

Houston-Galveston Area Council
Gulf Coast Workforce System
Request for Proposals

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Gulf Coast Workforce System Request for Proposals Introduction

Purpose of this Request

The Houston-Galveston Area Council (H-GAC) solicits qualified organizations to operate the Gulf Coast Workforce Board's regional system, currently known as Workforce Solutions. Workforce Solutions helps employers find workforce solutions and individuals build careers in a 13-county area of southeast Texas. Approximately \$150 to \$160 million is available to provide services for more than 400,000 businesses and people for a first year contract.

- **Section 1** of this request is the introduction. It provides information about the proposal process.
- **Section 2** of this request contains general requirements, including a summary of the franchise requirements for Workforce Solutions contractors.
- **Section 3** of this request contains the bid specifications and instructions on how to submit a proposal. A bidder may respond to a combination of requests - the Employer Service (section 3.1), Career Office (section 3.2), Financial Aid Payments (section 3.3), Financial Aid Call Center (section 3.4), Early Education & Care (section 3.5), and Helping Young People Excel (section 3.6). A bidder who responds to the Financial Aid Payments (section 3.3) may not respond to the Financial Aid Call Center (section 3.4) request.
- **Resources** for submitting a proposal include information on current operations.
- **Boilerplate** includes H-GAC's current contract articles and management policies, as well as required forms for proposal submission.

Submission Requirements

Deadline

The deadline for receiving responses to this request is **12:00pm (noon) Central Daylight Time on Tuesday, May 21, 2013**. H-GAC will not accept late proposals and will make no exceptions.

Submitting a Proposal

Bidders may produce printed proposals or deliver proposals on computer CD storage media. All proposals must be assembled in the order outlined in the individual part of this request to which a bidder is responding.

For printed proposals: (1) Format using a 12-point font and 1.5 line spacing, (2) Staple or bind hard copies in the upper left hand corner, and (3) provide **ten complete copies** of your proposal.

For proposals on computer disc: (1) Use a standard CD-RW disc, (2) Provide your proposal in Microsoft Word 2002 or Adobe pdf format (do NOT password protect files), and (3) include one set of signed original proposal submission documents (proposal cover page and all declarations, assurances and certifications pages). H-GAC is not responsible for unreadable computer discs.

- ✓ Mail proposals to Carol Kimmick, Human Services Department, Houston-Galveston Area Council, Post Office Box 22777, Houston, Texas 77277-2777. Be sure your submission is **postmarked by no later than Friday, May 17, 2013.**
- ✓ Deliver proposals by hand prior to deadline to H-GAC offices at 3555 Timmons Lane, Suite 120, Houston, Texas from 8:00 AM to 5:00 PM Monday through Friday. Address your submission to Carol Kimmick, Human Services Department, Houston-Galveston Area Council.

After the deadline, H-GAC will notify each bidder in writing of our receipt of its proposal.

Bidders Conference

H-GAC will hold a bidders conference on Wednesday, May 1, 2013 at 1:30 pm at 3555 Timmons Lane, 2nd Floor, Conference Room A, Houston TX 77027. We will make a brief presentation about this request and take questions.

- Until the date of the bidder's conference, if you have questions about this request, please direct them in writing to Carol Kimmick through email carol.kimmick@h-gac.com or through mail to Ms. Kimmick at H-GAC, Post Office Box 22777, Houston, Texas 77227-2777.
- Following the bidder's conference, we will no longer accept questions. We will post questions we have received with answers on the H-GAC <http://h-gac.com> and Workforce Solutions www.wrksolutions.com web sites within 4 working days after the conference.

Where to Find the Request For Proposals

The request with all attachments is available for download at

<http://www.h-gac.com> in the RFP/RFQ section, and <http://wrksolutions.com>

Additional resources for preparing bids will be available on Workforce Solutions web site.

Bidders may request a paper version of the request by writing, emailing or calling Carol Kimmick, Human Services Department, Houston-Galveston Area Council, Post Office Box 22777, Houston, Texas 77227-2777, carol.kimmick@h-gac.com, 713.627.3200.

Evaluation Criteria and Process

Selection and Evaluation

H-GAC will review and evaluate proposals on the basis of:

- ✓ Relevant experience in managing an operation similar to that on which the organization is bidding including qualifications of personnel the bidder offers to operate the business function, as well as business references (30 points)
- ✓ Approach to managing operations in Gulf Coast workforce system (40 points)
- ✓ Financial terms and the financial stability of the bidding organization (30 points)

H-GAC's evaluation process includes: review and scoring by Workforce Board staff members; review and recommendations from the Board's Procurement Committee; review and approval by the Workforce Board; and review and approval by the H-GAC Board of Directors.

Board staff may arrange for bidders to make presentations and answer questions before the Procurement Committee's review. We will notify bidders if we choose to do this.

H-GAC will notify all bidders in writing of results of the review process.

Performance Period

H-GAC will negotiate a contract with successful bidders to begin on or around October 1, 2013. The first year contracts will extend through September 30, 2014. We may renew contracts for up to four additional years (through September 30, 2018) depending upon an annual review of performance, availability of additional funds, and annual approval of the Gulf Coast Workforce Board and H-GAC Board of Directors.

Notification and Protest

H-GAC will notify all bidders in writing of (1) the receipt of their proposals at H-GAC and the status of these proposals in the review process, (2) the date, place and time of Workforce Board and H-GAC Board of Directors' meetings, and (3) the final outcome of the review process.

Bidders who believe that they have been treated unfairly or that there is a violation of federal law or regulation may file a protest. The following procedures govern the filing of all protests.

1. A bidder may file a protest after the Procurement Committee makes its recommendations. A bidder must file the protest in writing to: Mike Temple, Director, Human Services,

Houston-Galveston Area Council, 3555 Timmons, Suite 120, P.O. Box 22777, Houston, Texas 77227-2777, 713.627.3200, at least three working days before the scheduled meeting of the Gulf Coast Workforce Board meeting at which the funding recommendations will be reviewed. Bidders who file a protest are encouraged to attend the full Board meeting and to address the Board in open session.

2. Following the Workforce Board meeting, a bidder may file a protest by writing to Jack Steele, Executive Director, Houston-Galveston Area Council, 3555 Timmons, Suite 120, P.O. Box 22777, Houston, Texas 77227-2777, 713.627.3200, at least three working days before the scheduled meeting of the H-GAC Board of Directors at which the Workforce Board's decisions will be reviewed. Bidders who file a protest are encouraged to attend the full Board meeting and to address the Board in open session.
3. Following the final decision by the H-GAC Board of Directors, a bidder may file a protest with the Texas Workforce Commission. The Commission reviews protests only after H-GAC's process has been exhausted. Protests filed with the Commission are limited to the following issues: (a) violation of federal law and regulation, and/or (b) violation of protest procedures or failure to review a protest. To file a protest on this level, write to Millie Foster, Oversight Coordinator, Houston-Galveston Area Council, Post Office Box 22777, Houston, Texas, 77227-2777, 713.627.3200.

