

Macon-Bibb



Connecting Talent with Opportunity

REQUEST FOR PROPOSALS (RFP) Adult/Dislocated Workers

EEO STATEMENT

WorkSource Macon-Bibb/Middle Georgia Regional Commission is an EEO/M/F/D/V employer/program. Auxiliary aids/services are available upon request to individuals with disabilities. Persons with hearing impairments may call 1-800-255-0135 or 711 TTY for assistance. WorkSource Macon-Bibb is funded by the U. S. Department of Labor and is a proud partner of the American Job Center Network.

**Request for Proposals to Provide
Workforce Innovation and Opportunity Act
Adult and Dislocated Worker Services**

**for
Macon-Bibb Workforce Development Board
Local Workforce Development Area (LWDA) 10
Region 6**

For the period:

June 29, 2020 – June 30, 2021

RFP Issue Date: March 13, 2020

Key Dates:

Mandatory Letter of Intent due:	March 20, 2020
Written Questions due:	March 27, 2020
Answers to Questions Issued:	April 3, 2020
Proposal Due Date:	April 17, 2020, 9:00 AM EST
Award Announced:	May 14, 2020
Contract Begins:	June 29, 2020

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SECTION 1 – GENERAL INFORMATION

Purpose

The purpose of this Request for Proposal (RFP) is to select Local Workforce Development Area (LWDA) 10 service provider(s) to deliver workforce development services, including, but not limited to, career services and case management, for Adult and Dislocated Worker programs under the Workforce Innovation and Opportunity Act (Public Law No: 113-128 (WIOA)).

The bidder shall design and offer year-round services that reflect the principle of the legislation: helping job seekers and workers access employment, education, training, and support services to succeed in the labor market and match employers with the skilled workers they need to compete in the global economy.

Workforce Innovation and Opportunity Act

On July 22, 2014, President Obama signed into law the Workforce Innovation and Opportunity Act (WIOA). WIOA supersedes the Workforce Investment Act (WIA) of 1998. The enactment of WIOA provides an opportunity to ensure the One-Stop Delivery System is job-driven, responding to the needs of employers and preparing workers for jobs that are available now and in the future.

The purposes of Workforce Innovation Opportunity Act (WIOA) are the following:

- (1) To increase, for individuals in the United States, particularly those individuals with barriers to employment, access to and opportunities for the employment, education, training, and support services they need to succeed in the labor market.
- (2) To support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system in the United States.
- (3) To improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide America's workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages and to provide America's employers with the skilled workers the employers need to succeed in a global economy.
- (4) To promote improvement in the structure and delivery of services through the United States workforce development system to better address the employment and skill needs of workers, jobseekers, and employers.
- (5) To increase the prosperity of workers and employers in the United States, the economic growth of communities, regions, and states, and the global competitiveness of the United States.

(6) For purposes of subtitle A and B of Title I, to provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention, and earnings of participants, and increase attainment of recognized postsecondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation.

Under WIOA law, all Adult and Dislocated Workers are eligible for Career Services as defined in the WIOA, Section 134 and (2) (A) (1).

- Those unlikely or unable to obtain or retain employment through Career Service are eligible for Training Services (WIOA, Section 134, (3) (I) (aa)).
- Those who are in need of training services to obtain or retain employment (WIOA, Section 134, (3) (I) (bb)).
- Those who have the skills and qualifications to successfully participate in the selected programs of training service (WIOA, Section 134, (3) (1) (cc)).
- The ultimate goal is full-time employment.

Adults and Dislocated Workers must have access to the American Job Centers (AJC) and may use the services provided by the centers. Services, at a minimum, should include uploading resumes onto Georgia Work Ready Online Portal, searching for available jobs, access to information in the resource room and access to other career-related information. When appropriate, Adults and Dislocated Workers should also be included in job fairs conducted at the American Job Centers. Service providers must maintain a presence at the AJCs. The ongoing use of the AJCs shall be an integral part of a participant’s career development and job search activities.

Solicitation and Eligibility

A. Solicitation Timetable

Request for Proposal (RFP) Released	3/13/2020
Deadline for Letter of Intent	3/20/2020
Deadline for Written Questions	3/27/2020
Answers to questions posted on WSMB Website	4/3/2020
Proposal Package Due	4/17/2020
Technical Review	4/20/2020
Quality Assurance Committee Review	4/23/2020
Workforce Board considers contract award	5/12/2020
Contractor starts providing direct services	7/1/2020

B. Eligible Entities or Proposers

Any private for-profit entity, private non-profit entity, public entity, local boards of education, and institutions of higher learning may qualify. Service Provider must be “eligible” to be on the State Eligible Providers List (EPL) for a contract to be awarded and must have a minimum of the following qualifications:

1. Knowledge of WIOA, more specifically the laws and regulations related to providing Career Services and Case Management for WIOA Adults and Dislocated Workers program(s).
2. Have at least two years of experience providing Career Services and Case Management for Adult and Dislocated Worker training program(s).
3. Knowledge of other federal and state laws regarding job training, job placement assistance and supportive services for Adults and Dislocated Workers.
4. Have the capacity to serve residents in Macon-Bibb County.
5. Knowledge of WIOA programs and services.
6. Have no record of unsatisfactory performance under a current or past contract with any WDB programs or other program contracts providing similar services.
7. Ability to meet other requirements indicated in this RFP.

SECTION 2 – PROGRAM FEATURE & DESIGN

I. Background

- A. Middle Georgia Regional Commission (MGRC), on behalf of the Macon-Bibb Workforce Development Board (hereinafter the Board), issues this Request for Proposals (RFP) to procure one or multiple service providers for Adult and Dislocated Worker Services under the provisions of the Workforce Innovation and Opportunity Act (WIOA). The Board intends to be as inclusive as possible in this solicitation. The goal is to receive a wide variety of high-quality, innovative proposals that meet the workforce development needs of the local Macon-Bibb workforce development area and the regional community at large.
- B. LWDA 10 services residents of Macon-Bibb County, Georgia. There is one full-service WorkSource Macon-Bibb Comprehensive One-Stop Center. Successful bidders will provide Adult, and Dislocated Worker programs services at the existing One-Stop system access point, and provide additional access points, where appropriate, effective June 29, 2020.
- C. The Board is seeking interested and qualified entities able to provide innovative, high-quality services to adults and dislocated workers, jobseekers and employers. The proposed services must meet the specifications of this RFP. The Board anticipates

contracting with an entity that is familiar with WIOA programs, services, and case management. The organization(s) awarded contract(s) will be expected to know or quickly learn the Workforce Innovation and Opportunity Act of 2014 and the implementing regulations. The organization(s) selected should demonstrate the characteristics listed below:

- Competent management with vision
- Customer service-oriented staff
- Cooperative management and staff
- Commitment to an integrated service delivery model
- Willingness to partner with others
- Flexibility and ability to adapt to change
- Expertise in delivery of WIOA service
- Data Integrity
- Creativity

- D. The Board reserves the right to make an award to a single bidder, multiple bidders or to make no award if that is deemed to serve the best interests of the Board and Local Workforce Development Area 10. The proposal process is competitive and follows government (WIOA and MGRC) procurement rules.
- E. The Workforce Innovation and Opportunity Act of 2014 provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused and locally managed. The Board envisions a system that meets the needs of residents and businesses alike.
- F. This Request for Proposals is not in itself an offer of work nor does it commit the Board to fund any proposals submitted. The Board is not liable for any costs incurred in the research or preparation involved in the development of proposals.
- G. All commitments made by the Board are contingent upon the availability of funds. The Board reserves the right to award an amount less than the total funds available for bids contained in this RFP.
- H. The Board assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Innovation and Opportunity Act of 2014; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. The Board also assures that it will comply with any pending federal regulations implementing WIOA and the laws listed above. This assurance applies to the WIOA Title I financially assisted program or activity and to all agreements that the Board makes to carry out the WIOA Title I financially assisted program or activity. This WIOA Title I funded program is an equal opportunity employer/program. Auxiliary aids and

services will be made available upon request for individuals with disabilities.

- I. By submitting a bid, all bidders are assuring that they will comply with the above nondiscrimination and equal opportunity provisions.
- J. Funds available for bids are intended to result in contracts for services in LWDA 10 for adult and dislocated workers.
- K. Bidders should note that under the requirements of the Freedom of Information Act (F.O.I.A.), the contents of their proposal or other information submitted to the Board is subject to public release upon request, except those items specifically exempt from disclosure. The bidder shall mark as "proprietary" those parts of its proposal that it deems proprietary. However, the bidder is alerted that this marking is advisory only and not binding on the Board. If there is a request from the public under F.O.I.A. to inspect any part of the proposal so marked, the Board will advise the bidder and request further justification in support of the "proprietary" marking. If the Board determines, after receipt of the justification, that the material is releasable, the bidder will be notified immediately. Under no circumstances will a proposal or any part of a proposal be released prior to the contract award decision.
- L. The Board will authorize Middle Georgia Regional Commission (MGRC) to negotiate contracts for the provision of programs arising from this RFP. MGRC shall direct the negotiation and contracting process.
- M. The specifications in this RFP may change based on the issuance of State or Federal regulations or policy. The Board and MGRC will work with successful bidders to implement any changes required by the Technical College System of Georgia Office of Workforce Development. By submitting a proposal, the bidder agrees to work cooperatively with the Board to comply with subsequent changes.
- N. By submitting a proposal, the bidder certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the scope of work if the Board awards a contract. A conflict of interest would arise if any individual involved in the preparation of this RFP, proposal review, and rating or award decisions has a financial or other interest in, or represents the bidding organization and would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. The Board reserves the right to disqualify a bid should a conflict of interest be discovered during the solicitation process.

- O. By submitting a proposal, the bidder assures that it will provide additional services under additional State or Federally-funded workforce programs granted to Local Workforce Development Area 10.
- P. The bidder assures that if awarded a contract by the Board, it will comply with Regional, State and Federal program and financial monitoring.
- Q. Bidders are prohibited from contacting or discussing this RFP with board members of the Macon-Bibb Workforce Development Board. Such contact will result in the disqualification of the bid.

II. Program Period

The resulting contract with the successful bidder will be for a two-year period, June 29, 2020 – June 30, 2022. Based on performance, the Board may renew the contract for an additional year, June 30, 2022 – June 30, 2023. The form of the contract will be cost reimbursement.

Funding will vary, depending upon final allocations, the number of participants to be served, services proposed and negotiated.

III. Funding

Funds available under this Request for Proposal are estimated to be approximately \$250,000 for Program Year 2020 (PY'20) for Adult and Dislocated Worker WIOA programs. The Technical College System of Georgia's (TCSG) Office of Workforce Development has not finalized allocations for Local Workforce Development Areas for the entire contract period.

IV. WIOA Program Eligibility Requirements

Except for WIOA self-service or information-only activities, individuals who received services (Individualized and Training) funded under WIOA Title I must be registered and meet the WIOA Adult or Dislocated Worker eligibility requirements to be a WIOA qualified participant. All WIOA-eligible participants **MUST** reside in Macon-Bibb unless expressed written permission is approved by the Director of WorkSource Macon-Bibb.

Service Provider is responsible for collecting documentation to determine eligibility to receive or participate in WIOA-funded training. Eligibility must be completed in accordance with WIOA law and regulations and WorkSource Macon-Bibb's policies and procedures.

Eligibility Criteria (Adult and Dislocated Worker)

A. Adult (WIOA Section 3 (2))

1. Individual:

- i. Must be 18 years of age or older
- ii. Must be a citizen or noncitizen authorized to work in the United States
- iii. Meet selective service requirements
- iv. Meet income eligibility guidelines

NOTE: Adult applicants may also be unemployed or underemployed and meet the priority of service requirements.

Underemployed is defined to mean:

- Individuals who are employed less than full-time and are seeking full-time employment,
- Individuals who are employed in a position not commensurate with the individuals demonstrated level of educational attainment and skills;
- Individuals who are working full-time and meet the definition of low-income, according to LWDB policies;
- Individuals who are employed, but whose current job earnings are not sufficient compared to their previous earnings.

B. Dislocated Worker (WIOA Section (15) (A)(i) -(16)(B))

1. Individual:

- i. Have been terminated or laid off, or has received a notice of termination or layoff from employment, and
- ii. Is eligible for or has exhausted entitlement to unemployment compensation, and
- iii. Is unlikely to return to a previous industry or occupation.
- iv. Individuals who have been terminated or laid off, or has received a notice of termination or layoff from employment, and
- v. Has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a state's UI law; and
- vi. Who was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters. (This includes individuals working as independent contractors or consultants, but not technically employees of a firm.)

Displaced Homemaker, as defined in WIOA § 3 (16).

- A displaced homemaker is an individual who has been providing unpaid services to family members in the home, and
 - Who has been dependent on the income of another family member, but is no longer supported by that income;
- or**
- Is the dependent spouse of a member of the Armed Forces on active duty; and
 - Whose income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member; and
 - Is unemployed or underemployed; and is experiencing difficulty in obtaining or upgrading employment.

or

- Is the dependent spouse of a member of the Armed Forces on active duty; and has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member;

or

Is the spouse of a member of the Armed Forces on active duty; and is unemployed or underemployed, and experiencing difficulty in obtaining or upgrading employment.

V. SERVICES REQUIRED

Service Provider is responsible for providing Career Services to individuals interested in WIOA services, and case management to all individuals enrolled in WIOA training. Career Services, as identified in sec. 134(c)(2) of WIOA and 20 CFR 678.430, consist of three types (Basic, Individualized Career Services, and Follow-Up). Service Provider must provide all customers and participants with information on the full array of services available through WIOA.

