Requested	$	#	
Amount of Leveraged Funds			
Percentage of Leveraged Funds			

C. Training Program History Form

Please complete the attached Training History Form for the past three years.

Organization NAME:	
Training Program:	
Program Year (Time Period)	
Number of Enrollments	
Number of Completions (Graduates)	
Number of Participants Earning a Credential	
Number of Placements	
Number of Training Related Placements	
Average Starting Wage:	
Other Outcomes:	
Training Program:	
Program Year (Time Period)	
Number of Enrollments	
Number of Completions (Graduates)	
Number of Participants Earning a Credential	
Number of Placements	
Number of Training Related Placements	
Average Starting Wage:	
Other Outcomes:	
Training Program:	
Program Year (Time Period)	
Number of Enrollments	
Number of Completions (Graduates)	
Number of Participants Earning a Credential	
Number of Placements	
Number of Training Related Placements	
Average Starting Wage:	
Other Outcomes:	

D. Respondent References Form

Please identify three references from funders or organizations that can attest to the organization's ability to serve the target population and meet benchmarks. Please ensure the accuracy of the contact information and inform references of The Partnership's reference checking process. By identifying a reference, Respondent authorizes the reference to release organizational information and performance data to The Partnership.

Organization NAME:	
REFERENCE LIST INFORMATION	
Reference #1	
Organization Name	
Contact Person Name	
Contact Phone Number	
Email Contact	
Nature of Relationship	
Reference #2	
Organization Name	
Contact Person Name	
Contact Phone Number	
Email Contact	
Nature of Relationship	
Reference #3	
Organization Name	
Contact Person Name	
Contact Phone Number	
Email Contact	
Nature of Relationship	

E. Planned Outcome Form

CAREER PATHWAY PROVIDERS Title I PROPOSED PLANNED OUTCOMES		
Organization Name:		
	Proposed Planned Numbers	
Benchmark	**Adult**	**Dislocated Workers**
Proposed Number of Enrollments		
Proposed Number of students with a measurable skill gain		
Proposed Number of students who earn a credential		
Proposed Number of “Graduates” or Successful completions		
Proposed Number of Placements		
Proposed Number of Training Related Placements		
Proposed Average Hourly Wage:		
Overall Cost Per Served *(Requested amount/total served*		
Overall Cost Per Placement *(Requested amount/total placed)*		

F. Fiscal Questionnaire

Organization Name:		
Is the agency a not-for-profit or a for-profit entity?	Not-for-profit	For Profit
Is the agency subject to the A-133 Single Audit requirement (Federal funding of $750,000 or more effective with fiscal years starting January 1, 2015 and forward)?	Yes	No
Does the agency do its own accounting? If no, indicate the name and address of the accounting firm below.	Yes	No
Name:		
Address:		
Contact Person:		
Phone Number:		
If the agency does its own accounting, what accounting software does it utilize?		
Does the agency have a current financial procedures manual?	Yes	No
If yes, how often is it reviewed and updated?		
Does the agency have a written cost allocation plan? If yes, please submit.	Yes	No
If yes, what allocation methodology is used?		
Does the agency have an approved Indirect Cost Rate by a cognizant agency? If yes, please submit.	Yes	No
Does the agency have a conflict-of-interest policy? If yes, please submit.	Yes	No
How often is a trial balance prepared?		
Accounting System Disbursements/Reconciliation		
Are all disbursements made by check?	Yes	No
Are all checks pre-numbered?	Yes	No
Who is authorized to sign checks? Please indicate name and title(s).		
How often is the bank reconciliation prepared?		
Please provide the name, address, and phone number of the agency's auditing firm below.		
Name:		
Address:		
Contact Person:		
Phone Number:		

G. Segregation of Duties Form

Segregation of Duties: List employee names and job titles across top and mark duties performed by each employee.

Organization Name:							
Name of Employee:							
Title of Employee							
Approves Purchase Orders							
Verifies Receipt of Order							
Signs Manual Check							
Signs Machine Check							
Custodian of Check Signing Device							
Custodian of Blank Checks							
Prepares Checks for Payment							
Distributes Checks							
Reviews Checks Post Printing							
Post Disbursements							
Computes Cost Allocations							
Computes Cost Allocations							
Receives Cash							
Posts Receipts							
Deposits Receipts							
Custodian of Petty Cash							
Petty Cash Replenishment							
Audits Petty Cash							
Bank Reconciliations							
Maintains General Ledger							
Prepares Financial Statements							
Approves Financial Reports							
Approves Payments							
Access to use LWIA Automatic Teller/Debit Cards							

SECTION XI. Appendix-Definitions

Assessment: The process by which applicants are interviewed to determine their employability, motivation, aptitude, family situation, education and training, attitudes, transportation, support needs, abilities and interests in order to assist in developing an Individual Employment Plan for the attainment of the individual's career goals. Testing and counseling are a part of the assessment process.

Basic Career Services (Universal Services): Career services which must be made available to all individuals seeking services in the service delivery system including: determination of eligibility; outreach, intake, orientation; initial skills assessment including literacy, numeracy, and English language proficiency as well as aptitudes, abilities and supportive service needs; labor exchange services; in-demand industry sectors and occupations; information on nontraditional employment; referrals to and coordination of activities with other programs and services; workforce and labor market statistics; job vacancy listings; information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance; information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim.

Basic Skills Deficient: The label given an individual who computes or solves problems, reads, writes, or speaks English at or below the eighth-grade level or is unable to speak English at a level necessary to function on the job, in the individual's family, or in society.

Bridge Programs: Bridge programs address the educational barriers that prevent job seekers from entering occupational skills training and/or employment. They connect individuals who test below 8^{th} grade in reading and math to employment. For more detail and guidance around bridge programming, you may consult Appendix C of the "Fiscal Year 2021 Adult Education and Literacy Provider Manual" published by the Illinois Community College Board (ICCB).

Business Relations and Economic Development: The Business Relations and Economic Development unit of The Partnership supports the regional business community's growth and stability by leveraging economic and workforce development strategies and resources. This team engages the city and county economic development departments, regional chambers of commerce, and other regional workforce development partners to identify opportunities to provide innovative, quality, and integrated services to regional employers. This unit also leads cohorts of Business Services Teams to create a system-wide approach for continuity in the delivery of public workforce system services to regional business customers.

Career Connect: The Partnership's integrated workforce data system that will be used to record and track all job seeker information including eligibility information, service plans and employer services including posting and filling job orders.

Case Management: The provision of a participant-centered approach in the delivery of services, which are designed to ensure and coordinate individual comprehensive employment plans, such as service strategies, for customers to ensure access to necessary Workforce Innovation and Opportunity Act funded activities and supportive services, using, where feasible, computer-based technologies; and to provide job and career counseling during program participation and after job placement.

Credential: An industry or state recognized degree or certificate or state/local recognized credential. These include, but are not limited to high school diploma, GED, or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates designed to equip individuals to enter or re-enter employment, retain employment, or advance into better employment. (TEGL 17-05)

Customized Training: Training that is designed to meet the special requirements of an employer (including a group of employers); that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and for which the employer pays a significant portion of the cost of training.

Economically Disadvantaged: An individual who received an income or is a member of a family that received a total family income that, in relation to family size, does not exceed the higher of the poverty line, or 70 percent of the Lower Living Standard Income Level (LLSIL).

Eligible (Eligibility): Refers to an individual's ability to receive services under the Workforce Innovation and Opportunity Act.

Enrollment: Refers to the completed process by which an eligible participant has been referred for WIOA services and for whom required documents have been completed and entered Career Connect or the State's tracking system, Illinois Workforce Development System (IWDS).

Illinois JobLink: Illinois JobLink is a website developed and maintained by the Illinois Department of Employment Security (IDES). Illinois JobLink is a resource that provides links and tools that the regional business community can use to access tax credit and labor market information, as well as post position vacancies and access a database of resumes.

Illinois workNet™: IllinoisworkNet.com is a free resource that provides career, education and work support information for all Illinois residents and businesses. IllinoisworkNet.com connects individuals looking for employment with employers looking for workers through the convenience of a user-friendly website and onsite locations throughout the state. The program aims to cultivate a well-trained workforce by providing valuable resources for the state's workforce, creating a solid foundation for a thriving 21st century economy.

Individual Employment Plan (IEP): A plan developed for a job seeker identifying the participant's employment goals, the appropriate achievement objectives, and the appropriate combination of services required for the participant to achieve the employment goals.

Individual Service Strategy (ISS): An agreement of aspirational skills and goals decided between a WIOA Youth participant and his/her career coach which establishes a plan for accomplishing goals. The ISS identifies age-appropriate employment/career goal, and academic achievement goals, and a combination of services needed for the participant to reach these objectives.

Job Retention: The period an individual remains in an unsubsidized job following placement. The period of required retention is determined in accordance with WIOA, or as dictated by the funder as appropriate to the individual.

Job Search Assistance: Training, which provides the customer with the instruction and necessary skills to obtain full time employment. These skills may include resume writing, interviewing skills, telephone techniques and networking. Job search assistance must be offered to all customers and may be delivered individually or in group settings.

Job Development: The planned and organized effort by agency representatives to encourage employers or business organizations to make jobs available for WIOA customers.

Measurable Skills Gain: The Measurable Skill Gain Measure is the percentage of participants who, during a program year: Are in education or training programs that lead to a recognized post-secondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.

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

1. Provides knowledge or skills essential to the full and adequate performance of job.
2. 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 the additional supervision related to the training; and
3. Is limited in duration as appropriate to the occupation for which the participant is being trained; considering the content of the training, the prior work experience of the participant, and the individualized services training and employment plan (ISTEP).

Registered Apprenticeship: A program approved and recorded by the U.S. Department of Labor Employment and Training Administration Bureau of Apprenticeship and Training or by a recognized state apprenticeship agency or council. Approval is by certified registration or another appropriate written credential.

Registered Participant: A person, who has been certified eligible, recorded in IWDS (or Career Connect) and has been provided at least one Career Service.

Shared Placement: A job placement is considered a shared placement when the agency that made the job placement is not the agency with which the WIOA participant is registered and receiving career services. Shared placements are to be recorded as such in Career Connect by the agency that made the placement.

Supportive Services: Services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIOA.

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[i] Langston, Abbie, Matthew Walsh, and Edward Muña. "Advancing Workforce Equity in Chicago: A Blueprint for Action." *The National Fund for Workforce Solutions,* 26 January 2021, https://nationalfund.org/learning-evaluation/publications/advancing-workforce-equity-in-chicago/. Accessed 24 February 2021.