Bid Requirements

Conditions of Bid

1. H-GAC may accept or reject any or all responses under this request.
2. H-GAC is not obligated to contract with any respondent to this request.
3. H-GAC may change any part of this request at any time prior to the submission deadline.
4. H-GAC will not pay for any expenses incurred prior to the execution date of a contract or any expenses incurred after the termination date of the contract.
5. A bidder may submit three bids responding to a combination of requests. A bidder may not submit a bid for Financial Aid Payment and Financial aid Call Center.
6. Consortiums, joint ventures, or teams submitting a proposal will not be considered responsive to the request unless they have demonstrated in the proposal narrative that all contractual responsibility rests solely with a lead contractor.
7. Lead contractors assume full responsibility for ensuring that work which is subcontracted is complete and delivered on-time.
8. Materials submitted to H-GAC as a part of this proposal are considered public information unless otherwise noted in the proposal itself as trade secret or proprietary information.

H-GAC is not responsible for the return of any part of a submission, including creative examples of work.

9. Funding of any contract is contingent upon receipt of funds from the State of Texas and/or the United States.
10. H-GAC will negotiate contracts from bids selected under this request and may alter any part of a proposal in negotiating the contract.
11. H-GAC will negotiate contracts to begin no later than October 1, 2013 and extend through September 31, 2014. Contracts may be renewed each year for up to four additional years (through September 31, 2018) depending upon an annual review of performance, availability of funds, and annual approval of the Workforce Board and H-GAC Board of Directors.
12. No employee, member of a Board of Directors or other governing body, or representative of a bidder who submits a proposal under this Request may have any contact outside of the formal review process with any employee of H-GAC, any member of the Gulf Coast Workforce Board, or any member of the H-GAC Board of Directors for purposes of discussing or lobbying on behalf of bidder's proposal. This contact includes written correspondence, telephone calls, personal meetings, email messages, or other kinds of personal contact. H-GAC will reject proposals of those bidders who violate this condition.
13. No employee, member of a Board of Directors or other governing body, or representative of a bidder who submits a proposal under this Request may offer any favor, gratuity, inducement, or anything of monetary value to any employee of H-GAC, any member of the Gulf Coast Workforce Board, or any member of the H-GAC Board of Directors for purposes of influencing the evaluation of a proposal submitted under this Request. H-GAC will reject proposals of those bidders who violate this condition.

Assurances and Certifications

Please complete and sign the following forms and attach them to your proposal: (1) certification for debarment, (2) certification for lobbying, (3) certification for a drug-free work place, (4) certification for Texas Corporate Franchise Tax, (5) certification for state assessments, and (6) general assurances and certifications.

Conflict of Interest Questionnaire

Chapter 176 of the Texas Local Government Code requires vendors and consultants contracting or seeking to contract with H-GAC to file a conflict of interest questionnaire (CIQ) if they have an employment or other business relationship with an H-GAC officer or an officer's close family member. The CIQ must be completed and filed with the bid/proposal response if an employment or business relationship defined in the law exists.

We have attached the questionnaire. You may also obtain the form and read more about it at http://www.ethics.state.tx.us/whatsnew/conflict_forms.htm. H-GAC's Board of Directors and officers are listed at <http://h-gac.com> .

Houston-Galveston Area Council Contact Information

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Section 2 General Requirements

The System

The Gulf Coast region of southeast Texas is a diverse and growing 13-county area with more than 6 million residents and almost 140,000 businesses. The nation's fourth largest city, Houston, sits at the core of the region. Key business sectors include energy, transportation, construction and engineering, and health care. The region houses NASA's Johnson Space Center; the Texas Medical Center, one of the world's largest concentrations of health education, research, and care institutions; the nation's second largest port; and a significant concentration of the world's largest oil and gas/energy companies. The region's workforce is also diverse with a large and growing immigrant population.

The Gulf Coast workforce system is composed of the Gulf Coast Workforce Board and its operating affiliate, Workforce Solutions. During the last year, Workforce Solutions served more than 400,000 area businesses and people with almost \$1.7 million in resources.

The Gulf Coast Workforce Board

The Workforce Board is a volunteer board of directors, led by business and appointed by local chief elected officials. In addition to area employers, its membership includes representatives of education, organized labor, economic development organizations, and local community organizations. The Board sets the strategic direction for the Houston-Galveston area's workforce system and its operating affiliate Workforce Solutions.

The Houston-Galveston Area Council (H-GAC) is the Board's staff, serving as the system's corporate home office and providing management of and direction to contractors that operate Workforce Solutions.

The Board's mission is to help employers meet their workforce needs and individuals build careers so both can compete in the global economy.

The Board believes in **innovation**, **productivity**, **accountability**, and **results** and promotes these values as essential to its system.

Its three-fold vision for the future is (1) the Gulf Coast region ranks among the top ten economic regions in the world, (2) there is a single, integrated regional workforce system which offers solutions for businesses human resource problems and helps residents build careers, and (3) the Workforce Board sets the regional workforce agenda and is recognized for its excellence.

The Board has designed and planned its system—and is working to leverage its resources in the broader regional community—to achieve the following results:

- Competitive employers;
- More and better jobs;
- Higher incomes; and
- A better educated workforce.

Workforce Solutions

Workforce Solutions is an evolving system that exists to carry out the Gulf Coast Workforce Board's mission and contribute toward achieving the Board's expected results. The system includes Employer Service, Career Offices, a Financial Aid Call Center and the Financial Aid Payment Office.

Employer Service leads the system: it is the marketing and sales arm of Workforce Solutions, responding to employers' demands for skilled workers and providing information for Career Offices about employers' needs.

The network of **Career Offices** is the supply side of Workforce Solutions, connecting an educated and trained workforce to the employers who need them. Using information from the Employer Service staff, Career Office staff help people get a job, keep a job or get a better job.

A **Financial Aid Call Center** works with customers applying for Workforce Solutions financial aid over \$200 per year to go to school or work. The call center determines a person's initial and continuing eligibility for all categories of financial aid available through Workforce Solutions. Our call center is the hub between career office staff working with customers who apply for our financial aid and payment office staff working with vendors who supply the services our financial aid buys.

The **Financial Aid Payment Office** works with vendors and tracks our financial aid funds. This office maintains the system's relationships with vendors for multiple support services, pays vendors for services delivered or provides payments to our customers, and helps manage the more than \$100 million available each year for financial aid.