- A. **Basic Career Services** are detailed but are not limited to services described in Sec 134 (c)(2) of WIOA and 20 CFR 678.430 (a)(1) – (11).
- B. **Individualized Services** are detailed but are not limited to services described in Sec 134 (c) (2) of WIOA and 20 CFR 678.430 (b)(1) – (11). Under no circumstance will any individual be allowed to receive any individualized career services or begin any training services until eligibility determination has been approved by WorkSource Macon-Bibb staff.
- C. **Follow-Up Services** are detailed but are not limited to services described in Sec 134 (c) 2 of WIOA and 20 CFR 678.430 (c) and (d).
- D. **Case Management** is defined as a multi-step process which includes duties/tasks such as orientation, intake and eligibility, partner coordination and referrals, supportive services analysis and coordination, data entry, assessment, the collection and processing of participants timesheets, processing of tuition invoices, career planning, individual employment plan (IEP) implementation, service(s) coordination, monitoring and follow-up, reassessment, case conferencing, workshops, student reimbursements preparation, crisis intervention, case file development and maintenance and case exits and follow-up.

VI. RESPECTIVE DUTIES

In the performance of the terms of this agreement, the respective duties of the parties are as follows:

1. WORKSOURCE MACON-BIBB WILL

- A. **TECHNICAL ASSISTANCE** – Train, provide consultation and technical assistance to the Service Provider staff as needed.
- B. **MONITORING** –Provide monitoring and evaluation staff to determine that services are provided as outlined in this agreement. WorkSource Macon-Bibb staff is responsible for the oversight, monitoring, and evaluation of activities/services funded during the contract period. WorkSource Macon-Bibb staff will monitor Service Provider programs and activities using several methods to include, but not limited to, desktop reviews and on-site visits.

A minimum of one (1) on-site visit will be made to the Service Provider’s location(s) during the contract period. More frequent on-site visits may be made as deemed necessary. Monitoring visits may be announced or unannounced.

Service Provider must give WorkSource Macon-Bibb staff full access to all facility locations, files, and records, participants, etc. that are funded or related to WIOA projects and programs.

Written monitoring reports will be prepared and given to Service Provider. Report(s) will give an overview of the monitoring visit, identify areas reviewed and list observations, recommendations, a summary of findings, and the required correction(s) needed. The service provider must develop a written corrective action plan to resolve all findings.

- C. **PARTICIPANT PAYMENTS** - Provide direct payments to qualified participants, where applicable, under WorkSource Macon-Bibb and Middle Georgia Regional Commission guidelines, in conformity with federal and state guidelines, and coordination with other agencies for participant supportive services.
- D. **SERVICE PROVIDER PAYMENTS** - Make payments as defined and set out in the Budget Forms, Attachment B of this agreement. In addition, the following terms will apply to payments made, as applicable:
 - 1. It is expressly understood that Middle Georgia Regional Commission’s obligation under this agreement is contingent upon the receipt of funds from the United States Government and/or the State of Georgia under the federal Workforce Innovation and Opportunity Act, and no payments will be made if funding is revoked and otherwise made unavailable.

2. Costs to be reimbursed under this agreement will include only allowable costs which are allocable to this agreement as provided in 20 CFR 683.200 through 683.295, applicable OMB Super Circulars and any State rules, which may be applicable. Costs must also be properly classified to the appropriate WIOA grant and cost categories as provided in 20 CFR 683.205 and 683.215, and to the line items in the Service Providers' budget.
3. Costs not allowable include, but are not limited to,
 - i. Cost of fines and penalties resulting from violations of, or failure to comply with, federal, state, or local laws and regulations;
 - ii. Back pay, unless it represents additional pay for WIOA services performed for which the individual was underpaid;
 - iii. Entertainment costs;
 - iv. Bad debts expense;
 - v. Insurance policies offering protection against debts established by the Federal Government;
 - vi. Contributions to a contingency reserve or any similar provision for unforeseen events;
 - vii. Costs for Lobbying activities as described at Section E;
 - viii. Costs for Public Service Employment, wages of incumbent employees, foreign travel, the employment or training of participants in sectarian activities, business relocation, employment generating activities and displacement of currently employed workers by WIOA participants as defined in 20 CFR 683.245 through 683.270;
 - ix. Legal services furnished by the chief legal officer of a state or local government or staff solely for the purpose of discharging general responsibilities as a legal officer;
 - x. Legal expenses for the prosecution of claims against the Federal Government, including appeals to an Administrative Law Judge;
 - xi. Construction costs which do not involve materials and supplies for use by participants while on the job and in training, or for training in a construction occupation;
 - i. Retirement systems for WIOA participants;
 - ii. Costs incurred prior to or subsequent to the period of performance;
 - iii. Other unallowable costs identified in the federal, state, and/or policies.

2. SUBCONTRACTOR WILL

- A. **WORK STATEMENT** - Perform all the services as may be specified in this RFP and included in the contract for services.
- B. **PARTICIPANTS ENROLLMENT** - Under no circumstances permit participants to attend or commence training in the program prior to verification and certification of program eligibility. Participants **cannot** commence training without proper verification of certification program eligibility.
- C. **CAREER SERVICES AND CASE MANAGEMENT** - Provide career and case management services to participants in the Service Provider's program. This includes an existing case load of approximately 30 participants. Additionally, this will include all services identified, but not limited to the services identified in Section VI (Services Required) above. It will also include recommending any additional services needed by the participant to overcome barriers and achieve objectives.
- D. **PARTICIPANT RECORD KEEPING** - Maintaining accurate individual participant's hard copy and digital records and make records available for Middle Georgia Regional Commission staff's review.
- E. **INVOICING** - Submit a Request for Payment (Monthly Program Invoice/Report) to Middle Georgia Regional Commission, supported by adequate documentation, in the format to be provided by Middle Georgia Regional Commission. Invoices for the previous month's expenses are due on the 7th calendar day of each month. Documentation to support expenditures are required and **MUST** be included with the monthly invoice(s). Middle Georgia Regional Commission staff will review the invoice(s) and supporting documentation to ensure no errors or discrepancies are made. Invoice(s) with errors will be returned to the Service Provider to make necessary changes or corrections before invoices will be processed for reimbursement. Corrections to the invoices must be made and resubmitted within 30-days. If invoices are received outside of the requested timeframe, funds may not be available for reimbursement and are not guaranteed.
- F. **PROGRAMMATIC AND FINANCIAL RECORD KEEPING** - Maintain appropriate programmatic and financial records to comply with programmatic and financial audit requirements of the Federal and State governments, or as specifically directed by Middle Georgia Regional Commission. Maintain such other records related to training as shall be required by Middle Georgia Regional Commission based on federal and state requirements.

Complete and accurate records justifying all requests for payment will be maintained and sufficient to leave a clear audit trail to point of origin; these records may be examined periodically by Middle Georgia Regional Commission staff, the State of Georgia and/or the Federal Government.

- G. **RECORD RETENTION** - Retain and make available to Middle Georgia Regional Commission, the State, the Secretary of Labor, the Comptroller General of the United States, or any of their duly authorized representatives, any files, books, documents, papers, and records (including computer records) which are pertinent to this agreement for the purpose of making reviews, examinations, excerpts, transcriptions, and photocopies. This right also includes timely and reasonable access to Service Provider's personnel for the purpose of interviews and discussions related to such documents. This will include the names and qualifications of all officers, directors and managing personnel, including the names of any affiliate or subsidiary that has program, operational or fiscal responsibility for the program.

Service Provider will be required to maintain a copy of all records for a period of three (3) years from the end of the contract period. Records include, but not limited to, participant files, financial records (invoices, canceled checks, purchase orders, payroll records, accounting records, timesheets, etc.) and any other information related to WIOA program services and activities. Records that have identified litigation and audit issues will be retained until resolution of litigation and audit has occurred and final action has been taken. However, applications for applicants who were ineligible or not enrolled must be retained for only one (1) year after the close-out submission.

Service Provider will retain the records at their facility location(s) and have them available upon request.

- H. **MONITORING AND AUDITS** - Cooperate with any monitoring, inspection, audit or investigation of activities related to this agreement by Middle Georgia Regional Commission, the Technical College System of Georgia Office of Workforce Development, the United States Department of Labor or their designees. Such inspection may take place with or without notice at any time during normal business hours wherever the records are maintained; provided, if the Service Provider maintains or relocates any or all of the records outside the county of employment/training, it shall make them available, at its expense, either at some reasonable location in the county of employment/training or at a designated office of Middle Georgia Regional Commission upon reasonable demand and notice. Audits will be in accordance with the requirements of 20 CFR 683.210.

Service Provider must conduct periodic internal monitoring of their activities and services. The purpose of internal monitoring is to ensure compliance with the contract and to ensure that activities are progressing to achieve desired goals, tracking participant performance achievements, expenditures are within budget limitations, payments are accurate and timely, etc. Internal monitoring conducted by Service Provider should also include programmatic, financial, and compliance areas. Internal monitoring reviews must be documented and available upon request for review by Middle Georgia Regional Commission staff.

- I. **CONFIDENTIALITY OF RECORDS** - Maintain the confidentiality of any information regarding customers, applicants, project participants or their immediate families which may be obtained through application forms, interviews, tests, reports from public agencies or counselors, or any other sources. Without the permission of the applicant or participant, such information shall be divulged only as necessary for purposes related to the performance and evaluation of this agreement and to persons having responsibilities under this agreement.
- J. **COORDINATION WITH OTHER FINANCIAL ASSISTANCE SOURCES** - Ensure that WIOA funding for training is limited to participants who are unable to obtain grant assistance from other sources to pay the cost of their training, or require assistance beyond that available under grant assistance from other sources to pay the costs of such training in accordance with 20 CFR 680.230. The Service Provider must consider the availability of TANF, HOPE, Federal Pell Grants and other state-funded training funds so that WIOA funds supplement other sources of training grants. Any Pell Grant assistance disbursed to the WIOA participant for education-related expenses is not subject to these provisions.
- K. **DISALLOWED COSTS** - Refund promptly to Middle Georgia Regional Commission, upon written request from Middle Georgia Regional Commission, any funds paid improperly for reimbursement or disallowed costs, or the employment of ineligible individuals, regardless of the existence of a counterclaim, set off, or any claim against a WIOA participant or any other person or entity. Such refund shall not operate to terminate any rights to contest the determination that such funds were wrongfully paid, all of which are expressly reserved to the Service Provider, to be exercised under the provisions of Paragraph T below.
- L. **INSURANCE** - Service Provider that is awarded a contract will be required to provide the following insurance coverage. Proof of insurance coverage should be provided by a Certificate of Insurance (COI) listing the Middle Georgia Regional Commission at the address of 175 Emery Highway, Suite C, Macon, GA 31217, as the certificate holder. The certificate should further list Middle Georgia Regional Commission as an additional insured for the Fidelity Bond, General Liability, and Automobile Liability coverage. Insurance should also include a waiver of subrogation in favor of Middle Georgia Regional Commission. Under the cancellation clause, the “will endeavor” should be removed and the insurance company will be responsible for mailing the certificate holder a ten (10) day notice of cancellation.
 - a. **GENERAL LIABILITY INSURANCE** - Maintain comprehensive general liability insurance for the negligent acts or omissions of the Service Provider, his/her employees, or any agent or representatives of the Service Provider. The policy will include Personal Injury Coverage, Blanket Contractual Liability, and Products/Completed Operations Coverage. The minimum limit of liability coverage shall be \$500,000 each occurrence and \$1,000,000 aggregate. The Service Provider will furnish Middle Georgia Regional Commission with a Certificate of Insurance verifying that this insurance is in effect. The policy should

list Middle Georgia Regional Commission and Macon-Bibb Workforce Development Board (WDB) as an additional insured and provide a waiver of subrogation. In lieu of this requirement, public agency Service Providers qualifying for sovereign immunity shall provide a written opinion from the Service Provider's attorney certifying the Service Provider's qualification for sovereign immunity against liability under Georgia Law.

- b. **FIDELITY BOND** - A copy of the fidelity bond must be submitted with the proposal. Proposers must ensure that every agent, director, officer, or employee authorized to act on its behalf in receiving or depositing funds into program accounts or issuing financial documents, checks or other instruments of payment for program cost is bonded to offer protection against loss. Bond coverage shall be for \$100,000 or 15 percent of the contract amount whichever is greater. The bond must be maintained during the contract period.
- c. **WORKERS' COMPENSATION** - Maintain Workers' Compensation Insurance in an approved program or through a commercial insurance policy covering the benefits provided by the Georgia Workers' Compensation Law for injury to employees of the Service Provider who are directly involved in the program. The Service Provider will furnish Middle Georgia Regional Commission with a Certificate of Insurance verifying that this insurance is in effect. Service Provider must provide proof of worker's compensation coverage prior to the signing of the contract, per applicable state requirements.
- d. **AUTOMOBILE INSURANCE** - If the Service Provider, in conducting activities under this agreement, uses motor vehicles, the Service Provider shall ensure that the State, Middle Georgia Regional Commission, and the Service Provider are protected. This protection is liability insurance covering bodily injury and property damages. The Service Provider shall provide insurance coverage through an approved self-insurance program or a commercial insurance policy in the minimum amount of \$500,000 each occurrence covering all owned, non-owned and hired automobiles for bodily injury and property damage. The Service Provider shall provide to Middle Georgia Regional Commission a Certificate of Insurance verifying that the above insurance coverage is in effect. This policy must list the Middle Georgia Regional Commission, and the Macon-Bibb Workforce Development Board (WDB) as additional insured and provide a waiver of subrogation. In lieu of this requirement, public agency Service Providers qualifying for sovereign immunity shall provide a written opinion from the Service Provider's attorney, certifying the Service Provider's qualification for sovereign immunity against liability under Georgia Law.
- M. **HOLD HARMLESS** - Hold and save Middle Georgia Regional Commission, Macon-Bibb Workforce Development Board (WDB) its officers, agents and employees harmless from liability of any nature or kind including costs and expenses, for or on account of any suits or damages of any character whatsoever resulting from injuries or damages sustained by persons or property resulting in whole or in part from the

negligent performance or omission of any employee, agent, or representative of the Service Provider. Further, the Service Provider shall be bound by any final determination of costs disallowed by the United States Department of Labor or by the Technical College System of Georgia Office of Workforce Development and shall indemnify Middle Georgia Regional Commission for any recovery of disallowed costs from Middle Georgia Regional Commission attributable to the Service Provider.

