

Narrative Response for Statement of Work
Request for Proposal 2024-2
WIOA Youth Services
Narrative Response for Statement of Work

Michigan Works! Southwest is releasing funding for the delivery of The Workforce Innovation and Opportunity Act (WIOA) Youth Services and is placing high expectations that the entity selected will provide a level of professional services commensurate to the funding allotted. The selected subrecipient must have the ability to navigate federal and state policies and regulations, develop innovative strategies and perform at the highest possible levels. Responses prepared should reflect these expectations.

The Narrative Response for the Statement of Work is to be prepared using this document (Form D). The following are instructions for completing the narrative response:

1. All bidders must provide the requested information in the order and format stipulated.
2. Total length of Form D, including all questions as provided and bidding agency's responses, is not to exceed twenty five (25) pages, single-spaced in 11 point font with 1" margins, all around.
3. Use affirmative language "will" or "shall" so that proposals may be easily converted to contract format.
4. Each response should clearly address the following types of questions:
 - **What** is proposed;
 - **How** will it be achieved;
 - **When** will it be achieved;
 - **Where** will it be achieved.
5. If a response is not appropriate for the type of service being proposed, type "N/A" or "Not Applicable" for the response and explain why.

Failure to respond to any part within the narrative could adversely affect, at minimum, the Technical and Compliance scores of the RFP Evaluation, and possible receipt of the award.

NOTE: When developing responses to these RFP Instructions, Michigan Works! Southwest highly encourages bidders to review the appropriate sections of the WIOA Manual authored by the State of Michigan, Department of Labor and Economic Opportunity. This resource provides significant detail of the requirements for the delivery of WIOA Services.

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I. EXECUTIVE SUMMARY

Include a brief overview of the entire proposal including a summary of the understanding of the WIOA Youth Services requirements and an overview of the proposed scope of work.

Begin Response Here:

II. OVERALL PROGRAM AND SERVICE DELIVERY DESIGN

In the following subsections, bidders are asked to provide information that should demonstrate/describe how the program and service delivery design will operate and how it will support the objectives of the WIOA Youth Program.

A. Service Flow Chart

Provide a service flowchart that reflects program activities from enrollment to exit and through the 12-month follow-up process.

NOTE: The flowchart should paint a picture of what the proposed delivery system will look like, as it is proposed throughout the remainder of the narrative.

Include Service Flow Chart as an attachment to the proposal. It is not taken into consideration in the twenty five (25) page narrative limit.

B. Needs Statement

1. Describe what the bidding organization perceives to be the workforce development needs of the youth population in the Michigan Works! Southwest area. The description should take into consideration current and forecasted economic conditions as well as any differing needs based on each county and/or geographic area.
2. Describe any target groups or special segments of this population being proposed to be served.

Begin Response Here:

C. Outreach and Recruitment

1. Describe the outreach and recruitment process, including how potential customers will be identified and how the bidding agency intends to coordinate with and support other partners in the Michigan Works! Network, regarding outreach and recruitment efforts.
2. Outline any county specific outreach and recruitment strategies that will be implemented to ensure connections throughout the diverse counties in the Southwest Michigan Works! Area.
3. Describe strategies for ensuring the WIOA services, funded through any award as a result of this RFP, are branded as a service of Michigan Works! Southwest.

Begin Response Here:

D. Intake, Eligibility Determination, and Verification

Describe the intake, eligibility determination, and verification processes. Describe when and how the program applicants will be informed of the purpose, structure, services, and requirements of the program. Include dual enrollments with other One-Stop Partners.

Begin Response Here:

E. Career Management

1. Describe the proposed career management delivery system including the assessment process and tools, counseling, support service delivery, and coordination with other

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community agencies.

2. Describe the use of technology to support career management activities including the use of any digital platforms and the provision of any virtual services and/or activities.
Begin Response Here:

F. Required Elements

1. Identify how each of the required 14 elements will be provided or made available to youth.
2. Clearly describe how it will be determined which elements are most appropriate for individual participants and which of the required elements will be provided through community agencies.
Begin Response Here:

G. Individual Service Strategy (ISS)

1. Discuss the process for completing, reviewing, and updating the participant's Individual Service Strategy (ISS).
2. Describe how barriers to employment will be determined.
3. Describe how it will be ensured that participant information is entered on the state management information system in a timely manner and how it is reviewed with the participant periodically?
Note: Be sure to include the frequency in which each of these will occur.