Employer Service

TREAT ME LIKE A CUSTOMER

- *Listen to me* so that you understand what I tell you I need
- *Understand your system's capabilities* so you can suggest how you can meet my needs
- *Have a conversation with me* to check your understanding of my needs and set reasonable expectations for what you can deliver for me
- *Know your organization* - where and how to touch your system to make sure you deliver on your promised service
- *Keep in touch with me* so you know how I am doing
- *Be flexible* and adjust or change course if I am not satisfied
- *Keep your own system informed* so I don't have to explain what I want or my concerns over and over to multiple different people

GIVE ME A QUALIFIED CANDIDATE

- *Make sure I have a quality job posting* in WorkInTexas.com that will match to appropriate candidates for my jobs
- *Give me professional and helpful advice* about: availability of candidates with the skills I need; the usual salaries for people with those skills; how to attract good candidates; the best way to use your system to meet my specific needs; human resources issues like hiring and firing, reasonable accommodation, insurance
- *Inform me about the talent pool in the Gulf Coast area*, what skills are plentiful in our workforce and how you can help me locate people with the skills I need
- *Tell me if you have financial assistance for me* to develop new or current workers that I need

Employer Service

Workforce Solutions' Employer Service is driven primarily by economic rather than social-welfare considerations. It:

- Recognizes employers as the primary customers of the Gulf Coast workforce system
- Provides high-quality information and basic labor market information service for all employers
- Markets intensive labor market service to employers who will work closely with Workforce Solutions to develop workers to meet their current and expected future shortages
- Builds quality supplier/purchasing agent relationships with these employers based solely on the quality of service it provides
- Recognizes ongoing relationships based on trust as the most effective way to link public labor market service with employers needs and open avenues to jobs that would otherwise be unavailable to many area residents

Employer Service makes employers the lead partners in the design and delivery of long-term education and training for current and new workers. It provides employers with multiple points of contact, but gives them access to the same information and basic service regardless of where or how they contact Workforce Solutions. Employer Service reflects a climate of professionalism and quality.

Approximately 50 staff members managed by a single Board contractor currently deliver Employer Service.

- Eight Business Consultants, stationed throughout the region in local offices, market Employer Service to area businesses. They spend time with employers who ask us to help them fill current workforce needs and train current and future workers. These Business Consultants are Workforce Solutions' outside sales force.
- Fifteen Business Consultants work at the central office contacting employers by telephone to offer Workforce Solutions services, mostly the opportunity to list open positions in WorkInTexas.
- Eight Employer Service Central Office staff take employer telephone, fax and email requests for service, answer questions about Workforce Solutions and general human resource and staffing issues, and provide information about labor laws. They data enter job posting information from businesses and help employers who prefer to data enter directly.
- Eleven Special Projects staff members work with ongoing special projects to satisfy human resource needs at The University of Texas Medical Branch in Galveston.

Career Offices

GET A JOB

- Make sure I have a good application in WorkInTexas.com to match to appropriate jobs and provide me with at least one good referral to a current, open job that I'm qualified for
- Give me professional and helpful advice about: applying at a particular employer; how to get skills I need for the jobs I'm interested in; general job search (appearance, resumes, interviewing)
- Information about the jobs in demand in the Houston area, what skills are needed for those jobs and how to get those skills
- Information about scholarships and related financial assistance to get me the skills I need to go to work
- Small amounts of financial assistance to help me look for work
- Financial assistance to take a job – buy work clothes or tools; fix my car or get me short term transportation money so I can get to work
- Relevant and current information on how to look for work in the most effective way, how to transfer my skills to different jobs or industries
- Interest, education level and/or aptitude tests to inform me or a counselor about possible career choices and necessary training or education paths

KEEP A JOB

- Professional, helpful advice on skills I may need to stay on with my employer
- Scholarships for upgrade or other training to keep my job
- On-going financial assistance to keep working, such as help with child care expenses

GET A BETTER Job

- Information about the jobs in demand in the Houston area, what skills are needed for those jobs and how to get those skills
- Practical advice on how to get the skills I need for a better job, where to look for a better job, how to apply for a better job
- Interest, education level and/or aptitude tests to inform me or a counselor about possible career choices and necessary training or education paths
- Scholarships and related financial assistance to get the skills I need for a promotion or to take a better job with a different employer

Career Offices

Currently Workforce Solutions has 25 career offices and an additional three itinerant service points located throughout the region.

- Local offices
 - Place individuals in jobs listed with Workforce Solutions by employers;
 - Assist customers by providing professional, helpful advice on job search topics as well as careers;
 - Offer career planning, job search and training advice as well as counseling support;
 - Help residents build their careers by providing career assessment and testing, career information, and access to financial aid for education and family support.
- Twenty-six Staffing Specialists stationed mostly in central units in Workforce Solutions career offices use WorkInTexas to identify candidates, screen, and refer them to area employers that list job openings. These staff serve as a link between a business with the opening and career office personnel who help people who come to us looking for work.
- Career office counselors may disperse up to \$200 a year in financial aid to a customer who needs it to return to work quickly. This financial aid is limited by category to such things as tools, uniforms, documents or test fees.

Career office staff serve anyone who wants to get a job, keep a job or get a better job and any employer who is interested in hiring. They provide the supply to Gulf Coast businesses' demand for capable workers. People looking for work include those who are employed as well as those who are not; those who are looking for education credentials or skill upgrades; and those who need significant levels of service and support to go or return to work.

Career office staff provides service in person at each local career office, over the telephone through a region-wide toll-free number, and on the internet. More than 600 career office staff served more than 380,000 individuals last year.

- Career office contractors provide onsite access to anyone looking for work or career information. This means that career office staff will provide
 - ✓ Basic Service to match current job openings with qualified people, help people look for and prepare for work, and understand local labor markets
 - ✓ Expanded Service to provide career advice, help customers learn how to look for work, and help them manage an array of services toward an employment goal
 - ✓ Financial aid access for scholarships and family and work support

Financial Aid Call Centers

Currently Gulf Coast has two call centers. Our career office contractors developed the call centers as pilot projects to test how we might more efficiently determine customers eligible for all our financial aid. Call center staff helps financial aid applicants to provide the necessary proof of initial and continuing eligibility.

- We expect to have one call center beginning in October 2013. The call center staff will process customer's financial aid applications sent to them by career office staff and directly from customers.
- The call center issues a weekly update to the system telling staff how many days before someone will contact a new financial aid applicant to begin processing the application.
- The call center staff works directly with customers by telephone, email, fax, text and US mail. They help the customer to provide required proof of eligibility for all our financial aid – scholarships and work support including child care.
- Call center staff notifies the customer and the system when they approve or deny financial aid. They hear appeals from customers who disagree with their decisions.
- They notify the Financial Aid Payment office of the amount, type and category of financial aid for eligible customers. They also let the payment office know the customer's chosen vendor and when to stop making payments for ineligible customers.
- Call center staff communicate with career office staff and payment office staff using several electronic systems – Financial Aid Communication System (FACS), Financial Aid Management System (FAMS), and The Workforce Information System of Texas (TWIST).