- N. **GRIEVANCE PROCEDURES** - Participate in and be bound by the procedures and determination of Middle Georgia Regional Commission Grievance Procedures, Attachment G, until and unless modified on appeal to the State of Georgia, the United States Department of Labor, or the federal courts; such participation shall not be dependent on who shall initiate the procedures, whether Middle Georgia Regional Commission, Service Provider, participant, or any other person with standing to invoke the provisions of said procedure.
- O. **EEO/AFFIRMATIVE ACTION** - Service Provider will comply with non-discrimination section 188 of the WIOA law regarding the Age Discrimination Act of 1975, Rehabilitation Act of 1973, Civil Rights Act of 1964, Education Amendments of 1972 which states that no individual shall be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination due to race, color, religion, sex, gender, national origin, age, handicap or political affiliation or belief. Service Provider will utilize and make program participants aware of WorkSource Macon-Bibb's EEO/Affirmative Action Policy and Guideline, Attachment G.
- P. **PERFORMANCE STANDARDS** - Comply with performance standards which will be directed by WorkSource Macon-Bibb, in accordance with guidelines set under federal standards. See Section V (Performance Measures)
- Q. **INDIVIDUAL TRAINING ACCOUNT (ITA) POLICIES** - Adhere to WorkSource Macon-Bibb's Individual Training Account (ITA) Policies, at Attachment H.
- R. **TRAINING SUPPLIES AND EQUIPMENT** - If the Service Provider procures training supplies and/or equipment (such as tools or uniforms) with a unit acquisition cost of \$100 or more for use in training and to be retained by participants upon completion, the Service Provider will adhere to the following procedures:
 - a. Training supplies and equipment will be limited to items that are necessary to the accomplishment of the training to be provided, are a normal requirement of the Service Provider's curriculum, and are for a training area in which related jobs require the job seeker to have his or her own supplies and/or equipment. The Service Provider will document the latter through a survey of employers or other corroborative means.
 - b. Ownership of the property will vest in the participants when;
 - i. the participant successfully completes training as certified by an official authorized by the Service Provider, and

- ii. the participant obtains employment in the field for which he or she is trained within 90 consecutive calendar days of completion of training and remains employed for a period of 7 consecutive calendar days.
 - c. If the conditions in item ii., above are not met, the participant will agree to return, replace or reimburse the Service Provider in an amount equal to the acquisition cost of the training supplies and/or equipment within 30 consecutive calendar days after leaving the training program.
 - d. The Service Provider will document the participant's receipt of the training supplies and/or equipment and take reasonable steps to recover them if the conditions in item ii., are not met, and document these steps.
- S. **ASSURANCES** - Contract will include federal and state laws, regulations, statement of work, budget summary and any other duties and responsibilities of the Service Provider. Service Provider must comply with the assurances as contained in the Service Provider Assurances, Section E of this agreement.
- T. **FUNDS MANAGEMENT/FRAUD PREVENTION** - Service Provider is responsible for ensuring that WIOA funds are properly managed to prevent abuse, fraud, improper use, misappropriation, theft, etc. Fraud includes, but not limited to bribery, forgery, extortion, embezzlement, theft, kickbacks, ghost participants, etc.

Inappropriate use of funds includes, but not limited to, ineligible participant enrollments, conflict of interest, nepotism, etc. Mismanagement of funds includes, but not limited to, violation of contract provisions, lack of supporting documentation for costs/expenses, discrepancies in records, payrolls, tax reporting, lack of internal controls, inaccurate financial and/or program reports, audit findings, etc.

Service Providers found violating or demonstrating abuse will not be funded. Contracts awarded to Service Provider will be required to comply with proper fund management standards to prevent abuse of funds. Service Providers that violate standards are subject to contract cancellation

VII. PERFORMANCE

WIOA-funded activities and services are required to meet negotiated performance requirements. Local Performance outcomes are negotiated with the Technical College System of Georgia Office of Workforce Development. Bidders and Service Providers should be aware that these standards may change and modifications to existing the contract may be issued to comply with these changes.

Once an individual becomes a WIOA participant (enrolled in the WIOA program), their outcomes become part of the program's performance, even if the participant decides to leave the program prior to completion of assigned services/activities. Some performance measure are based on long-term gains in education and employment and earnings that are measured up to one year after exiting from the program. Bidders must consider staff time to be spent on follow-up services.

The following negotiated performances were negotiated for PY 2018-2019 and will be renegotiated in 2020. Service Provider **MUST** plan to meet or exceed the following performance levels. Documentation to support performance measure attainment is required and **MUST** be documented in the participant file and the state data system. (Excludes those who are in post-secondary education or employment at the time of participation.)

These performance levels are planning estimates and are subject to change.

Performance Targets

ADULT	STATE NEGOTIATED RATES
Q2 Entered Employment Rate	84%
Q4 Entered Employment Rate	78%
Q2 Median Earnings	\$ 6,200.00
Credential Attainment Rate	82%
DISLOCATED WORKER	
Q2 Entered Employment Rate	91%
Q4 Entered Employment Rate	88%
Q2 Median Earnings	\$ 7,600.00
Credential Attainment Rate	82%

VIII. Proposal Requirements

- A. Print and electronic proposals must be received by 10:00 A.M. EST, April 17, 2020, in person or by mail at the address indicated. Proposals received after that time and date will be rejected. Please note that proposals must be received not postmarked prior to this deadline. Six printed copies of the proposal and an electronic copy must be submitted, and proposals shall not be submitted by FAX.
- B. Submit six copies of your proposal on 8½”x 11” white bond paper. You may single space your proposal, but margins must be at least an inch and font size must be no less than 11. One copy should be submitted unfolded and unstapled and marked “ORIGINAL.” In addition to six printed copies of the proposal, please submit an electronic copy in PDF via email to Tiffany G. Andrews at tandrews@mg-rc.org. When submitting the electronic copy, please request a confirmation that your email has been received.
- C. Submit one copy of your most recent audit report. This report should be submitted separately. If your organization has operated WIOA-funded programs, please submit one copy of your monitoring report for the past two program years with resolution letters. The audit report and monitoring reports are not part of the proposal.

- D. **Attachment A**, a proposal cover page, should be completed and used as the cover page for the proposal.
- E. **Attachment B**, the budget form needs to be completed with a one-page budget narrative.
- F. **Attachment C**, program service level form needs to be completed.
- G. **Attachment D**, a non-collusion affidavit needs to be signed and submitted.
- H. **Attachment E**, assurances and certifications need to be signed and submitted.
- I. Your response to the narrative section of the proposal is limited to no more than 30 pages. This page limitation is imposed for the sake of the reviewers of your proposal. This limitation does not include other sections of your proposal, such as Attachments A, B, C, D, E, the one-page budget narrative, organizational charts and letters of agreement by partners. The Executive Summary will count toward the 30-page narrative limit.
- J. Proposals will be submitted "Return Receipt Requested." If hand-delivered, the deliverer must have a prepared receipt for signature and time/date. Faxed proposals will not be accepted. The transmitting envelope will be clearly marked "Macon-Bibb WIOA Service Provider Proposal" and addressed to:

Tiffany G. Andrews
Director of Workforce Development
Middle Georgia Regional Commission
175 Emery Highway, Suite C, Macon, Georgia 31217
478-751-6160

- K. Assemble your proposal using the following order. Use this as a checklist to ensure the proper order. Failure to follow RFP instructions could result in rejection of your proposal.
 - Attachment A (Cover Page)
 - Executive Summary
 - Proposal Narrative
 - Attachment B (Budget)
 - Budget Narrative (One page)
 - Attachment C (Planned Service Levels)
 - Attachment D (Non-Collusion Affidavit)

- ❑ Attachment E (Assurances and Certifications)
 - ❑ Letter(s) of Agreement with partners
 - ❑ Submit one copy of your audit report (separate from the proposal)
 - ❑ Submit one copy of your workforce program monitoring reports for the most recent two years
- L. All entities interested in submitting a proposal must submit a Letter of Intent no later than 5:00 PM EST March 20, 2020, to Tiffany G. Andrews, Middle Georgia Regional Commission. Your Letter of Intent may be mailed to the address below or emailed to tandrews@mg-rc.org.

Tiffany G. Andrews
Director of Workforce Development
Middle Georgia Regional Commission
175 Emery Highway, Suite C, Macon, Georgia 31217
478-751-6160

- M. Written questions regarding this RFP may be submitted in writing to Tiffany G. Andrews, Middle Georgia Regional Commission by email at tandrews@mg-rc.org. All questions will be responded to, compiled and shared with all bidders that submitted a Letter of Intent to bid. Questions will be accepted up to 5:00 PM, March 27, 2020. The questions and answers will be researched, compiled and emailed on or before April 3, 2020, to all bidders.
- N. An electronic copy of the RFP package is available online at www.middlegeorgiarc.org/opportunities
- O. The Macon-Bibb Workforce Development Board and the Middle Georgia Regional Commission will review proposals. An award decision is expected by May 29, 2020. Programs shall start on June 29, 2020.

The proposal evaluation weights are specified in each section of the RFP. These weights are also listed below.

25% Background, Qualifications & Performance

35% Plan of Service

10% Staffing Plan & Organizational Chart

10% Partnerships & Coordination

20% Financial Management & Budget

- P. Appeals/Complaints: Bidders have the right to appeal any action or decision related to this RFP. Appeals will be reviewed and investigated by the Macon-Bibb Workforce Development Board. The decision of the Board in such situations shall be final.

SECTION 3 – PROPOSAL NARRATIVE

I. Organization Background, Qualifications, Performance History Proposal Evaluation 25%

The narrative of your proposal is limited to 30 pages. Please include a brief Executive Summary that allows the reader to understand key aspects of the bidding entity and the approach to providing the requested WIOA services.

1. Profile the Proposing Organization

- a. What is the legal status of your organization?
- b. Describe your organization, the governance structure, length of existence, vision, mission, goals and major programs currently offered.

2. History of Similar Programs

- a. Proposals must include information to demonstrate that the provider has a record of success in operating similar workforce programs or projects. Describe your experience serving adults and dislocated workers. Please outline all workforce programs operated during the last two years. Provide brief program descriptions, funding sources, and performance information.
- b. Provide two references of individuals outside of your organization familiar with the quality of prior programs you have operated.
- c. If the organization has not provided past Workforce Innovation and Opportunity Act programs, please outline programs that provided similar services in which your organization has been involved over the last two years.

II. Plan of Service Proposal Evaluation 35%

LWDA 10 has implemented an integrated service delivery model. It may be helpful for bidders to review the Local Plan that has been adopted for LWDA 10/Region. A copy of this plan can be downloaded from the WorkSource Macon-Bibb website at <http://worksourcemaconbibb.org/index.php/policies/>.

1. General Information

- a. Describe your plan to ensure that your staff is well-trained and ready to implement WIOA services in LWDA 10 on June 29, 2020. Staff and service provider management must learn the WIOA rules and regulations quickly and put policies and procedures in place to ensure that there is no lag in services to customers because of the transition from previous service providers.
- b. Describe your knowledge of the most significant workforce development challenges and opportunities that LWDA 10 will likely face in the next two years.
- c. Describe your organization's commitment to an integrated service delivery model in the WorkSource Macon-Bibb One-Stop system. Explain how you will work with the One-Stop Operator, One-Stop Partners, and Middle Georgia Regional Commission management and staff to continuously improve the integrated system. Include a description of how WIOA service provider management staff will coordinate and cooperate with the One-Stop Operator and Middle Georgia Regional Commission Director of Workforce Development who will provide functional supervision to service provider staff located in WorkSource Macon-Bibb Comprehensive One-Stop and Affiliate sites.
- d. Describe how your organization envisions its role and relationship with the One-Stop Operator, Middle Georgia Regional Commission, and Macon-Bibb Workforce Development Board.
- e. Demonstrate your knowledge in serving these populations by describing the differences between the WIOA requirements, customer expectations and the needs of adults and dislocated workers. Describe your organization's ability to meet the specific needs of each population proposed to be served.
- f. Describe how your organization envisions the role of service provider management staff in an integrated system. Successful bidders will be required to maintain a local management office within LWDA 10, Macon-Bibb County, for formal office staff supervision and day-to-day management. This office must be located within the WorkSource Macon-Bibb One-Stop. Please identify by name and title the management staff that will be located within LWDA 10 and describe their management authority and responsibilities.
- g. Describe how you will market and implement effective on-the-job training (OJT), and other work-based learning program components to employers.