Begin Response Here:

H. One-Stop Services to Youth

1. Describe how the resources of the Michigan Works! Service Centers will be utilized in the delivery of the required elements.
2. Please explain the plan for providing services at the Michigan Works! Service Centers, as well as in locations outside of the Service Centers, and provide location information.
Begin Response Here:

I. Incentives and Stipends (Optional) (See Reference #6 – Workforce Development Board Policy Summaries)

Should stipends and incentive payments be desired as part of the proposed service delivery design, provide the following information:

1. The justification for using stipends and incentive payments and the anticipated impact that will result from the use of such payments.
2. The specific target group(s) for whom the stipends and incentive payments will be offered.
3. The specific activities in which participants will be engaged in order to qualify for stipends and incentives.
4. The proposed levels of payment and the specific benchmarks for qualifying for such payment.
5. The basis of measuring and certifying progress.
6. The time frame (duration) that stipends and incentive payments would be applied.

Begin Response Here:

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J. Training

Describe the proposed training plan and expected outcomes. How will youth be connected to existing Occupational Skills Training or a training option that leads to recognized postsecondary credential in demand industry sectors or occupations in the local area?

Begin Response Here:

K. Work Experience

1. Describe the work experience component of the proposed program and service delivery design, including how youth will be provided work-based learning opportunities (internships, work experience, pre-apprenticeship/ apprenticeship, job shadows, OJT, etc.).
2. Describe the criteria that will be used to determine which youth will participate in work experience.
3. Describe the monitoring process to ensure 20% of expenditures are utilized for work experience.

Begin Response Here:

L. Collaboration with Community Organizations, Programs, and Employers

1. Describe how a strong connection with the One-Stop Service Delivery Network will be incorporated into the proposed program design.
2. Describe how a strong connection with community/neighborhood groups in each county will be incorporated into the proposed program design.
3. Discuss collaboration with the school Career and Technical Education (CTE) programs for in-school youth and the Michigan Works! Southwest Career Educational Advisory Council.
4. Describe how the proposed service delivery design embraces and supports the key features of the Michigan Works! Southwest Business Solutions Team (BST), and the Demand Driven Model.
5. Describe how relationships with local employers will be built and maintained. Include a description of plans for Talent Tours and/or other opportunities designed to expose youth to various career paths.

Begin Response Here:

M. Follow-Up Services

Describe in detail the delivery of quality follow-up services for each of the situations listed below:

1. Training Component Follow-up
2. Job Placement Follow-up
3. Post Exit Follow-up

Begin Response Here:

N. Performance

Describe the strategy for managing and achieving performance.

Begin Response Here:

O. Customer Satisfaction

Describe the proposed method for tracking and measurement of customer satisfaction.

Begin Response Here:

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III. DELIVERY SYSTEM STAFFING/MANAGEMENT PLAN

A. Describe how it will be ensured that all relevant administrative personnel at the bidding organization (including frontline staff, as well as organizational support staff, such as the Business Office) will be familiarized with the general and administrative provisions and requirements of WIOA.

Begin Response Here:

B. Describe how program staff will be informed of program and/or policy changes that may impact their assigned functions and how you will ensure these changes are implemented in a timely manner. Describe ongoing professional development plan for staff (e.g., DEI training). Also describe how new staff will be oriented to the Michigan Works! network and trained for their respective functions. Please provide length of training

Begin Response Here:

IV. MONITORING AND OVERSIGHT

A. Concisely describe the methods and frequency with which components and activities will be monitored by staff for compliance with federal, state, and local requirements, including contractual compliance (*See Section 6 in the RFP Instructions*). All proposals MUST include a provision and system for conducting internal monitoring.

Begin Response Here:

B. Describe the system for ensuring fiscal and programmatic reporting, and participant reporting data on the state management information system.

Begin Response Here:

V. LEVERAGED RESOURCES

Please describe any non-grant funded services and/or resources (financial or in-kind) that will be used to assist and support program efforts.

Begin Response Here: