CONTRA COSTA COUNTY
EMPLOYMENT AND HUMAN SERVICES DEPARTMENT

Request for Interest (RFI) #545

COMPREHENSIVE JOB SERVICES FOR LIMITED ENGLISH PROFICIENCY WEST CONTRA COSTA COUNTY CALWORKS/WELFARE TO WORK CLIENTS

The Contra Costa County Employment and Human Services Department, Workforce Bureau, is pleased to announce the availability of funds for Comprehensive Job Services for Limited English Proficient (LEP) CalWORKs/Welfare to Work (WTW) clients in **West** Contra Costa County.

Contra Costa County's Employment and Human Services Department (EHSD) announces the issuance of Request for Information (RFI) #545 to eligible organizations to provide Comprehensive Job Services for Limited English Proficiency (LEP) CalWORKs/Welfare to Work **West County** clients. **Questions from Bidders can be addresses during the mandatory Bidders' Conference.**

I. FUNDING

One contract totaling **$87,500** will be awarded to the successful Bidder. Funding for the contract offered through this RFI is budgeted for the period of **September 1, 2014 through June 30, 2015.** The contract may be renewed for up to two more years, depending on funding availability and contractor performance. The contract payments are based on the Contractor's performance according to the Payment Provisions outlined in this RFI (545). No obligation or commitment of funds will be allowed beyond the contract period ending **June 30, 2015**. A minimum of **120 clients** annually may be referred, and must be served by the Contractor through the contract period.

Two additional and separate RFIs are being announced at the same time for these services to be provided to **Central and East County** residents. Two additional contracts will be awarded to the successful Bidders. Any agency may apply for the services in one or up to all three areas of the County. Separate bids and RFI responses must be sent to the County for each one of the areas to be served. There will be **one mandatory Bidders' Conference** for the three RFIs.

II. PURPOSE

The CalWORKs/WTW program of the Workforce Services Bureau provides temporary cash assistance to needy families that are county residents. EHSD will refer an annual minimum of 120 CalWORKs/WTW adult recipients, with limited or no English language skills, for Comprehensive Job Services for LEP clients. Participants move in order through a CalWORKs/WTW program service delivery flow of activities leading to employment and self-sufficiency.

Recipients may have different ethnic and cultural backgrounds, literacy level, education or work experience, and other multiple barriers to employment such emotional/mental health issues, substance abuse problems, domestic violence and other family issues, lack of appropriate work clothing, and lack of housing. Contractor must provide direct services to all program-engaged recipients in their own language without exclusions, and be mindful of the multicultural challenges that the provision of services entitles.

CalWORKs/WTW recipients may participate in a variety of activities leading to employment. Among the primary activities of the participants referred to the Contractor for services, are Job Readiness, Job Search, and Job Placement services -as offered by the Contractor- and English as a Second Language (ESL) classes in the local Adult School, Community College, or other appropriate educational institution. Participants may be allowed to engage in more than these activities.

There is a requirement for each CalWORKs/WTW family to mandatorily participate in an activity for a specified number of hours each week. Contractor must ensure that the participant is actively attending Job Services activities for at least the minimum number of required participation hours.

III. CONTRACT FUNCTIONS

A. Within 3 working days from the referral from EHSD, Contractor will contact the referred participants -in their primary language- with an invitation to participate in a program orientation and initial assessment.

B. Contractor must engage participants in approved Job Services activities for the required number of hours within two weeks from completing the Intake appointment.

C. Create a Job Search Plan specifying activities that must be performed and will be scheduled in weekly periods to meet the participant's required WTW participation hours, as well as the activities' duration. Contractor must meet with the participant regularly to monitor the Job Search Plan activities.

D. Assist each active participant in their job search goal and provide the necessary soft skills instruction based on the agency's curriculum as approved by EHSD. Contractor must assist participants to obtain a job placement.

E. Contractor must assist working participants with progression from part-time to full-time employment (if obtaining a part-time position), and obtaining a job promotion.

F. Contractor must follow-up with participants after job placement to assist them with identification of ongoing needs, and to refer them to necessary services.

G. Contractor will ensure that each referred participant is participating in the WTW program for the number of weekly hours identified via the EHSD referral process.
H. Contractor will monitor and report monthly to EHSD all the participants' activities and their progress towards the goals stated in the Job Search Plan.

Upon contract award, EHSD will provide specific information to contractors concerning additional County requirements not provided herein, as well as the necessary forms.

IV. FACILITY LOCATION AND REQUIREMENTS

A. Services will be provided in the **West** area of Contra Costa County. The agency contracted to serve the **West** County residents must establish one office in that area of the County.
B. The office must be in a safe and centrally located area within West Contra Costa County, and fully accessible by public transportation, and to persons with disabilities.
C. The facility must be fully equipped to provide services to all active participants in a manner that each individual is able to productively utilize a variety of job search resources, such as computers, the Internet, printers, fax machines, copiers, and telephones for job search related activities.

V. CONTRACTOR STAFF AND TRAINING

Contractor must maintain an adequate agency staffing level to provide individualized services to participants, including a Program Director and at least one Employment Counselor to provide services to enrolled clients. Contractor's personnel are not considered County employees and must be evaluated and supervised by the contracting agency.

VI. CONTRACT MONITORING AND EVALUATION

Awarded Bidder will be required to enter into a Standard County Contract for the services described. EHSD will actively monitor services provided through the contract. At a minimum, the contractor will be expected to:

A. Perform all services without material deviation from an agreed-upon Service Plan.
B. Maintain accurate and verifiable records of the participants to document Contractor's compliance with the Service Plan, and complete any forms reports supplied by EHSD.
C. Conduct business according to the ethical and performance standards set forth and applicable to Contra Costa County contracted personnel.
D. Maintain a regular communication with EHSD staff to provide all the information and documents required in the Service Plan and attend all the meetings scheduled by EHSD staff.
E. The Contract(s) will be monitored by the appointed EHSD staff at least once every 12 months or more often, as established by EHSD. Contractor must

participate in the monitoring process by attending the scheduled meetings and facilitating the information and access to the documents necessary to evaluate the Contractor's performance and the achievement of the outcomes.

VII. TARGETED OUTCOMES

Satisfactory performance of the contracted Agency will be measured by the achievement of the following outcomes:

A. Contractor must equally serve all the CalWORKs/WTW participants referred by EHSD, regardless of their job-readiness, language spoken, or any other personal circumstances.

B. Contractor will successfully place a minimum of **fifty percent** (**50%)** of enrolled participants in initial jobs, or in upgraded jobs each quarter of the contract period. A placement is considered successful when a participant retains the job for a minimum of 8 weeks, 15 hours per week or over, and at the California minimum wage or above. A job is considered upgraded when there is an increase in the number of work hours per week, or in the salary.

C. **Sixty-five percent (65%)** of the participants who have participated in Job Services activities for at least one month will be meeting the required participation hours.

D. F**ifty percent (50%)** of participants who were placed in initials jobs or in upgraded jobs will have retained those jobs for at least **60 days.**

VIII. LANGUAGE REQUIREMENTS

Contractor shall ensure that all services provided to limited and non-English speaking participants are culturally and linguistically appropriate.

IX. PAYMENT PROVISIONS

A. The Contract Payment Limit is **$87,500** for 10 months, **September 1, 2014 through June 30, 2015.**

B. Payments to Contractor shall be cost reimbursement based on performance. The following are subject to the payment provisions and payment limit of the contract:

1. For each month the contractor achieves the Targeted Outcomes described in paragraphs VII. B – D, it shall receive 100% reimbursement of its allowable monthly costs.
2. Should the Targeted Outcomes described in paragraph VII. B be less than that required at the end of the quarter in which the monthly payment demand is due, allowable costs shall be adjusted downward as follows:

Outcome	Adjustment
Less than 50%	5 % reduction

Less than 25%	10 % reduction

3. Should the Targeted Outcomes described in paragraph VII. C be less than that required, the monthly payment demand for allowable costs shall be adjusted downward as follows:

Outcome	Adjustment
Less than 65%	5 % reduction
Less than 50%	10 % reduction

X. PAYMENT PROCESS

Contractor shall submit to the CalWORKs Program Analyst a monthly County Demand (Form D-15) for payment requests, with documentation in the format specified by EHSD, detailing allowable costs incurred, and including time sheets for each employee providing services under this contract. A Monthly Status Report (MSR) on participants' outcomes must also accompany County Demand. Demands with documentation must be submitted no later than fifteen (15) days from the end of the month for which services were rendered.

XI. REQUIRED AGENCY QUALIFICATIONS AND EXPERIENCE

A. Extensive experience providing services to multicultural adults with multiple barriers to employment, such as lack or limited English skills, and additional stressors, like homelessness, economic dependence, mental and physical disabilities and overall lack of resources and support.

B. Extensive experience in providing services to minorities, with bilingual and/or bicultural needs.

C. Contractor's staff must be bilingual in at least one of the most common foreign languages spoken by participants: Spanish, Arabic, Farsi, Vietnamese, Mien and Tagalog. Contractor shall provide other interpreters as needed and/or as requested by participants.

D. Contractor must have all the required business and professional licenses necessary for the provision of services, including State licenses.

E. Contractor must be familiar with the employment opportunities available to immigrants and refugees, as well as services offered by the One Stop Centers throughout the County for LEP individuals, and additional resources. Contractor must have an established network of employers and business developments that hire LEP employees.

F. Contractor must be ready to begin providing the services outlined in the Service Plan by the Contract's begin date, including Agency's staff availability and facility's equipment.

X. DOCUMENT SUBMISSION REQUIREMENTS

Agencies interested in responding to this RFI must submit the following documents:

A. Proposal cover statement and narrative
B. Agency brochure and additional information regarding its qualifications and experience as outlined on paragraph XI.
C. Information about the agency personnel, including the Board of Directors related to their current positions, education, training related to the functions to be performed, experience in providing the services described in this RFI, language(s) spoken and professional licenses held.
D. Agency proposed Budget of Estimated Expenditures.

All required documents must be submitted to:

Contra Costa County Employment and Human Services Department
Contracts Unit, Attention: **RFI #545**
40 Douglas Drive
Martinez, CA 94553

Telephone: (925) 313-1648

Fax: (925) 313-1758

E-mail: contractbid@ehsd.co.contra-costa.ca.us

Website: http://www.co.contra-costa.ca.us/EHSD

Responses must be received no later than July 22, 2014. Postmarks will not be accepted.

A **Mandatory Bidder's Conference** is scheduled on July 8, 2014 at 1:30 pm. 500 Ellinwood Way, Pleasant Hill, Conference Room A&B.