- h. Describe how funds available to be spent directly on adult and dislocated worker customers (i.e. supportive services, training costs, work experience wages, etc.) will be allocated to the LWDA 10 office. Describe how these funds will be managed in an integrated system to ensure that targeted expenditure levels are met but not exceeded and to ensure that these services remain available to clients throughout the program year.
- i. Describe the process that will be used for approval and payment of direct client expenditures in an integrated system, including an estimated length of time from the case manager's decision to provide financial assistance until the resulting invoice has been paid. Also, describe procedures for making expedient "emergency" payments (i.e. immediate payments needed to reconnect or avoid disconnect of utilities, prevent eviction, etc.).
- j. Describe your organizational philosophy on community involvement of service delivery staff with local organizations, agencies, schools, Chambers of Commerce, etc., and participation of staff on boards and committees throughout the region.
- k. Provide an assurance that data will be tracked and reported in accordance with all applicable requirements utilizing the state-required case management reporting system. Additionally, provide an assurance that participant files will be maintained in accordance with LWDA 10 policy requirements and maintained in a secure location.

2. Adult and Dislocated Worker Services

The Workforce Innovation and Opportunity Act of 2014 defines the required activities authorized for Adults and Dislocated Workers. Bidders are encouraged to read the Act to understand the scope of authorized activities. In general, these activities are:

- (i) to establish a one-stop delivery system described in section 121(e);
- (ii) to provide the career services described in Section 134(c)(2) to adults and dislocated workers, respectively, through the one-stop delivery system in accordance with such paragraph;
- (ii) to provide training services described in Section 134 (c) (3) to adults and dislocated workers, respectively, described in such paragraph;
- (iii) to establish and develop relationships and networks with large and small employers and their intermediaries; and
- (iv) to develop, convene, or implement industry or sector partnerships."

Specifically, Adult and Dislocated Worker activities include eligibility determination; outreach and intake; initial assessment of skills; supportive service needs; job search and placement assistance;

career counseling; provision of information on in-demand occupations and non-traditional employment; recruitment and other business services for employers; referrals to other One-Stop partner programs and other available programs in the community; provision of labor market information; information on supportive services available through other programs; information and assistance with establishing eligibility for financial aid and assistance for educational programs other than WIOA; comprehensive skills assessments; in-depth interviewing and evaluation of barriers to employment; development of an Individual Employment Plan; group counseling; career planning; short-term prevocational services; soft-skills training; work experience; financial literacy; out-of-area job search; training services; occupational skills training; supportive services; OJT; incumbent worker training; private sector training programs; skill upgrading and retraining; job readiness training; adult education and literacy activities and follow-up services.

- a. Describe how the availability of services to adults and dislocated workers will be marketed in all areas within Macon-Bibb County. Also, describe how recruitment of these populations will be conducted.
- b. Describe any sector partnerships that play a key role currently in LWDA 10/Region 6 and suggest any additional sectors that could be explored based on the labor market in LWDA 10/Region 6.
- c. Describe the eligibility, assessment, case management, and counseling services that will be provided to adults and dislocated workers in an integrated system. Describe how co-enrollment between WIOA Adult, WIOA Dislocated Worker, TAA, VETs and Wagner-Peyser programs will be achieved.
- d. Describe career services, training, and follow-up services to be provided to these populations under WIOA.
- e. Describe your understanding of the use of career pathways for adults and dislocated workers.
- f. Describe all services that will result in direct client expenditures (i.e. supportive services, ITAs, OJT, work experience, etc.) For each type of service, describe how it will be decided which customers receive that particular type of service and how the amount of financial assistance will be determined for each customer in an integrated system.
- g. Demonstrate knowledge of WIOA performance requirements for the adult and dislocated worker programs by describing how the programs will be managed in an integrated system to meet or exceed each of the applicable performance standards. In addition, please provide an assurance that services will also be designed to meet any additional quality standards established by the Technical College System of Georgia Office of Workforce Development.

- h. Describe how customer feedback will be collected and used to make continuous improvements to services.
- i. Describe your understanding of how seamless services should be provided between Middle Georgia Regional Commission programs and partner programs including Adult, Dislocated Worker, Youth, Business Services, Wagner-Peyser, Trade Adjustment Assistance, Veterans Programs, TANF, Adult Education and Vocational Rehabilitation.

III. Staffing Plan and Organizational Chart Proposal Evaluation 10%

- 1. Staffing of the WIOA program is one of the most critical aspects of ensuring program quality. Please describe your proposed staffing plan for the WIOA programs in LWDA 10.
 - a. While staffing/hiring decisions will be the responsibility of the service provider, the proposal should identify the qualifications of the staff that will be involved in delivering services in LWDA 10. Include brief position descriptions with position titles and minimum qualifications required for the selection of staff. If staff will be hired after June 29, 2020, please describe the process for recruitment and selection, including a timeline.
 - b. Your staffing plan should specify staffing levels and position titles.
 - c. Identify key management staff by name with a summary of their credentials, a brief resume of qualifications, and a brief description of their duties and responsibilities. It is anticipated that the proposal will include a position for a full-time Director/Program Manager who will oversee the implementation of all services related to the organization's contract(s) with the Macon-Bibb Workforce Development Board/Middle Georgia Regional Commission.
- 2. Organizational Chart(s)
 - a. Include an organizational chart(s) that illustrates the structure of the staff to be used in support of the proposed programs. The chart should clearly display the number of staff planned for each county along with position titles.
 - b. The chart should also display the management staff located within LWDA 10. Identify by name the key management staff specified in the staffing plan from Section 1 above.
 - c. The organizational chart should list the percentage of time for each staff position that is anticipated to be spent on LWDA 10 activities.

IV. Partnerships and Coordination Proposal Evaluation 10%

1. Partnerships and coordination of services with other organizations are one of the keys to success in the delivery of WIOA services.
 - a. Describe past success in developing effective working relationships with partner organizations. Include at a minimum local Middle Georgia Regional Commission (MGRC) workforce development staff and programs, Adult Education Providers, Literacy programs, Offender programs, English as a Second Language programs, Vocational Rehabilitation, Temporary Assistance to Needy Families and Senior Community Service Employment programs.
 - b. Describe past experience with an integrated service delivery model, functional supervision, information sharing, case management of co-enrolled clients, cross-training of staff, rapid response activities, services to TAA clients, or other activities conducted in close coordination with local MGRC staff.
 - c. Describe how key management staff will work in cooperation with the One-Stop Operator, the MGRC Director of Workforce Development and staff to ensure coordinated management and integration of staff and services.
 - d. Describe how service delivery staff will work with WorkSource Macon-Bibb One-Stop System partners staff to achieve an integrated system where customer service and performance are high priorities.
 - e. Include letters from key partners you plan to collaborate with. This does not count toward page count. Bidders should only include key partners such as community-based organizations or partner programs. Do not include supportive service vendors.
 - f. If your organization is not presently a service provider in LWDA 10 or Region 6, describe how you will work with the MGRC and the current service provider prior to June 29, 2020, to prepare for an efficient transition of files and customer caseloads. Please include a timeline that details the transition steps to be taken (i.e. staff hired, policies developed, etc.) and the anticipated completion date for each transitional activity.

V. Financial Management and Budget Proposal Evaluation 20%

1. The bidder should complete a budget on the included Attachment B. Please do not deviate from the budget format provided. Consistency will allow the reviewers to compare the proposed budgets.

- a. As stated previously in the RFP, we are planning to award approximately \$250,000 for Adult, Dislocated Worker Programs in LWDA 10 for each program year. The final amounts will vary based on final allocations to the Technical College System of Georgia's Office of Workforce Development.
- b. For the purpose of this bid, the Board is interested in the planned amounts for management of service provider staff, overhead costs and the amount planned for direct client costs. A higher percentage of costs planned for WIOA clients will result in a higher score on this section of the proposal. Bidders should plan on providing services through offices located in Macon-Bibb County, LWDA 10.
- c. A budget narrative should be attached that describes the allocation of funds amongst overhead, management and direct client costs, and the philosophy of the bidder with respect to minimizing overhead costs while maximizing client costs. The budget narrative should be used to clarify and annotate the budget.
- d. Bidders must maintain a financial management system that is auditable and in compliance with generally accepted accounting principles. Financial records must be available for audit and monitoring purposes. Bidders should provide a brief description of the accountability of the organization in this section and provide one copy of their most recent audit report with the bid package. The audit is not part of your proposal.
- e. Please attach monitoring reports for the past two years and include resolution letters.
- f. In the event that WIOA costs the provider was reimbursed for were subsequently determined to be disallowed as a result of audit or monitoring, identify the source of funds that will be used to repay those costs to the Middle Georgia Regional Commission

ATTACHMENT A

PROPOSAL COVER SHEET

Organization's Legal Name			
Contact Person:			
Address			
Telephone Number		Cell	
E-mail			
Federal ID #			
E-Verify #			
Legal Status of Organization (check applicable)	<input type="checkbox"/> Public <input type="checkbox"/> Private for Profit <input type="checkbox"/> Educational Entity <input type="checkbox"/> Small Business (less than 500 employees)		
Number of years bidder has been in business under the corporate / business structure submitting the response to this request for proposals			
Funding Amount Requested	\$	Proposed Number to Serve	
Proposed Cost per Participant (12 month period):			
		Signature: _____	
		Print Name:	

ATTACHMENT B

Budget Summary

* ROUND ALL TO THE NEXT HIGHEST DOLLAR. DO NOT INCLUDE CENTS.

Proposer's Name:	
Expense Line Item	TOTALS
Personnel Cost	
Salaries	\$
Fringe Benefits	\$
Total Travel	\$
Total Personnel	\$
Operating Expenses	
Equipment Lease / Purchases (from Equipment List attachment)	\$
Operating Cost (from Operating Cost Attachment)	\$
Office Supplies (from Office Supply Attachment)	\$
Other Consumables (from Other Consumable Attachment)	\$
Other (Specify):	\$
Other (Specify):	\$
Other: (Specify):	\$
Total Operating Costs	\$

Expense Line Item	TOTALS
Participant Related Costs	
Participant Training Material/Supplies/Fees	\$
Participant Supportive Services/Incentive Payments	\$
Work Experience Expenses/Payments	\$
Employer Reimbursements (OJT)	\$
Other (Specify):	\$
Other (Specify):	\$
Other: (Specify):	\$
Total Participant Costs	\$
GRAND TOTAL	\$

Personnel Summary and Detail

Proposer's Name:			
Personnel Cost	Annual Salary	% Charged to WIOA	Total
A. Position (Specify):	\$		\$
B. Position (Specify):	\$		\$
C. Position (Specify):	\$		\$
D. Position (Specify):	\$		\$
E. Position (Specify):	\$		\$
F. Other (Specify):	\$		\$
TOTAL (Enter on salary line on Budget Summary)			\$

FRINGE BENEFITS

Benefit	Salary Base	%	Total Charged
FICA / Medicare			
Worker's Compensation			
Health Insurance			
Retirement			
U.I.			
Life Insurance			
Other (Specify):			
TOTAL (Enter on Fringe line item on Budget Summary)			\$

TRAVEL

Travel mileage rate may not exceed the allowable IRS rate.

Local Travel Miles	(X) Number of Months	Mileage Rate	Total \$
Out of Area Travel Miles	(X) Number of Months	Mileage Rate	Total \$
Totals			\$

LODGING

# of Nights	Per Night Charge	Amount Charged to Contract

PER DIEM (per federal rate)

# of Days	Per Diem Amount	Amount Charged to Contract

TOTAL TRAVEL

Total Travel (Enter on travel line item on Budget Summary)	\$
---	----

EQUIPMENT

Lease / Rental

Item	Cost Per Month \$	# Months		Total Costs
Total Costs				

Purchases

Item	Total Costs
Total Costs	

Operating Cost

Itemized List Required

Item	Quantity	Unit Cost	Total Cost \$
Facility Rent			
Utilities:			
Electric			
Trash			
Water			
Gas			
Maintenance			
Postage/Mail Service			
Telephone:			
Landline			
Cell			
Internet			
Copying (overage copies)			
Other: <i>Itemize below</i>			
TOTAL (Enter this total on Budget Summary)			\$

ROUND ALL TO THE NEXT HIGHEST DOLLAR. DO NOT INCLUDE CENTS

OTHER CONSUMABLES

Itemized List Required

Item	Quantity	Unit Cost	Total Cost \$
Office Supplies			
Advertising			
Printing			
Insurance (specify)			
Audit			
Bond			
Indirect Cost			
Profit			
<i>Other: Itemize Below</i>			
TOTAL (Enter this total on Budget Summary)			\$

ROUND ALL TO THE NEXT HIGHEST DOLLAR. DO NOT INCLUDE CENTS

PARTICIPANT TRAINING MATERIALS / SUPPLIES / FEES

Items	Costs	# of Participants	Total Costs
Books / Curriculum			
Materials / Supplies			
Testing Fees / State Licenses / Board Certifications			
Training			
Tuition Fees			
Uniforms / Tools			
Other (Specify):			
Other (Specify):			
Other (Specify):			
TOTALS (Enter this total on Budget Summary)			\$

ROUND ALL TO THE NEXT HIGHEST DOLLAR. DO NOT INCLUDE CENTS

PARTICIPANT SUPPORTIVE SERVICES / INCENTIVE PAYMENTS

Participant Payments	Amount	# of Participants	# Days / Weeks	Total
Support Payments (childcare, transportation, etc.)				
Other (Specify):				
Other (Specify):				
TOTALS (Enter this total on Budget Summary)				\$

ROUND ALL TO THE NEXT HIGHEST DOLLAR. DO NOT INCLUDE CENTS

ON THE JOB TRAINING (OJT) – PAYMENTS / SUPPLIES

Item	Rate	# of Participants	# Number of Days / Weeks	Total
Employer Reimbursements				
Other (Specify):				
Other (Specify):				
TOTALS				

ROUND ALL TO THE NEXT HIGHEST DOLLAR. DO NOT INCLUDE CENTS

ATTACHMENT C

Planned Service Levels

Adult

Planned Service Levels	Projected Number to be Served	Projected Number to be Exited	Projected Number Placed into Employment
	PY 20	PY 20	PY 20
Adults			

Dislocated Worker (DLW)

Planned Service Levels	Projected Number to be Served	Projected Number to be Exited	Projected Number Placed into Employment
	PY 20	PY 20	PY 20
DLW			

ATTACHMENT D

Non-Collusion Affidavit

State of Georgia

County of _____

The respondent is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the Macon-Bibb Workforce Development Board or Middle Georgia Regional Commission whereby it has paid or will pay to such other respondent or officer or employee any sum of money or anything of real value whatsoever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting of the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this respondent any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

Print or Type Name

Signature of Authorized Representative

Subscribed and sworn to me this day _____ day of _____

Notary Public County of _____

Commission Expiration Date _____

ATTACHMENT E

IX. Assurances and Certifications

The authorized representative agrees to comply with all applicable State and Federal laws and regulations governing the Workforce Innovation and Opportunity Act, Workforce Investment Boards, and any other applicable laws and regulations. The authorized representative certifies that the proposing organization possesses the legal authority to offer the attached proposal. A resolution, motion or similar action has been duly adopted or passed as an official act of the organization's governing body authorizing the submission of this proposal.