Financial Aid Payment Office

The Financial Aid Payment Office manages all Workforce Solutions' financial aid resources, paying vendors—and where necessary, providing payments to customers—and reporting to the Board staff and career office contractors on obligations, expenditures, and projected use of all our financial aid dollars. The Payment Office:

- Sign and process vendor payment agreements for the system
- Ensures payments are made to vendors and customers accurately and on-time
- Manages vendor relationships to assure services provided our customers are high quality and costs posted throughout our system are accurate.
- Tracks all payments and reports to the Board staff and office contractors on obligations and expenditures

The Franchise

The Workforce Board's staff establish the franchise requirements which govern how all contractors operate and deliver service under Workforce Solutions name. The franchise requirements (1) describe how contractors will staff and operate the various divisions and relate to one another and the Board staff, (2) establish system policies and operating procedures, and (3) set performance expectations.

Board staff issuances and directives, are the written system franchise requirements. Bidders may access these through the additional resources list in the appendix of this package.

The Board staff will continue to involve contractors in workgroups that help develop, refine, and implement Workforce Solutions franchise requirements.

Performance

We judge our success by:

- Performance on measures set by The Workforce Board and production requirements set by our funding sources; and
- Results from quality assurance reviews

Board measures. The Board has developed a set of measures to judge if the system is producing expected results. The Board's measures and annual targets for each measure are in the Resources section of this request.

Production. Our funding sources have a set of expectations for our system's performance as well. Sometimes these expectations align with the Board's measures, and sometimes they do not. We call these expectations "production" requirements. We must meet production in order to continue to receive the funding necessary to keep our system operating. We expect contractors to meet contracted annual targets for production in order to continue receiving contracts. Our current year production targets are in the Resources section.

Relationships in the System

Following is a description of relationships among parts of Workforce Solutions system

Between the employer service division and career offices

- Employer service is the lead component in the region's service delivery system. Career office staff respond to requests from employer service staff and directly from employers to identify and contact resident customers suitable to fill employers' requests for candidates.
- Employer Service representatives provide information on labor market trends and job opportunities in the region and local area. Career office staff must stay abreast of the information provided and use it in employment counseling and

planning with job seekers. The cooperative flow of information between employment counselors and employer service representatives is vital to the system's mission.

Among career offices

- Career office staff will provide services and maintain customer electronic records in every way possible for the convenience of our customers. Offices will cooperate with each other to make it as easy as possible for customers who choose to receive services in more than one location or who have chosen to move from one location to another.

Between career offices and the financial aid call center

- Career office staff provide information to customers about Workforce Solutions financial aid and how to apply. When a person's employment plan calls for financial aid to pay for services such as education, child care, or transportation, the career office staff helps customers apply for financial aid through Workforce Solutions' financial aid call center.
- Call center staff works directly with each customer until she/he is determined eligible or ineligible for our financial aid. Call center staff notifies the customer and career office counselors when the customer is eligible. They send a denial notice by US mail to ineligible customers.
- Career office staff contacts eligible customers for the next step – a visit to the office for a voucher, award letter and review of what to expect from Workforce Solutions and what we expect of the customer.

Between financial aid call center and financial aid payment office

- Call center staff use electronic communications – TWIST or Financial Aid Management System (FAMS) - to notify the payment office of a customer's eligibility for various fund sources and services, the amount of financial aid approved, and the vendor that will provide the service.
- They use the same systems to notify the payment office when the customer receives an approved service and to inform the payment office if the customer becomes ineligible for further financial aid.
- Payment office staff ensure that payments approved by the call center are made on-time and are accurate. The Payment Office also tracks expenditures and commitments, forecasts trends and reports to the entire system.

Between Workforce Solutions and our customers

- Every part of Workforce Solutions exists to provide quality workforce service to Gulf Coast businesses and residents.
- Employers create the demand for workers. Residents make up the workforce to supply that demand.
- Quality service is listening to our customers in order to understand what they want, providing professional advice, and helping customers access service we have agreed with them is necessary.
- A system wide campaign “I Am Workforce Solutions”, developed by managers of all our major contractors working with Board staff, regularly reminds Workforce Solutions staff about good customer service.

Between Workforce Solutions and the National Workforce Institute (NWI)

- All organizations operating in any part of the system will participate in a statewide, integrated, professional development system for staff and decision makers in the public workforce system, the National Workforce Institute (NWI). Contractors will enroll staff in training classes offered through NWI, and staff will pursue a professional certification offered by NWI.

Between Workforce Solutions and Board Staff

- Board staff take the lead in designing the service delivery system and its structure. As the system continues to evolve, contractors participate with Board staff on a Regional Management Team and on ad hoc workgroups to develop operating Standards and Guidelines and implement them in daily operations.
- Operating Standards and Guidelines set requirements for service to customers, staffing key positions, data entry and reporting requirements, coordination between the divisions, quality assurance, and facility location and design.
- Board staff monitor progress toward achieving the Workforce Board’s results, evaluate the results and make adjustments as necessary. Feedback from operators helps the Board staff to know what works and what needs adjustment. Feedback also helps to establish what the adjustments should be.

System Policy and Procedures

Standards & Guidelines, Issuances

- Our web site has a section titled Staff Resources that includes policies and procedures for Workforce Solutions system. Standards and Guidelines set franchise requirements and Issuances provide updates with new information for operations.

Marketing and Communications

- The Board staff is the central office for marketing and communications related to the Board's regional system. The marketing standards and guidelines describe how Workforce Solutions is marketed, use of Workforce Solutions name and logo, and marketing and communications protocols and requirements for contractors.
- Contractors may not use their corporate names or identities when operating any part of the system. Contractor staff are required to present themselves to customers and the general public as Workforce Solutions staff.
- The Board staff plans and directs all marketing and system communications efforts. Contractors' involvement in marketing and communications efforts is at the Board staff's direction.
- The Employer Service Division markets to employers. Other division's contractors and staff are strictly prohibited from marketing, or engaging in marketing activities, to employers, except at the direction and under supervision of Employer Service or Board staff.
- The Board staff coordinates and directs contacts with the media.
- The Board staff develops and maintains Workforce Solutions' web site and the system's toll-free telephone number.

Quality Assurance

- The Board staff sets standards for quality assurance, financial, and compliance monitoring of Workforce Solutions Gulf Coast operations and contracts.
- Teams made up of Board and contractor monitors conduct quality assurance reviews to insure contractors are meeting compliance standards and operating in accordance with franchise requirements.
- Federal and state requirements for workforce services are integrated into common tools.
- Board staff also conduct reviews of contractor expenditures, billings, payments, and inventory and financial systems on a regular basis throughout the year.

Information Systems

- The Board staff sets requirements, provides, and maintains Workforce Solutions management information system. The Workforce Solutions' MIS is important in delivering service to customers, reporting on service delivery, and judging system and contractor performance. The MIS consists of several pieces of software and a wide-area computer network that connects all parts of the system.
- ✓ **WorkInTexas.com** is Workforce Solutions' principal service delivery and customer information system. It is a web-enabled, online job matching service that also reports performance. Staff in both the Employer Service and Career Office divisions use WorkInTexas, which is provided and maintained by the Texas Workforce Commission.