In addition, the authorized representative assures, certifies and understands that:

Workforce Innovation and Opportunity Act (WIOA) recipients are obligated to maintain the following assurance for the period during which WIOA Title I financial assistance is extended. Each request for proposal, proposal, and application for financial assistance under WIOA Title I shall contain the following assurances.

"As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the recipient assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

Section 188 of the WIOA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I-financially assisted program or activity; Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color or national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities; the Age Discrimination Act of 1975, as amended, which prohibits discrimination on the bases of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs."

The recipient also assures that it will comply with WIOA implementing regulations and all other regulations implementing the laws listed above. This assurance applies to the recipient's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the recipient makes to carry out the WIOA Title I-financially assisted program or activity. The recipient understands that the United States has the right to seek judicial enforcement of this assurance.

Debarment, Suspension, and Other Responsibility Matters: This certification is required by the Federal Regulations, implementing Executive Order 12549, Government-wide Debarment and Suspension, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85), Department of Health and Human Services (45 CFR Part 76).

The undersigned applicant certifies that neither it nor its principals:

- (1) Are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;
- (2) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction, violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (3) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity with the commission of any of the offenses enumerated in Paragraph (2) of this section; and
- (4) Have not within a three-year period preceding this application had one or more public transactions terminated for cause or default.

Nondiscrimination: The undersigned applicant certifies that it shall comply with the nondiscrimination provisions outlined in the WIOA of 2014 including Title I, Sec. 188.

Conflict of Interest: The undersigned applicant certifies that:

- (1) No manager, employee or paid consultant of the Proposer is a member of the Board of Directors or an employee of the Board;
- (2) No manager or paid consultant of the Proposer is married to a member of the Board of Directors, or an employee of the Board;
- (3) No member of the Board of Directors, or an employee of the Board owns or has any control in the Proposer's organization;
- (4) No spouse of a member of the Board of Directors, or employee of the Board receives compensation from Proposer for lobbying activities;

- (5) Proposer has disclosed within the proposal response any interest, fact or circumstance which does or may present a potential conflict of interest;
- (6) Should Proposer fail to abide by the foregoing covenants and affirmations regarding conflict of interest, Proposer shall not be entitled to the recovery of any costs or expenses incurred in relations to any contract with the Board and shall immediately refund the Board any fees or expenses that may have been paid under the contract and shall further be liable for any other costs incurred or damages sustained by the Board relating to that contract.

Lobbying: This certification is required by the Federal Regulations, Implementing Section 1352 of the Program Fraud and Civil Remedies Act, Title 31 U.S. Code for the Department of Agriculture (7 CFR Part 3018), Department of Labor (29 CFR Part 93), Department of Education (34 CFR Part 82), Department of Health and Human Services (45 CFR Part 93).

The undersigned applicant certifies that:

- (1) No federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence any officer or employee of Congress, or an employee of a Member of Congress, or locally elected officials.
- (2) In connection with the awarding of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
- (3) If any funds, other than federally appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, any officer or employee of Congress, an employee of a Member of Congress, or locally elected officials in connection with this federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit "Disclosure Form to Report Lobbying", in accordance with its instructions.
- (4) The undersigned shall require that the language of this certification is included in the award for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and provide disclosure accordingly.

Drug-Free Workplace: This certification is required by the Federal Regulations, Implementing Section 5150-5160 of the Drug-Free Workplace Act, 41 U.S.C. 701; for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Part 85, 668 and 682), Department of Health and Human Services (45 CFR Part 76).

The undersigned applicant certifies that it shall provide a drug-free workplace by:

- (1) Publishing a policy statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the consequences of any such action by an employee;
- (2) Establishing an ongoing drug-free awareness program to inform employees of the dangers of drug abuse in the workplace, the Contractor's policy of maintaining a drug-free workplace, the availability of counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed on employees for drug abuse violations in the workplace;
- (3) Providing each employee with a copy of the Contractor's policy statement;
- (4) Notifying the employees in the Contractor's policy statement that as a condition of employment under this contract, employees shall abide by the terms of the policy statement and notifying the Contractor in writing within five days after any conviction for a violation by the employee of a criminal drug statute in the workplace;
- (5) Notifying the Middle Georgia Regional Commission within ten (10) days of Contractor's receipt of a notice of a conviction of an employee; and,
- (6) Taking appropriate personnel action against an employee of violating a criminal drug statute or require such employee to participate in drug abuse assistance or a rehabilitation program.

These certifications are material representations of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction.

WIOA Sec. 184 (f): Discrimination Against Participants: -- If the Secretary determines that any recipient under WIOA Title I have discharged or in any other manner discriminated against a participant or any individual in connection with the administration of the program involved, or against any individual because such individual has filed any complaint or instituted or caused to be instituted any proceeding under or related to WIOA Title I, or has testified or is about to testify in any such proceeding or investigation under or related to WIOA Title I, or otherwise unlawfully denied to any individual a benefit to which that individual is entitled under the provision of WIOA Title I or the Secretary's regulations, the Secretary shall, within 30 days, take such action or order such corrective measures, as necessary, with respect to the recipient or the aggrieved individual, or both.

WIOA Sec. 188 (a): Nondiscrimination

- (1) Federal financial assistance.** -- For the purpose of applying the prohibitions against discrimination on the basis of age under the Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.), on the basis of disability under section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), on the basis of sex under Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.), or on the basis of race, color, or national origin under Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), programs and activities funded or otherwise financially assisted in whole or in part under this Act are considered to be programs and activities receiving Federal financial assistance.
- (2) Prohibition of discrimination regarding participation, benefits, and employment.** -- No individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with, any such program or activity because of race, color, religion, sex (except as otherwise permitted under Title IX of the Education Amendments of 1972), national origin, age, disability, or political affiliation or belief.
- (3) Prohibition on assistance for facilities for sectarian instruction or religious worship.** Participants shall not be employed under WIOA Title I to carry out the construction, operation, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place for religious worship (except with respect to the maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship, in a case in which the organization operating the facility is part of a program or activity providing service to participants).
- (4) Prohibition on discrimination on the basis of participant status.** -- No person may discriminate against an individual who is a participant in a program or activity that receives funds under WIOA Title I, with respect to the terms and conditions affecting, or rights provided to, the individual, solely because of the status of the individual as a participant.
- (5) Prohibition on discrimination against certain non-citizens.** -- Participation in programs and activities or receiving funds under WIOA Title I shall be available to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and parolees, and other immigrants authorized by the Attorney General to work in the United States.

Section 188 (3) WIOA Title I funds may not be spent on the employment or training of participants in sectarian activities.

Further, the undersigned applicant certifies that it shall comply with the provisions outlined by the U.S. Department of Health and Human Services (45 CFR 80 and 84).

Regarding Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), the provider agrees to comply with the implementing regulations that require that each program of training services, when funded in all or in part with federal funds, shall be accessible to qualified individuals with disabilities. The provider further agrees to meet all applicable requirements regarding facility access.

By signing, the applicant certifies that it will comply with all other regulations implementing the laws cited above. This assurance applies to the applicant's operation of the WIOA Title I - financially assisted program or activity, and all agreements, the applicant makes to carry out the WIOA Title I- financially assisted program or activity. The applicant understands that the United States, Technical College System of Georgia's Office of Workforce Development, Middle Georgia Regional Commission, and the Board have the right to seek judicial enforcement of this assurance.

Documentation of Financial Stability: The undersigned applicant certifies that it shall comply with the Technical College System of Georgia's Office of Workforce Development, and Middle Georgia Regional Commission, regarding providing documentation of financial stability. As part of its local application requirements, the Board is to specify its local protocol for documentation and submission requirements.

Reporting Requirements: The undersigned applicant certifies that it shall comply with the provisions of Sec. 122 of the Workforce Innovation Act of 2014 and the reporting and procedural requirements issued by the Technical College System of Georgia's Office of Workforce Development.

Where the prospective recipient of federal assistance funds is unable to certify to any of the statements in this certification, such prospective recipient shall attach an explanation to this certification.

The undersigned Authorized Representative of the applicant herein certifies that the statements above pertaining to Debarment, Suspension, and Other Responsibility Matters; Nondiscrimination; Conflict of Interest; Education Standards and Procedures; Documentation of Financial Stability and Reporting Requirements are true and correct as of the date of submission. This does not preclude the Board from requiring additional assurances as part of the local application requirements.

Further, the Authorized Representative acknowledges that if the information given to the Board by the applicant causes harm to a third party, then the applicant will be held liable for any Board action resulting from reliance on that information.

The applicant must notify the Board in writing if the authorized signatory changes.

Certified by:

Signature of Authorized Official

Title

Date

Typed/Printed Name of Signatory

Name of Organization

ATTACHMENT F

Sub-Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract for _____ on behalf of Middle Georgia Regional Commission and the Middle Georgia Workforce Development Board has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91(b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five business days of receipt. If the undersigned subcontractor receives notice that a sub-subcontractor has received an affidavit from any other contracted sub-subcontractor, the undersigned subcontractor must forward, within five business days of receipt, a copy of the notice to the contractor. Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Subcontractor

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, 20__ in _____ (city), _____ (state)

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE _____ DAY OF _____, 20____.

Notary Public

My Commission Expires: _____

ATTACHMENT G

1.3.2 EQUAL OPPORTUNITY COMPLIANT AND GENERAL GRIEVANCE PROCESS

I. EQUAL OPPORTUNITY COMPLAINT POLICY

WorkSource Macon-Bibb/Macon-Bibb Workforce Development Board (WDB) adheres to the following United States law: “Equal Opportunity is the Law”. It is against the law for this recipient of Federal financial assistance to discriminate on the following basis: race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the individual's citizenship status or participation in any WIOA Title I-financially, assisted program or activity.

The recipient must not discriminate in any of the following areas: (1) Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; (2) providing opportunities in, or treating any person with regard to, such a program or activity; or (3) making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

What To Do If You Believe You Have Experienced Discrimination

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

- A. The recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or
- B. The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW., Room N-4123, Washington, DC 20210 or electronically as directed on the CRC Web site at www.dol.gov/crc.

- C. If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center.
- D. If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).
- E. If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

A **complaint** is an allegation of discrimination on the grounds a person, or any specific class of individuals, has been or is being discriminated against on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, citizenship status, or participation in any WIOA Title I-financially assisted program or activity as prohibited by WIOA or part 29 CFR 38.69. An allegation of retaliation, intimidation or reprisal for taking action or participating in any action to secure rights protected under WIOA will be processed as a **complaint**.

Note: A complaint cannot be processed as both a program complaint and a discrimination complaint.

FILING COMPLAINTS OF DISCRIMINATION (under Equal Opportunity Complaint Policy)

Who May File: Any person requesting aid, benefits, services or training through the WorkSource Macon-Bibb workforce system; eligible applicants and/or registrants; participants; employees, applicants for employment; service providers, eligible training providers (as defined in the Workforce Innovation and Opportunity Act), and staff with the workforce system that believes he/she has been or is being subjected to discrimination prohibited under the Nondiscrimination and Equal Opportunity Provisions 29 CFR Part 38 and Section 188 of the Workforce Innovation and Opportunity Act (WIOA).

WorkSource Macon-Bibb/WDB is prohibited from discriminating against a person, or any specific

class of individuals, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, citizenship status, or participation in any WIOA Title I-financially assisted program or activity as prohibited by WIOA or part 29 CFR 38.69 in admission or access to, opportunity or treatment in, or employment in the administration of or in connection with, any WIOA funded program or activity. If you think that you have been subjected to discrimination under a WIOA funded program or activity, you may file a complaint within **180 days** from the date of the alleged violation with:

Middle Georgia Regional Commission

Laura Mathis, Equal Opportunity Officer
175 Emery Highway, Suite C
Macon, Georgia 31217
Phone: (478) 751-6160
Fax: (478) 751-6517
TDD/TYY: (800) 255-0056
Email: lmathis@mg-rc.org

Each complaint must be filed in writing, either electronically or in hard copy, and must contain the following information:

- A. The Complainant's name, mailing address, and, if available, email address (or another means of contacting the Complainant).
- B. The identification of the respondent (the individual or entity that the Complainant alleges is responsible for the discrimination).
- C. A clear description of the allegations in sufficient detail including the date(s) and timeline that the alleged violation occurred to allow the recipient, as applicable, to decide whether:
 1. what agency has jurisdiction over the complaint;
 2. the complaint was filed in time; and
 3. the complaint has apparent merit; in other words, whether the Complainant's allegations, if true, would indicate noncompliance with any of the nondiscrimination and equal opportunity provisions of WIOA or part 29 CFR Part 38.
- D. The written or electronic signature of the Complainant or the written or electronic signature of the Complainant's representative.

Complaint Processing Procedure

An initial written notice to the Complainant will be provided within fifteen (15) days of receipt of the

complaint. The notice will include the following information pursuant to part 29 CFR 38.72:

- A. Acknowledgment of complaint received including date received; notice that the Complainant has the right to be represented in the complaint process; notice of rights contained in §38.35; and notice that the Complainant has the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that this notice will be translated into the non-English languages as required in §§38.4(h) and (i), 38.34, and 38.36.
- B. A written statement of issue(s) which includes a list of the issues raised in the complaint; for each issue, a statement of whether or not the issue is accepted for investigation or rejected and the reasons for each rejection after performing a period of fact-finding.
- C. Notice that the Complainant may resolve the issue Alternative Dispute Resolution (ADR) any time after the complaint has been filed, but before a Notice of Final Action has been issued.

If the complaint does not fall within the Workforce Innovation and Opportunity Act jurisdiction for processing complaints alleging discrimination under Section 188 or Equal Opportunity and Nondiscrimination provisions at 29 CFR Part 38.74, the Complainant will be notified in writing within five (5) business days of making such determination. The notification shall include the basis of the determination, as well as a statement of the Complainant's right to file with the Civil Rights Center (CRC) within thirty (30) days of the determination.

Complaint Processing Time Frame

A complaint will be processed and Notice of Final Action issued within ninety (90) days of receipt of the complaint pursuant to 29 CFR 38.72. The Complainant may elect to file his or her equal opportunity complaint with the Technical College System of Georgia, Office of Workforce Development (OWD). OWD's complaint form is located at <https://tcsgeorgia.edu/workforce/worksource-georgia/eo-and-grievance-procedure-information/>.

If WorkSource Macon-Bibb/WDB has not provided the Complainant with a written decision within ninety (90) days of the filing of the complaint, the Complainant need not wait for a decision to be issued. The Complainant may file a complaint with TCSG, OWD or CRC within thirty (30) days of the expiration of the 90 days. If a Complainant is dissatisfied with WorkSource Macon-Bibb/WDB's resolution of his or her equal opportunity complaint, the Complainant may file a complaint with TCSG, OWD. Such a complaint must be filed within thirty (30) days of the date Complainant received

notice of WorkSource Macon-Bibb/WDB's proposed resolution.

OR

Complaints may be initially filed or appealed to the Director, Civil Rights Center (CRC) U.S. Department of Labor, 200 Constitution Avenue, N.W. Room N-4123, Washington, DC 20210 or electronically as directed on the CRC website at www.dol.gov/crc within thirty (30) days of Complainant's receipt of either WorkSource Macon-Bibb/WDB Notice of Final Action or TCSG, OWD Notice of Final Action. In other words, within one hundred twenty (120) days Complainant may file his or her appeal.

Resolution Process

Alternative Dispute Resolution: Complainants must be given a choice as to the manner in which they have their complaints resolved. After an investigation is conducted by the Equal Opportunity Officer, an Alternative Dispute Resolution (ADR) may be chosen by the Complainant to resolve the issues, as long as a Notice of Final Action has not been issued. Mediation is the recommended ADR and will be conducted by an impartial mediator. The Complainant must notify the Equal Opportunity Officer within ten (10) days of receiving the Notice of Issue Statement letter of whether an ADR is selected to resolve the dispute. WorkSource Macon-Bibb/WDB will provide an impartial mediator and will provide interested parties information regarding the arrangements (date, time, and location).

Time Frame: The period for attempting to resolve the complaint through mediation will be thirty (30) days from the date the Complainant chooses mediation, but must be performed within ninety (90) days of the initial filing date.

Successful Mediation: Upon completion of successful mediation, the Complainant and respondent will both sign a conciliation agreement attesting that the complaint has been resolved. A copy of the conciliation agreement will be provided to the Technical College System of Georgia, Office of Workforce Development within ten (10) days of the date the conciliation agreement was signed.

Unsuccessful Mediation: In the event mediation was not successful, WorkSource Macon-Bibb/WDB shall proceed with issuing a Notice of Final Action within the ninety (90) day limit.

Complainant Responsibility: The Complainant may amend the complaint at any point prior to the beginning of mediation or the issuance of the Notice of Final Action. The Complainant may withdraw the complaint at any time by written notification.

Breach of Agreement: Any party to any agreement reached under ADR may file a complaint in the

event the agreement is breached with Assistant Counsel, Technical College System of Georgia, Office of Workforce Development, 1800 Century Place, NE, Atlanta, Georgia 30345 or Director, Civil Rights Center (CRC) U.S. Department of Labor, 200 Constitution Avenue, N.W. Room N-4123, Washington, DC 20210. The non-breaching party may file a complaint within thirty (30) days of the date that party learns of the alleged breach (29 CFR 38.72).

II. GENERAL GRIEVANCE POLICY

Any person applying for or receiving services through the Workforce Innovation and Opportunity Act Title I (WIOA) paid for by WorkSource Macon-Bibb/Macon-Bibb Workforce Development Board (WDB) will be treated fairly. WorkSource Macon-Bibb/WDB will make every effort to resolve all general, non-discriminatory complaints informally between those involved before a grievance is filed. Grievances may be filed in accordance with the written procedures established by WorkSource Macon-Bibb/WDB. **If an individual believes a violation of Title I of the Workforce Innovation and Opportunity Act or regulations of the program has occurred, they have the right to file a grievance.**

A **grievance** is a complaint about customer service, working conditions, wages, work assignment, etc., arising in connection with WIOA Title I funded programs operated by WIOA recipients including service providers, eligible training providers, one-stop partners, and other contractors.

FILING A GENERAL GRIEVANCE (violations of the act or regulations not alleging discrimination)

Who May File: Any person, including WIOA program participants, applicants, employers, board members or any other interested parties who believe they have received unfair treatment in a WIOA Title I funded program.

Any person may attempt to resolve all issues of unfair treatment by working with the appropriate manager and/or supervisor and staff member, service provider, or one-stop partner involved informally prior to a written grievance being filed.

All complaints as described in the previous definition may be filed within one hundred twenty (120) days after the act in question by first completing and submitting the General Grievance Form to:

Macon-Bibb Workforce Development Area 10
Tiffany Andrews, Director of Workforce Development
Office: 478-751-6160 ext. 6955
tandrews@mg-rc.org

175 Emery Highway, Suite C
Macon, Georgia 31217

Note: Staff grievances should be filled in accordance with MGRC's Personnel Policy.

Grievance Processing Procedure

A complaint may be filed by completion and submission of the General Grievance Form located at WorkSource Macon-Bibb Website: <https://worksourcemaconbibb.org>. WorkSource Macon-

Bibb/WDB will issue a written resolution within sixty (60) days of the date the complaint was filed.

Pursuant to Section 181 of the Workforce Innovation and Opportunity Act, WorkSource Macon-Bibb/WDB shall provide the grievant with an opportunity for a hearing within sixty (60) days of the complaint's filing, if requested in writing by the grievant. In the event a hearing is not requested,

WorkSource Macon-Bibb/WDB shall issue a decision as to whether provisions of the Workforce Innovation and Opportunity Act were violated. In the event the grievant is dissatisfied with

WorkSource Macon-Bibb/WDB's decision, he or she may appeal the decision to the Technical College System of Georgia, Office of Workforce Development (OWD) within sixty (60) days of the

date of the decision. If such an appeal is made, the OWD shall issue a final determination within sixty (60) days of the receipt of the appeal.

In the event WorkSource Macon-Bibb/WDB does issue a written resolution within the sixty (60) days of the complaint's filing as required, the grievant has the automatic right to file his or her complaint with the Technical College System of Georgia, Office of Workforce Development.

Hearing Process

A hearing on any complaint filed shall be conducted as soon as reasonably possible but within sixty (60) days of the complaint's filing. Within ten (10) business days of the receipt of the request for a hearing, WorkSource Macon-Bibb/WDB shall: (1) respond in writing acknowledging the request to the grievant; and (2) notify the grievant and respondent of a hearing date. The notice shall include, but not limited to: (1) date of issuance; (2) name of grievant; (3) name of respondent against whom the complaint has been filed; (4) a statement reiterating that both parties may be represented by legal counsel at the hearing; (5) the date, time, place of the hearing, and the name of the hearing officer; (6) a statement of the alleged violation(s) of WIOA ; (7) copy of any policies and procedures for the hearing or identification of where such policies may be found; and (8) name, address, and telephone number of the contact person issuing the notice.

The hearing shall be conducted in compliance with federal regulations. The hearing shall have, at a

minimum, the following components: (1) an impartial hearing officer selected by WorkSource Macon-Bibb/WDB; (2) an opportunity for both the grievant and respondent to present an opening statement, witnesses and evidence; (3) an opportunity for each party to cross-examine the other party's witnesses; and (4) a record of the hearing which WorkSource Macon-Bibb/WDB shall create and maintain.

The hearing officer, considering the evidence presented by the grievant and respondent, shall issue a written decision which shall serve as WorkSource Macon-Bibb/WDB's official resolution of the complaint. The decision shall include the following information: (1) the date, time, and place of hearing; (2) a recitation of the issues alleged in the complaint; (3) a summary of any evidence and witnesses presented by the grievant and respondent; (4) an analysis of the issues as related to the facts; and (5) a decision addressing each issue alleged in the complaint.

No applicant, participant, service provider or training provider will be intimidated, threatened, coerced or discriminated against because they have made a complaint, testified, assisted or participated in any manner in an investigation, proceeding or hearing.

Appeal Process

As to general complaints, the Complainant must first file at the local level/LWDA 10/WorkSource Macon-Bibb unless the Complaint alleges a violation of the provisions of WIOA by OWD. OWD shall not have jurisdiction over general complaints until an LWDA 10 has issued a written resolution on a complaint. Once an LWDA 10 has issued a written resolution on a complaint, a Complainant may file an appeal of the LWDA's resolution with OWD by attaching the local resolution to the OWD Complaint form. OWD's Complaint form is located at <https://tcsgeu/workforce/worksource-georgia/eo-and-grievance-procedureinformation/>. Any appeal to OWD of an LWDA's resolution must be filed within sixty (60) days of the date the LWDA issued its written resolution. However, an LWDA that fails to issue a written resolution of a locally filed complaint within sixty (60) days shall give the Complainant the automatic right to file a Complaint with OWD. Once OWD has received the Complaint form and the local resolution, OWD shall issue its own resolution on the issue being appealed within sixty (60) days of receipt. Any resolution reached by OWD may be appealed to the United States Department of Labor's Employment and Training Administration

III. COMPLAINTS OF FRAUD, ABUSE, OR OTHER ALLEGED CRIMINAL ACTIVITY

In cases of suspected fraud, abuse or other alleged criminal activity, concerns should be directed to the Office of Inspector General, U.S. Department of Labor, at 1-866-435-7644 or

inspector.general@oig.ga.gov.

IV. COMPLAINTS AGAINST PUBLIC SCHOOLS

If the complaint is not resolved informally and it involves public schools of the State of Georgia, the grievance procedure will comply with WIOA and OCGA 20-2-1160.

Note: All WIOA Program Participants must certify by signing that they have received a copy of this policy and understands the information provided.

ATTACHMENT H

3.4.2 INDIVIDUAL TRAINING ACCOUNTS (ITA)

Description

Individual Training Accounts (ITAs) are established on behalf of the participant. WIOA Title IB Adult, Dislocated Worker, and youth participants will use ITAs to purchase training services from eligible providers in consultation with the Career Development Facilitator.

ITAs may be made available to employed and unemployed adults and dislocated workers who have met the eligibility requirements for Intensive Services and have been determined to be unable to obtain or retain employment leading to self-sufficiency through such services.

The participant must have a completed IEP that indicates, through the interview, evaluation or assessment, the participant's employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals that have been identified.

Selection of a training program must include the identification that the training is directly linked to occupations that are in demand in Macon-Bibb County/LWDA 10, or in another area to which an adult or dislocated worker is willing to relocate. In determining local demand occupation(s), WorkSource Macon-Bibb may also consider training in occupations that may have a high potential for sustained demand or growth in the LWDA 10 region.

DEMAND OCCUPATION REQUIREMENT FOR TRAINING

WorkSource Macon-Bibb is committed to increasing income levels and creating employment opportunities for customers in Macon-Bibb County and the Region. WorkSource Macon-Bibb has established priorities for High Demand, High Growth and High Wage employment opportunities in Macon-Bibb County.