- ✓ **The Workforce Information System of Texas (TWIST)** is a customer information and service management database which primarily tracks customers receiving Expanded Service and Financial Aid. It tracks service to customers, helps staff manage service delivery, and reports performance outcomes. TWIST is used by career office, call center and payment office staff. It is provided and maintained by the Texas Workforce Commission.
- ✓ **Workforce Solutions Wide-Area Network** is a wide-area computer network that connects all parts of the system to each other and customers and staff to the Internet. The Board staff pays for and maintains the lines that run from individual contractor locations to H-GAC. Contractors pay for and maintain local-area networks in the local career offices or other service sites under specifications set by the Board staff. Contractors purchase computer equipment—using contract funds and specifications set by the Board staff—for customer and staff use. The Board owns all computer equipment purchased by contractors, and equipment currently in the system remains in the system if contractors change.

Financial Management

- The Board's revenues, which it uses to fund contracts and operations, are federal and state funds, subject to the requirements for use of public money. We expect contractors to understand and use applicable federal Office of Management and Budget cost and administrative circulars, the Governor of Texas' Uniform Grant and Contract Management Standards, the Texas Workforce Commission's financial manual for workforce, and applicable laws and regulations in budgeting and expending the public funds in their Board contracts.
- It is the objective of the Workforce Board to place the maximum amount of resources at points in the system where customers are directly served. All funds we contract for administrative and management activities of contractors will be spent in support of direct service delivery.
- All contractors must demonstrate familiarity with and the ability to abide by the terms of H-GAC's contracts, including the requirements for financial management.
- Bidders must submit a copy of their organization's most recent financial comprehensive audit, along with audited financial statements, when submitting a proposal to us.
- We encourage contractors to consider implementing salary incentive programs for their staff, linked to the Board's performance requirements. The Board staff will review any contractor incentive program before agreeing to fund it.
- Contractors are not required to adhere to one set of travel policies – each may use its own internal policy, as long as the Board staff has reviewed the policy before its implementation and agreed to fund it.
- Contractors must develop cost allocation plans that properly allocate costs between management/administrative functions and operations, as well as among the various federal revenue sources that fund Workforce Solutions contracts. Contractors' cost

allocation plans must meet requirements of the Texas Workforce Commission's workforce financial manual and be reviewed by the Board staff. We will ask contractors to develop their allocation plans when negotiating a contract budget.

- Contractors must have a policy to control, track and account for cash substitutes used as financial aid for our resident customers.
- More information on financial management requirements is contained in the additional resources part of this request.

Section 3.1 Employer Service

Introduction

Employer Service leads the Gulf Coast Board's workforce operations. Staff helps area employers find workforce solutions for a variety of human resource needs, ranging from gathering information to match candidates to employers' current job openings to facilitating industry-wide projects to address critical skill shortages.

The Employer Service staff is located throughout the region. A central office in Houston houses about 48 staff, career offices around the region provide office space for business consultants and industry specialists office with the Board staff.

Employer Service is the marketing and sales arm of Workforce Solutions. It is responsible for meeting the expectations of area employers by providing high quality labor market information and suggesting solutions to employers' hiring needs. Employer Service provides basic service for any employer in the region, while focusing more intensive service on groups of employers asking for help to address expected skills shortages in their industry.

The Employer Service Uniform Policy and Procedures Manual is under revision. It contains some information on the franchise operating requirements for this division. The job descriptions and pay range for current staff are in the Resource section of this RFP.

Responsibilities for Employer Service

We have listed some of the services Employer Services staff provides to area businesses.

- Selling Workforce Solutions services to businesses and following up to assure customer satisfaction
- Business Consultants represent Workforce Solutions to Gulf Coast employers and have the responsibility for communicating employers' needs to career office staff
- Business Consultants establish regular communications with career office staff to transmit real-time information on employers' current needs for workers, labor market trends and feedback from employers on Workforce Solutions service
- Operate a small call center group to respond to employer requests including entering jobs into WorkInTexas.com.
- Work with employers and other Workforce Solutions partners in special projects such as job fairs and, on-the-job training contracts
- Continue the project to fill all the human resource needs at University of Texas Medical Branch in Galveston
- Administer funds for customized training for particular employers or industry groups
- May employ a small, specialized group of recruiters to find candidates for hard to fill jobs
- The Employer Service contractor will be responsible for meeting the Board's performance measures for Market Share and Customer Loyalty.

- Employer Service cannot satisfactorily meet the Market Share measure unless the full system meets the Job Postings Filled measure.
- Each special project will include performance measures related to the specific desired outcomes for the project.

The Resource section of this proposal lists the number of staff currently employed in Employer Service's central office, the number of Business Consultants, the offices they work in, the salary range and benefits allocated for a Business Consultant and the average workload.

Sections 3.2., 3.3, 3.4 of this proposal solicit bids for other parts of the Gulf Coast's operating system. Bidders may submit bids to operate career offices, and either the financial aid call center or the financial aid payment office and to operate the regional Employer Service. We will continue to have only one contractor operating Employer Service.

Successful Bidders

We expect a successful bidder for this service to understand the human resource needs of business and demonstrate substantial experience in business-to-business service. We also expect a successful bidder to show us:

- A capacity to expertly manage staff and operations
- The ability to represent Workforce Solutions to the business community as knowledgeable human resource professions
- An understanding of how to deliver high-level customer service for business
- The ability to work as a part of a team to satisfy our business customers
- The ability to ensure our system delivers the service promised to customers
- The ability to listen to an employer's expressed needs, analyze how Workforce Solutions resources might fill the need, and suggest appropriate services.

How to Submit A Proposal

Submit your proposal in the following order:

- 1.0 Proposal Cover Sheet
- 2.0 Information about your organization
- 3.0 Information about your bid
- 4.0 Budget and staffing summary
- 5.0 Assurances and certifications
- 6.0 Copy of organization's most recent audit and audited financial statements

Information About Your Organization

Provide the following information for us in a narrative that is no more than 11 pages:

1. A description of the organizational structure and why it is structured this way. Is the organization for profit or non-profit? Explain how this organizational arrangement supports Workforce Solutions business model. (no more than 2 pages)
2. An organization chart that shows graphically how your organization operates. (no more than 1 page)
3. Information about any governing boards such as a board of directors or advisory boards. Provide the names and terms of Board members. Include information about affiliated organizations such as subsidiaries or parent companies, and specifically describe relationships. (no more than 2 pages)
4. A list of the key staff for your organization. Identify the principals and leadership and describe their responsibilities, experience and length of service with your organization. Which principals, if any, would be assigned to work on Workforce Solutions contract? Who controls the management of your organization? (no more than 2 pages)
5. A description of your organization's mission, vision, and values, if you have them. Describe who developed them and how they were developed. How does your organization communicate the vision, mission and core values? How are they expressed in the organization? (no more than 2 pages)
6. A description of how your organization's mission supports that of the Gulf Coast Workforce Board. Describe how you will ensure that your organization's mission, vision and values will not supplant or confuse the Workforce Board's mission in operation of the project. (no more than 1 pages)
7. A description of your financial stability and any comments you wish to make about your credit rating, your payment policies, and any recognition you may have received from accrediting or other bodies for organization or financial excellence. Has your organization experienced any financial difficulty in the past five years? (no more than 1 page)
8. Include references from at least three organizations that have contracted with your organization to provide services similar to those proposed (name of organization, contact person, telephone/email, amount of contract, service provided).

Information About Your Proposal

Provide the following information for us in a narrative that is no more than 28 pages:

Sales

1. How will your sales staff work with the career offices to assure that you are not selling services we cannot deliver? (no more than 3 pages)
2. A large hospital is one of your assigned accounts. You have called the personnel office in an attempt to make an appointment to sell Workforce Solutions services to the hospital. You have been unable to get an appointment. What would you do next? (no more than 1 page)
3. You hire a new Business Consultant to work in Brazoria County. The new Business Consultant has grown up and lives in Alvin. She has been involved in the community for years. What would you do to help her establish herself as a representative of Workforce Solutions? (no more than 1 page)
4. A large manufacturing company just announced they would open a new facility in the Gulf Coast area. They will need skilled craft people, engineers, managers and support staff. Who do you approach to offer our help, how do you determine which of our services will likely benefit the company, and how do you make sure you don't offer more than we can deliver? (not more than 1 page)
5. There is no charge for most of Workforce Solutions employer services. How do you know whether Workforce Solutions sales force is successful? (no more than 2 pages)

Problem Solving

1. You understand that area employers are your primary customer. You work hard to see that Workforce Solutions sends the most qualified candidates to fill postings listed in WorkInTexas. Board staff tells you that we must find jobs for a large number of people who receive welfare benefits. Many of these customers have limited skills and some have other challenges such as criminal backgrounds. How do you accomplish both goals – provide high quality employer service and help this group of customers find good employment. You may suggest how you would use training dollars in your answer. (no more than 2 pages)
2. A staffing agency has asked to come into several of Workforce Solutions offices to interview welders for ABC Company. The agency is one of several, including Workforce Solutions that supplies welders to the company. The pay and benefits for the welders differ depending on who will be the employer of record – the company or one of several agencies. How do you work with the staffing agency on the request to use Workforce Solutions facility to interview? What do you tell the agency representative?

(no more than 1 page)

3. You know from the news that a large school district is laying off teachers and other staff. What can you do to help these employees apply for openings in the region? (no more than 1 page)

Labor Market Information

1. Staff in the career offices tells you that they have large numbers of customers who are unskilled or semi-skilled workers. These workers want light clerical work such as filing or construction labor. What information can you give our Employment Counselors that will help them advise and place these residents? (no more than 1 page)
2. You are contacting businesses by telephone to ask if they are hiring and to offer our help in supplying candidates. You reach the manager of an auto parts store. The store is part of a chain that has 20 locations in Gulf Coast. The manager tells you that all of the stores always need counter people who have good auto parts knowledge. What is your next step? (no more than 1 page)

Management (Workload, Supervision, cooperation with Career Offices, Conflict with Career Offices)

1. How do managers in Employer Services know that companies in the Gulf Coast Area are getting what they want and need from Workforce Solutions? (no more than 1 page)
2. How do you know if the Business Consultants are doing good work? How do you work with the BC if you identify a weakness? (no more than 1 page)
3. As the economy improves, we are receiving more postings from area employers. Information about job openings comes to you by telephone, fax and email. You have inside Business Consultants soliciting postings. You find that you are unable to enter the postings into WorkInTexas within 24 hours as expected. What do you do? (no more than 1 page)
4. The Workforce Board expects Employer Service to provide service to 17.8% of the regions approximately 138,000 employers. The most common service we provide to employers is listing their job openings in WorkInTexas. Staffing Specialists who work for career office contractors are responsible for filling 32% of the postings listed. Your contracts specify that neither of you can succeed in meeting these expectations unless you both meet. Explain why you believe your contracts include this provision and how you can work together to succeed. (no more than 1 page)
5. Texas state elected officials ask us to administer a new, temporary initiative to provide Texas employers a monetary incentive to hire people receiving unemployment insurance.

Board staff ask you to develop a plan for informing area employers and implementing the initiative including how to track and pay the incentive. Outline your plan. Include the number of staff you will need and how where you will get them. Estimate how long it will take you to fully implement the initiative. (no more than 1 page)

6. What attributes make a good Business Consultant and why? (no more than 1 page)

Quality Customer Service

1. What do you think Gulf Coast employers want and need from us? (no more than 1 page)
2. An employer contacts you after she creates her own job posting in WorkInTexas. She is struggling to find suitable candidates. She tells you this is her first time using our WorkInTexas. The position the employer is seeking to fill is one that we should have more than enough qualified candidates in WorkInTexas. What advice or suggestions would you offer the employer to help meet her current employment needs? What advice would you give her for future job postings? (no more than 1 page)

Follow-up and Follow-through (Getting It Done Without Doing It All Yourself)

1. A commercial construction company needs workers skilled in all the trades, helpers in the same trades, and engineers. Our applicant data files contain a large number of helpers, some skilled trade workers, and very few engineers. Consider all the resources in our system and tell us the most efficient way to fill this employers needs. (no more than 1 page)

Board Priorities

1. How do the two parts of our mission complement each other? How might they conflict? Mission – The Gulf Coast workforce system helps employers meet their workforce needs and people build careers, so both can compete in a global economy. (no more than 1 page)

Relationship with Board Staff

1. Board staff includes industry liaisons who work directly with industry-led committees that focus on long term workforce strategies. Describe how the business consultant role effectively supports the industry liaisons and their committees (no more than 1 page).

2. Board staff brings to your attention that a business consultant is not working effectively with employers in the community. Describe your next steps (no more than 1 page)

3. Three different community organizations request assistance from Employer Services in finding interested employers for various job fairs all occurring during the same week about two months away.
 - a. The first request is from a Veterans advocacy group looking for employers actively seeking military veterans for employment. Their target is 80 employers.
 - b. The second group is looking for employers hiring in skilled craft trades and manufacturing positions. They are seeking 120 employers.
 - c. The third group is a consortium of community colleges and training schools holding a job fair targeting healthcare and administrative professions. They would like to have 40 employers.

The first and second groups also need assistance securing a space and planning and coordinating the event. How would you help these organizations achieve their goals? Please provide detail on how you would allocate resources and personnel to be most efficient with time and resources. (no more than 2 pages)

Budget and Staffing

Use the Budget forms provided for Employer Service bidders and provide a narrative back-up which describes in detail your budget line items. Read the General Budget Requirements page in the Resources section before preparing a budget. Also provide us the following:

1. A completed staffing table. A form for the staffing table is in the Resources section of this request, labeled III.1. *Employer Service Staffing Tables*

If you will use funds from this proposal to pay for salaries of personnel not listed in the tables, list those positions in a separate summary, give the name of the current occupant of the position (if filled), and the amount and percent of the salary you will charge to this proposal.

1. Complete a budget, with a narrative back-up for each line item in the budget.

Career office contractors pay the facility costs for outside sales staff. UTMB does not charge the special projects staff located at UTMB .

Direct services staff salaries and associated expenses include managers and supervisors at the office manager level and below.

Salaries and associated costs for managers above the level of office manager - usually managers who manage managers – are considered M&G costs.

If you are requesting reimbursement for indirect costs of any type, include the entire amount in the management & general/central administration budget.

Do not break out from management & general that portion of costs you expect to allocate to “administration” cost categories of federal or state funds.

2. The resources section of this RFP provides information about the following:
 - a. The current Employer Service office lease obligations will transfer to the organization awarded a contract to operate the office – Costs associated with this lease can be found in *Resources IV.1. Employer Service lease and communication information*
 - b. The current communications costs are listed with lease information.
 - c. The number of computers at the central office is provided for your information. You may assume that the office has a sufficient number of computers for staff use. Approximately 25% of the computers are refreshed each year.
 - d. Offices are fully furnished. The furniture will remain in the office regardless of the organization awarded a contract to operate the office.
 - e. Workforce Solutions franchise requirements specify that the Employer Service will staff five required positions. Their job descriptions include providing services directly to our business customers. Current staffing by position is in *Resources IV.2*. Each operator must fill the required positions but may propose staffing levels you believe are sufficient to meet the Board’s performance expectations.

*Note: ESD must have Business Service Representatives.
All current salaries for these people are paid by the state.
The state also pays the salaries of the three current
Recruiters.*

Assurances and Certifications

Use the forms provided in this request. Be sure to include all required forms (certifications for debarment, lobbying, and drug-free workplace; Texas franchise tax; Texas state assessments; the general assurances and certifications; and the conflict of interest questionnaire), and be sure that all are properly signed by an authorized representative of your organization.

Audit and Financial Statements

Attach a copy of your organization’s most recent organization audit as well as audited financial statements.

Section 3.2 Career Offices

Introduction

Workforce Solutions has 25 local career offices within the Gulf Coast Workforce Board's 13-county service area. Each office provides people with high quality labor market service to help them get a job, keep a job or get a better job. Workforce Solutions career office staff:

1. Listen to what the customer tells us she wants and needs to get a job, keep a job or get a better job.
2. Provide professional advice when that is helpful and desired by the customer.
3. Help the customer get information, job referrals, career counseling, financial aid, and education or skills training that the customer and staff member have agreed will move her toward her employment goal.

The career office network is the supply side of Workforce Solutions. Career offices supply the skilled workers Gulf Coast businesses need in order to grow and become more competitive. At the same time, the career office network focuses on helping people find and keep jobs and get the education and training they need to build their careers.

Career Offices Organization

Career office staff works with the public in person, by telephone, email and text. The franchise model used at Gulf Coast requires every contractor to use our job descriptions for staff who perform required customer service functions. Some jobs require staff in those jobs to be located at every career office location. Other jobs are performed more efficiently from centralized locations. Every job performed by every employee must contribute to the same outcome: Help people get a job, keep a job or get a better job.

- Every career office must include the following staff members: Greeter, Resource Specialist, Employment Counselor, Personal Service Representative, Supervisor, and Manager. Small offices with a light workload may combine the duties of several positions into one.
- All career office contractors must also employ staff as Staffing Specialists and Program Tracking Specialists. Staff members in these positions can easily perform their duties by telephone and/or electronically. Bidders may choose to consolidate these staff into one or more central units.
- Large offices have facilitators to conduct customer seminars. Facilitators often travel between offices and to locations outside our system.
- Bidders must propose the support staff you believe are necessary in each office.

The Resource section of this proposal lists the number of staff currently employed in each office, as well as the salary range for current staff and the average workload.

Successful Bidders

We expect successful bidders for the career office network to:

- Demonstrate knowledge and experience managing a high volume customer service business with a diverse customer base
- Have knowledge and experience in placing applicants into jobs
- Work successfully with employers to fill their current job openings
- Understand and know how to provide career assessment and counseling
- Advise customers on education and training
- Provide high quality, customer-oriented service
- Keep accurate, up-to-date, complete records of the services and financial aid you provide your customers.

Bidders may submit a proposal to operate one or more career offices. The Resources part of this request lists the offices which we anticipate funding.

Workforce Solutions Issuances and Standards & Guidelines contain the operations specifications for career offices. Contractors are required to conduct their operations in accordance with those standards.

How to Submit A Proposal

Submit your proposal in the following order:

- 1.0 Proposal Cover Sheet
- 2.0 Information about your organization
- 3.0 Information about your bid
- 4.0 Budget and staffing summary
- 5.0 Assurances and certifications
- 6.0 Copy of organization's most recent audit and audited financial statements

Information About Your Organization

Provide the following information for us in a narrative that is no more than 11 pages:

1. A description of the organizational structure and why it is structured this way. Is the organization for profit or non-profit? Explain how this organizational arrangement supports the Workforce Solutions business model. (no more than 2 pages)
2. An organization chart that shows graphically how your organization operates. (no more than 1 page)

3. Information about any governing boards such as a board of directors or advisory boards. Provide the names and terms of Board members. Include information about affiliated organizations such as subsidiaries or parent companies, and specifically describe relationships. (no more than 2 pages)
4. A list of the key staff for your organization. Identify the principals and leadership and describe their responsibilities, experience and length of service with your organization. Which principals, if any, would be assigned to work on Workforce Solutions' contract? Who controls the management of your organization? (no more than 2 pages)
5. A description of your organization's mission, vision, and values, if you have them. Describe who developed them and how they were developed. How does your organization communicate the vision, mission and core values? How are they expressed in the organization? (no more than 2 pages)
6. A description of how your organization's mission supports that of the Gulf Coast Workforce Board. Describe how you will ensure that your organization's mission, vision and values will not supplant or confuse the Workforce Board's mission in operation of the project. (no more than 1 page)
7. A description of your financial stability and any comments you wish to make about your credit rating, your payment policies, and any recognition you may have received from accrediting or other bodies for organization or financial excellence. Has your organization experienced any financial difficulty in the past five years? (no more than 1 page)
8. Include references from at least three organizations that have contracted with your organization to provide services similar to those proposed (name of organization, contact person, telephone/email, amount of contract, service provided).