It is our policy to work with the Georgia Department of Labor's Market Information (LMI) section and local labor market information systems to identify targeted industries and occupations prioritized for WIOA funding. Occupations must be identified through local labor market information as having the potential for high entry wages and projected growth and/or significant job

openings in the area. To be considered for funding through WIOA, a training program must lead to a recognized credential as defined by the U.S. Department of Labor in its Training and Employment Guidance Letter 17-05.

Macon-Bibb County has identified nine priority industries for training: Aerospace, Automotive, Advanced Manufacturing, Shared Service (Professional and Business Services), Food Processing, Warehouse/ Logistic, Healthcare, Education, Information Technology, and Transportation. A list of priority occupations and corresponding training programs targeted in the area and currently approved on the Demand Occupation List can be requested by WorkSource Macon-Bibb CFD.

SELECTION OF ITA PROGRAMS

WorkSource Macon-Bibb's policy is to deliver occupational skills training to adults, regardless of funding source, through the One-Stop System using, to the maximum extent possible, an Individual Training Account (ITA). ITAs are the mechanism, for providing eligible customers with the resources to access training in demand occupations through approved training providers. To be eligible for an ITA, an eligible customer must, at a minimum:

- A. have a high school diploma or GED; ITAs for customers concurrently enrolled in high school completion or GED programs may be approved on a case-by-case basis
- B. be unable to find suitable employment with existing skills and/or academic credentials as evidenced through unsuccessful job search efforts while actively participating in both core and intensive services offered through Macon-Bibb Workforce Investment Board, and/or
- C. through assessment, be determined to be appropriate for and able to complete the chosen employment training program, and
- D. select a training program as defined by the parameters of this policy and linked to a demand occupation within the WIBs targeted industries in the local area and make a commitment to seek employment in the field once trained.

WIOA Eligible Participant Requirements

- A. Individuals, whose services are provided under the adult funding stream, must be determined eligible under the priority system when those funds are limited.

- B. All eligible participants must receive an overall 2.5 average upon entry of the program. After the first quarter or semester, the student must be in good academic standing and have maintained a “C” average in the program of study. In the event that the student does not reach this standard, interventions, including intensive case management services, will be offered to the student. A student may not change majors after the ITA is signed; if the student does change majors, ITA funds will not be obligated for payment nor continuation of the ITA.
- C. If the student fails to maintain good academic standing and a “C” average for the second consecutive quarter or semester, that student will be ineligible to receive additional WIOA funding until the student makes a “good faith” effort to modify his/her circumstances. This “good faith” effort can include life skills classes, counseling, a reevaluation of skills, interests, and abilities, a request for additional supportive services, etc., and will be coordinated by the student’s CDF.
- D. If the student continues to fail to maintain good academic standing and a “C” average for three consecutive quarters or semesters, that student will be ineligible for WIOA funding for one (1) calendar year. If a student quits a training program, he/she may be required to pay back (reimburse) the amount of funding received. If the student has no contact with their CDF for 90 days, the ITA will be deemed inactive and the contract may be canceled. The student is obligated to pay back any costs incurred after the 90-day period.

Limitations: ITAs are limited to participants who (20 CFR § 680.230):

- A. Are unable to obtain grant assistance from other sources (including Federal Pell and other federal grants) to pay the cost of their training; or
- B. Require assistance beyond that available under grant assistance from other sources (including federal Pell, GI Bill, and other federal grants) to pay the cost of their training. In making this determination, WorkSource Macon-Bibb staff may take into account the full cost of participating in training services, including the cost of support services and other appropriate costs.

- C. Service providers and training providers must coordinate funds available and make funding arrangements with partner agencies and other entities so that WIOA ITA funds supplement Pell and other grant sources to pay for the cost of training.
- D. Participants may enroll in ITA-funded training while their application for a Pell Grant is pending provided that the service provider has made arrangements with the training provider and the participant regarding the allocation of the Pell Grant if it is subsequently awarded. If a Pell Grant is awarded, the training provider must reimburse the service provider the ITA funds used to underwrite the tuition portion of the training costs from the PELL Grant.
- E. Program operators should consider all available sources of funds, excluding loans, in determining an individual's overall need for WIOA funds. Resources such as PELL, GI Bill and other federal grants should not be included in calculations of the level of WIOA assistance until the grant has been awarded.

Tuition is the sum charged for instruction and does not include fees, books, supplies, equipment, and other training-related expenses. Reimbursement is not required from the portion of Pell Grant assistance disbursed to the participant for education-related expenses (20 CFR § 680.310).

Duration, Cost Limits and Availability

- A. According to Region 6 Workforce Development Plan, WorkSource Macon-Bibb/LWDA 10 has a monetary limit or cap on ITAs, which sets policies on funding limits per customer for ITAs and the maximum duration of training. Customers may select training that costs more than the maximum ITA level when other sources of funding are available to supplement the ITA (e.g., HOPE, Pell grants, and scholarships). WorkSource Macon-Bibb's policy provides ITA funding for a maximum lifetime funding not to exceed \$10,000.
- B. The maximum period for funding will be two training years depending on the availability of funding, where a training year begins on the first day of training and runs for twelve (12) consecutive months.
- C. The ITA will not cover a bachelor's degree unless the recipient has successfully completed at least four full-time semesters, or six full-time quarters AND the recipient

can complete the degree within the two (2) year maximum training period. The customer must provide a transcript and a plan of study from the institution documenting they can complete the degree requirements in the two- year time limit

- D. The ITA will cover training for a customer holding a bachelor's degree for upgrade purposes only if the current diploma will not lead to direct employment.
- E. ITAs are awarded per semester, quarter or for uninterrupted training coursework. Second and subsequent ITAs will be awarded only for continuing classes in the educational or training institution initially attended unless there is a mutual and justifiable agreement between the service provider and the participant that another training institution or training program is necessary.
- F. Payments may not be made to a training provider until WorkSource Macon-Bibb ensures that the training provider selected is on the ETPL at the time of payment for tuition and fees under WIOA ITAs.
- G. Programs should not exceed 104 weeks (two years). Exceptions to this policy may be approved on a case-by-case basis and requests should include evidence that financial support is available during extended training periods.
- H. The total course of study will take no longer than 104 weeks (2 years) to complete and be a certificate or degree program.
- I. The participant must demonstrate that he/she has the financial resources to attend long-term training.
- J. In case of limited funds, it becomes necessary to assign a priority system for ITA funding, service will first be given to recipients of Public Assistance, then to low- income individuals, as determined by LWDB 10 (See Priority for Services policy).

Coordination of Funds

WorkSource Macon-Bibb Career Development Facilitator shall be required to conduct an analysis of the participant's financial needs (cost of attendance) to document a participant's total cost of attending training. This analysis includes, but is not limited to, the costs of tuition, fees, books, supplies, transportation, childcare, living expenses, and other appropriate personal

and educational related expenses. This analysis along with the documentation supporting the determination shall be maintained in the participant's electronic WorkSource Portal case file.

WorkSource Macon-Bibb Career Development Facilitator shall explore (and document) qualifications for the participant's eligibility for any other appropriate funding sources, including HOPE, Pell, GI Bill, and any other available funding source. If these sources are available, they must be exhausted prior to the use of, or in conjunction with any funds. Participants must apply for Hope, PELL, GI Bill, and other appropriate grants before utilizing WIOA funds.

Participants may enroll in ITA funded training while their application for a Pell Grant is pending, provided that WorkSource Macon-Bibb Career Development Facilitator has made arrangements with the training provider and the participant regarding the allocation of the Pell Grant if it is subsequently awarded. If a Pell Grant is awarded, the training provider must reimburse LWDA-10 the ITA funds used to underwrite the tuition portion of the training costs from the PELL Grant. Resources such as PELL, GI Bill, and other federal grants will not be included in calculations of the level of WIOA assistance until the grant has been awarded.

ITAs will not be used for payment of late fees caused by participant error or delay. The participant will be responsible for these fees, as he/she is responsible for other fines or penalties.

WIOA funding may be provided for college-level and post-baccalaureate instruction only if all of the following conditions have been met:

- A. The participant must be accepted into a certificate or diploma program, and the course of study must be occupation-specific (i.e., radiologic technician, accounting, teacher certification). No funds shall be provided for general academic programs (i.e. General Studies, Bachelor of Business Administration, Bachelor of Art, etc.).
- B. Continuing Education and other similar courses will be approved if the following conditions apply:
 1. The participant must have a specific occupational goal
 2. The participant must have a work history or educational background that relates to the occupational goal.

3. The participant must present evidence describing how the proposed training will increase his/her employment marketability.

ITAs may be utilized for expenses related to training, including but not limited to the following: books, tuition, and fees, supplies, tools, uniform pants and shoes, certification, licensing, testing fees, drug testing for entrance into training, medical requirements for training entrance, etc.

I. Payment System

ITAs are designed to identify WIOA funded costs associated with the training cost of attendance. The cost of attendance may include tuition, fees, room and board, books, supplies, and other training-related costs required for participation in a specific training program.

The ITA identifies the WIOA obligation for the participant and the participant will be able to access information about the account from the service provider. Each service provider is responsible for maintaining an ITA payment system which ensures that payments made to eligible providers are timely, for the agreed-upon amount, ensuring that the provider is on the EPL at the time of payment and that the payments are supported by appropriate documentation.

Note: Cost of Attendance may also include other expenses that are not incurred through the training provider such as childcare, transportation, and other living expenses. WIOA funds may be used to assist with such expenses and are considered supportive services. These expenses require proof of expenditure in the participant's file and contingent upon availability of funds and the Director's approval.

II. Training related costs required for participation in a training program include, but are not limited to:

- A. Tools and supplies necessary to participate in training;
- B. Uniforms and shoes/boots;
- C. Drug tests, physicals, eye exams, immunizations;
- D. Background checks;
- E. Application, graduation, and GED fees;
- F. Credential, license or exam fees;
- G. Lodging (when a part of the cost of attending training out of area); and
- H. Auxiliary aids and services necessary for persons with disabilities to participate in training.

- III. WorkSource Macon-Bibb bears the financial responsibility for ITAs and supportive services, in consultation with the participant, throughout the period of training, regardless of the location of the training provider.

Documentation

Contact between the Career Development Facilitator and the participant must occur, at a minimum, at the end of each quarter, semester or uninterrupted training course during the lifetime of the training plan. Contact may be made by telephone, through the mail, personal contact or other appropriate means to provide documentation of successful progress.

Documents such as attendance records, grade reports, and statements from the instructing agency, are required as proof of participation. Documentation of status of the provider, either Georgia's EPL or another state's list, must be maintained in the participant's electronic case file in WorkSource Portal.

ATTACHMENT I

3.4.6 SUPPORTIVE SERVICES

I. Definition

Supportive services are defined as 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 as outlined in WIOA, section 3(59).

II. Supportive Services

Supportive services are services, which are reasonable and necessary to enable a WIOA participant who cannot afford to pay for such services to participate in career and training activities funded under WIOA. The provision of supportive services must be determined on an individual basis. Limited supportive services may be provided to individuals receiving Basic Career Services; however, such individuals must be registered as a WIOA participant and are subject to performance outcomes.

Follow-up career services are not qualifying services for the receipt of supportive services; therefore, an adult/dislocated worker who is only receiving follow-up services may not receive supportive services. Supportive services also may not be used to extend the date of exit for performance accountability purposes. Supportive Services, like follow-up services, do not make an individual a participant or extend participation (TEGL 19-16). Youth follow-up services also may include the following program elements: (1) Supportive Services (WIOA 681.580).

All supportive services must have been approved and recorded in WorkSource Portal prior to the participant receiving or obtaining the goods or services. Backdated requests for services will not be approved.

A participant may waive WIOA payments (except for Work Experience) if accepting payment would mean the loss of benefits. The participant may request the payment to start at a later date but may not claim retroactive payments. Advances against future payments are not allowed.

- A. To be eligible for any WIOA financial assistance payments, a participant must have been determined WIOA eligible and:
 - 1. be participating in career services and/or training services. Exception: Limited supportive services may be provided to eligible applicants (e.g., paying for a birth certificate), before they are enrolled as participants, to permit participation in assessment activities;
 - 2. be unable to obtain supportive services through other programs providing such services, and
 - 3. comply with program regulations and policies during the period of training and/or enrollment.
- B. WorkSource Macon-Bibb will not provide further payments to participants that fail to participate without good cause.
- C. The use of supportive services is encouraged to enable hard-to-serve populations to participate in longer-term interventions. The provision of supportive services must be determined on an individual basis.

III. WorkSource Macon-Bibb Supportive Services Policy

In order to ensure that supportive services are provided in the most consistent, effective and efficient manner WorkSource Macon-Bibb has developed a comprehensive supportive service policy, which is approved by the board prior to implementation. WorkSource Macon-Bibb has developed a process by which participants that are determined eligible and in need of supportive services may participate in Workforce Innovation & Opportunity Act (WIOA) activities. Federal Law states that supportive service costs should be necessary to enable an individual to participate in activities authorized under WIOA Title I. Eligibility and determination of the need for supportive services should be conducted by a Career Development Facilitator, on a case-by-case basis and may be provided to individuals receiving Basic Career Services. Such individuals must be registered as WIOA participants and are subject to performance outcomes.

The guiding principle for the provision of any Support Service shall be based on the participant's demonstrated need that would otherwise result in creating barriers to full participation or

leaving the program. It is the responsibility of Program Staff and all Contract Service Providers to ensure allowable, reasonable, and appropriate utilization of Support Service funds and determine if such assistance is available through other community service providers.

A. Administrative and Approval of Supportive Services

All Support Services are administered through CDF and/or contracted service providers. Support Services include but are not limited to, the items identified in the Provision of Supportive Services section of this policy (section D below). All customer requests are reviewed and approved based upon allowable, reasonable, and necessary services. These funds are allowed only for the purposes intended and are to be considered lifetime maximum amounts. The use of these funds is based on their availability. Due to funding limitations, WIOA Support Service funding is to be used as the last resort. All other funding must be sought first. All attempts to find other support service funding and reasons for needed (denials) WIOA funding must be documented in the participant's WorkSource Portal case file.

WorkSource Macon-Bibb CDF may only approve funds for the types of support services and amounts described in this policy. The Workforce Director must approve all requests for services or costs that exceed the limits in this Policy and may make exceptions to this Policy on a case-by-case needs basis. These exceptions must be documented in the participant's case file. Total supportive services may not exceed \$3,000 per participant per program year. There is also a limit on total supportive service expenditures of 35 percent of each Local Workforce Development Area (LWDA) funding stream, (i.e. adult, dislocated worker, youth), program year total allocation. Waivers for this policy will be issued by the Technical College System of Georgia (TCSG), Office of Workforce Development on a case-by-case basis. The following policy applies to participants enrolled under the adult and dislocated worker programs under WIOA which include career services and Individual Training Account (ITA)-based training, and which are served by WorkSource Macon-Bibb's Career Resource Centers.

All Support Services are contingent upon the customer's satisfactory performance while participating in and completing WIOA career or training activities, upon the availability of funding and approval of the Workforce Director. To maintain satisfactory performance, a

customer who is in training must maintain good attendance and passing grades and be in compliance with all other program requirements. For a customer who is participating in intensive activities, they must be in compliance with program requirements, including active participation and monthly contact with their respective CDF.

B. Documentation of Eligibility and Determination of Need for Supportive Services

All supportive services must be approved and recorded in Georgia Work Ready Online Participant Portal (WorkSource Portal) prior to the participant receiving or obtaining the goods or services. Backdated requests for services will not be approved. To be eligible for any WIOA financial assistance payments, the participant must have been determined to be WIOA eligible and:

1. Be participating in career services and/or training services. Exception: Limited supportive services may be provided to eligible applicants (e.g. paying for a birth certificate), before they are enrolled as participants, to permit participation in assessment activities;
2. Be unable to obtain supportive services through other programs providing such services; and
3. Must comply with program regulations and policies during the period of training and/or enrollment to continue to receive support service payments.

When approving supportive service payments, the CDF must consider and document the following in WorkSource Portal:

1. What WIOA Activity does this supportive service support?
2. How does this help the participant in achieving their employment goal?
3. How was the obligation amount determined?
4. How long will WIOA Title I assist the participant?
5. How will the participant cover this cost after funding is exhausted?

Eligibility related to supportive services must be justified in WorkSource Portal via a case note. This justification note compiles the answer to the questions above and includes an analysis and recommendation.

C. Determination of Need

1. Financial/Physical Need: There must be documentation in the participant's WorkSource Portal case file that participants are incapable of providing these services for themselves. Acceptable documentation may consist of: low-income status as documented by family/household income determination, receipt of federal or state public assistance, UI benefits, documentation of skill upgrading that would lead to employment in a local or state in-demand occupation, documentation of lack of employment or underemployment, separation notice, birth certificates for children receiving childcare, and documentation of transportation distance to attend training.
2. Resource Coordination: There must be documentation supporting that these services or funds for these services were not available from any other state and/or federal grant/program/funding stream/agency. There should be an analysis of all federal/state/local resources available in the LWDA and how they are being coordinated to promote the most efficient use of resources. Examples of acceptable documentation include, but are not limited to, the following: UI records or application for applicable state and federal funds.
3. Type of support service requested and how the support service will assist their participation in WIOA activities.
4. Amount requested and justification for the amount being necessary and reasonable to enable participation in qualifying WIOA activities.
5. Establishment of a timeframe that the support services will be provided to assist participation in WIOA activities. Examples of acceptable documentation include, but are not limited to LWDA- created support service request form and case notes in the WorkSource Portal

WIOA program staff will review the need for and the receipt of support services annually on the anniversary of the date of the participant's enrollment. Changes in support service needs are to be reflected in the assessment, the participant's electronic case file, and the IEP/ISS in WorkSource Portal.

D. Provision of Support Services

1. All support services must have been approved and recorded in WorkSource Portal prior to the participant receiving or obtaining goods or services. Backdated requests for service will not be approved.
2. All substantial increases in the amount of supportive service payments issued to customers will be updated in real-time in the WorkSource Portal. All reasons for increases must be documented in the customer case notes.

E. Allowable Supportive Service

Allowable supportive services provided during career and training services include, but are not limited to:

1. **Transportation:** Participants may be issued assistance for public transportation costs to and from employment (e.g., OJT, customized training, internships) and training sites. The maximum of \$1,500 per participant per year is allotted for all transportation options.

A Career Development Facilitator may issue a bus pass not to exceed \$5 per day for transportation cost to and from employment and/or training. Additionally, participants may be assisted with driving expenses based on mileage reimbursement. Mileage is reimbursed at \$10 per day for trips 0-79 miles and \$15 per day for trips exceeding 80 miles. A participant cannot receive a bus pass and mileage for the same trip.

Participants must complete timesheets that have been validated by an instructor or employer verifying dates and times of attending class or training services. All documentation must be maintained in the participant's file and uploaded into the WorkSource Portal.

Some assistance can be provided to participants starting a new job for a limited period of time, not to exceed two weeks after employment has started.

2. **Childcare:** If dependent care is not otherwise available from Department of Family and Children Services (DFCS), or other funding sources, WorkSource Macon-Bibb may reimburse the cost of care for dependent children under age 6, up to a maximum of \$60 per week per dependent, excluding late fees. Total childcare benefits for the year cannot exceed \$2,500. The amount of this support is consistent with the federal/state-funded Childcare and Parent Services (CAPS) program in Macon-Bibb County. Childcare reimbursement is available while the participant is enrolled in basic career services or an ITA training service. Assistance is available when the individual is scheduled and/or commuting to training activities. Assistance may also be available for children ages 6 through 14 during times when school is not in session. Funds from other sources, such as TANF, may be combined with WIOA funds with written approval by the Workforce Director. In those instances, WIOA funds may only be used for those expenses not covered by the other funding source. For participants receiving TANF benefits, service providers must document that the participant is not receiving dependent care benefits from TANF before providing dependent care assistance through WIOA.

For each dependent child ages 6 through 14, a maximum of \$45 per week per child may be provided to assist with after school care while a participant attends or commutes to scheduled training activities. A full-time rate of \$60 per week for each dependent child through age 14 may be provided during summer school break.

Participants must use a licensed dependent care provider. Dependent care costs will be paid directly to the provider. Payments are based on receipts from the dependent care provider and include verification of a child's attendance record and verification of class attendance by the participant. Payments will be made monthly and will depend on the timely receipt of the specified documentation.

No reimbursements will be made for late fees incurred by participants.

Participants must provide a denial letter from CAPS and/or Quality-Related Child Care must be uploaded into the WorkSource Portal prior to the release of Childcare funds.

3. **Work/Training Related Uniform or other appropriate work attire:** Financial assistance will be limited to an amount not to exceed \$250 per participant (included in a \$ 10,000-lifetime limit) for work/training clothes/uniforms. For participants in the nursing program, scrubs shall not exceed \$150 and shoes shall not exceed \$50. All purchased items must be for a work or training-related activity.
4. **Work/Training Related Tools and Supplies:** If tools or supplies are needed to participate in training or become employed, financial assistance may be provided up to \$1,500 (included in a \$ 10,000-lifetime limit) only if it is required by the training provider or an employer. Participants must be enrolled in training or have a firm employment offer before this expense can be approved. Supporting documentation from the employer or training provider must be uploaded in the WorkSource Portal.
5. **Emergency Assistance:** Financial assistance may be provided up to \$500 for participants who have an emergency situation that hinders their ability to continue training. (e.g., utilities, healthcare). This amount cannot be extended beyond \$500 and is only for use during the allocated training period. Participants must complete the Request for Emergency Assistance form and document the inability to receive assistance from any other agency for this occurrence. Emergency assistance must have the approval of the Workforce Development Director. Emergency assistance can be provided for but not limited to, the following:
 - i. **Emergency Auto Repairs:** Emergency car repair may be provided if the car is no longer safe, is the only means of transportation to and from training and is owned by the customer. The customer will be required to obtain three written quotes for repairs, not exceeding 25 percent of the tax value of the vehicle or \$500, whichever is lower.
 - ii. **Emergency healthcare and eyeglasses:** The payments are only provided when necessary for the participant to participate in training or education. Emergency

healthcare and/or eyeglasses/protective eyewear may be provided if there are no other resources available to provide the service. Broken eyeglasses may be replaced if the customer cannot afford to replace them and cannot attend classes. Reimbursement for eyeglasses cannot exceed \$150.

- iii. Emergency utilities (power, heating fuel, and water): Emergency utility payment is defined as one month's past-due bill for a utility (less fees) for a customer. Supporting documentation must include an original bill or shutoff notice listing the adult or dislocated worker's name, current address and amount due (less fees) and due date. Payment will only be made directly to the provider. Payments are only provided when necessary for the participant to participate in training.
- iv. Emergency rental assistance is available one time per program enrollment. Past due rent is allowable. Deposits are not allowable because the amount may be reimbursed to a participant at a later date nor are late fees an allowable cost. Participants should have a plan for how they will fund the following month's rent. documentation must be in the participant's file that verifies the address and rental amount.

Supportive services request for the payment of rent requires the following supporting documentation:

- a. A rental or lease agreement bearing the participant's name, and
 - b. An original statement signed by the landlord reflecting the amount of rent due and the corresponding dates.
 - c. If a participant does not have a formal lease with a landlord, a notarized letter stating the name of the participant, the address of the property, and the amount of delinquency is required.
6. Allowable supportive services provided after training in order to obtain employment at the approval of the Director include, but are not limited to
- i. Tools, work clothing, and boots/shoes required for employment;

- ii. Bonding and liability insurance for employment;
- iii. Drug testing required by the employer;
- iv. Financial counseling; and
- v. Auxiliary aids and services necessary for persons with disabilities to obtain and retain employment

7. Process for Provision of Supportive Services

Each participant requesting supportive services will complete a request for support service form. The CDF will determine the basis of need and sign off on the justification for the amount of support that is necessary and reasonable to complete WIOA activities. This justification will include a projection of the annual amount as well as the total anticipated amount of support services requested. This documentation should be collected and included in the participant's case file and the WorkSource Portal system.

WIOA CDF's are responsible for tracking payments, to ensure compliance with the \$3,000 supportive service limitation. WorkSource Macon-Bibb's finance team will also maintain records to monitor the yearly cap limitations. Yearly childcare costs must be projected before training services begin.

All documentation of each supportive payment type and amount must be entered in the WorkSource Portal system to include the type of support service, amount, date of service, etc. All documentation will be uploaded to the WorkSource Portal system or maintained in another system and physical case file. All supportive information must be updated and complete at the end of each fiscal quarter for all participants receiving support services in the fiscal quarter. WorkSource Macon-Bibb staff will perform a secondary review and reconciliation of participant information in WorkSource Portal to ensure the portal and case files reflect an accurate account for the supportive services provided on an annual basis. Additionally, documentation for the WIOA activity for which support is being provided must be included in the case file and scanned into the WorkSource Portal system. Documentation should include timesheets signed by the instructor/supervisor, proving participation in training services.

WorkSource Macon-Bibb will make payment to cover supportive services on a bi-weekly schedule. Depending on when documentation for payment or reimbursement is presented, it may be up to two weeks for processing and preparation of payment. Payment will always be made in the form of a check prepared by the Middle Georgia Regional Commission. No other form of payment will be provided.

Childcare, emergency fund payments, utilities, tuition, and school fees will always be paid directly to the vendor or support service provider, without exception. More specifically, childcare reimbursement will be made only with the submission of documentation that includes verification from the childcare provider regarding the number of hours of care and verification that the hours correspond with the hours in the work experience activity.

Transportation, mileage, and expended funds to purchase uniforms, books, educational expenses, etc., may be reimbursed directly to the participant. In this circumstance, all expenses must be preapproved, justified and documented with receipts, vouchers, etc., to be considered for reimbursement. Reimbursement payments will be made only with the submission of original sales receipts that show itemization of the service and products provided.

8. Other Requirements and Policies

A participant continues to be eligible for support services only as long as he/she is active in the program. Participants will be required to consult with their Career Development Facilitator every 90 days to ensure compliance and continued need for support services. Failure to participate fully, without good cause, will result in termination of assistance.

During the assessment period, individual needs are identified, and a plan is developed and documented in the Individual Employment Plan (IEP) for support provided by WorkSource Macon-Bibb or other programs. To maximize the support available, WorkSource Macon-Bibb will actively promote coordination with organizations to provide supportive services at no cost to the program or the participant. These services could include assistance in housing, legal problems, financial planning, dental/medical care, mental health, and other areas.

9. Unallowable Supportive Services

Payments are not allowed for titled or deeded items or when recovery of the expense is anticipated. Such items include:

- i. Rent deposits or housing deposits
- ii. Mortgage payments
- iii. Car payments
- iv. Purchase of vehicles
- v. Fines