Information About Your Proposal

Provide the following information for us in a narrative that is no more than 22 pages:

1. What traits, skills and knowledge will you look for in managers and supervisors for career offices you operate? (no more than 2 pages)
2. How will your organization identify and develop current employees you believe will be good managers and supervisors. (no more than 1 page)
3. Which of the traits, skills and knowledge you identified is most important in a manager? Why? (no more than 1 page)
4. Which of the traits, skills and knowledge are most important in a supervisor? Why? (no more than 1 page)
5. If your answer to number 3 and 4 are not the same, explain. (no more than 1 page)

6. How will you know that the people currently serving as supervisors and managers have the attributes you named? (no more than 1 page)
7. List the performance expectations/measures you will give to your office managers. List the expectations/measures you will give to the top management of this contract. Tell us how these expectations measure the attributes you listed as important in your answers to the questions here. (no more than 2 pages)
8. How do work with managers and supervisors who are not performing to your expectations? What do you do when you become convince that the manager or supervisor cannot meet your expectations? (no more than 2 pages)
9. Will you approach training of new managers differently when the new manager comes from outside our system than when you promote a current employee to a management position? Explain (no more than 1 page)
10. Explain how your organization's structure will facilitate the least possible disruption in operations as you replace office managers and supervisors who move on to other opportunities. (no more than 1 page)
11. Define good customer service. (no more than 1 page)
12. How will you assure consistency in how all staff understand the words, "good customer service"? (no more than 1 page)
13. Gulf Coast has a standing Regional Management Team made up of our major contract managers and Board staff. We also use ad hoc workgroups to solve problems and develop new procedures. How will you assure that the decisions and products developed in the workgroups are understood, implemented, and continue throughout your organization? (no more than 1 page)
14. Explain what you will do to make coordination between your career office operation and the financial aid call center function to the best advantage of our customers. (no more than 1 page)
15. How will you work with Employer Services to satisfy both employers and residents? (no more than 2 pages)
16. A young man has been working as a construction laborer. He tells your employment counselor that he would like to go back to school but has a wife and a child to support. He wants to be a social worker. How can we help him? (no more than 1 page)
17. Two new employment counselors begin work in your office on the same day. One person is employed by the Texas Workforce Commission and the other one is employed by your organization. Provide a brief outline showing how you will teach each of these employees their new job. (no more than 2 pages)

Budget and Staffing

Use the Budget and staffing forms provided for the Career Office bidders and provide a narrative back-up which describes in detail your budget line items. Read the General Budget Requirements page in the Resources section before preparing a budget. Also provide us the following:

1. A completed staffing table and copies of your organization's job description for a Seminar Facilitator. If you propose to employ a Testing/assessment specialist and Licensed Professional Counselor please include your organizations job description and proposed salary range. A form for the staffing table is in the Resources section of this request, labeled *III.2.Career Office Staffing Table*.

If you will use funds from this proposal to pay for salaries of personnel not listed in the tables, list those positions in a separate summary, give the name of the current occupant of the position (if filled), and the amount of the salary you will charge to this proposal.

2. The Career Office budget has three parts: a budget for each location a bidder proposes to operate, a budget for central management/administration, and a summary budget for the entire proposal.
 - Complete a budget, with a narrative back-up for each line item in the budget, for each location your organization wants to operate.

Be sure that each career office location budget contains only costs for those activities and persons physically located at the site and excludes management & general/central administration costs unless.

- Complete a management & general/central administration budget, with narrative back-up for each line item in the budget, for your organization's management & general expenses.

If you are requesting reimbursement for indirect costs of any type, include the entire amount in the management & general/central administration budget.

Do not break out from management & general that portion of costs you expect to allocate to "administration" cost categories of federal or state funds.

- Complete a summary budget for the entire proposal. There is no need to provide narrative-back up for line items at this level.
3. In the Resources section of this request, there is information about the following:
 - The current career office lease obligations will transfer to the organization awarded a contract to operate the office – Costs associated with each lease are in *Resources IV.3. Career office lease and communication information*
 - The current communications costs are listed with lease information.

- The number of computers at each career office is provided for your information. You may assume that each office has a sufficient number of computers for staff and customer use. Approximately 25% of the computers are refreshed each year.
- Offices are fully furnished. The furniture will remain in the office regardless of the organization awarded a contract to operate the office.

Workforce Solutions franchise requirements specify that career offices will staff nine required positions. Current staffing by position and location is in *Resources IV.5.Career Office Staffing by Location and Position*. Each operator must fill the required positions. You should propose the lowest staffing levels adequate to meet the Boards' performance expectations.

Assurances and Certifications

Use the forms provided in this request. Be sure to include all required forms (certifications for debarment, lobbying, and drug-free workplace; Texas franchise tax; Texas state assessments; the general assurances and certifications; and the conflict of interest questionnaire), and be sure that all are properly signed by an authorized representative of your organization.

Audit and Financial Statements

Attach a copy of your organization's most recent organization audit as well as audited financial statements.

Section 3.3 Financial Aid Payments

Introduction

Workforce Solutions has one central office, the Financial Aid Payment office, responsible for handling vendor billing and payments for our customer's financial aid. One contractor manages the financial aid payment office. They work directly with financial aid call centers where staff establish customer eligibility for financial aid and Board staff to give us up-to-date financial information about the availability of financial aid for area customers. The financial aid contractor works with our system's vendors by initiating vendor agreements, and making billing and payment arrangements.

Last year Workforce Solutions' Financial Aid contractor made payments of approximately \$130,655,994 to over 47,000 area residents.

Workforce Solutions provides financial aid to support people's ability to work, search for work or train for work. Our financial aid falls into the following categories.

- Education scholarships (tuition and fees, books and supplies)
- Child care financial aid (provider payments and other child care supportive services)
- Transportation (expenses related to looking for work, beginning work, or getting to school)
- Emergency needs (shelter, utilities, health care)
- Work related expenses (clothing, tools and equipment, licenses, documents)

Current Operations

The Financial Aid Payment Office contractor oversees all of the Gulf Coast Workforce Board's financial aid to people who need it. The Board staff makes the initial allocation of resources for financial aid at the beginning of a fiscal year, and the Financial Aid Payment contractor assists us in managing the expenditure of those funds. The Financial Aid Payment contractor currently provides the following functions for Workforce Solutions System:

- Maintains vendor relationships including approval, billing and payment to child care and education/training providers for Workforce Solutions System.
- Works with educational institutions to maintain current cost information by vendor, institution and course of study on the state Eligible Training Provider System (ETPS)
- Coordinates closely with the Financial Aid Call Center. The call center determines individual customer eligibility by fund source and amount for Workforce Solutions financial aid
- Receives and processes bills from vendors who provide services to eligible customers using online billing and payment systems. Many of these billing and payment methods include direct deposit and debit cards. (Workforce Solutions pays a few vendors by check.)

- Maintains and uses the electronically based Financial Aid Management System (FAMS) to provide comprehensive and timely information about fund balances, system expenditures, obligations and commitments.
- Uses FAMS to track individual customer's receipt of financial aid to assure individuals do not exceed yearly financial aid categorical limits
- Analyzes financial data to assist with expenditure projections to meet the Board's expectations
- Purchases, tracks and reconciles cash substitutes for career offices to give to customers who need small amounts of financial aid to help them get a job or keep a job.
- Manages fraud detection and financial recoupment for Workforce Solutions System by establishing and maintaining internal controls protecting our funds
- Works closely with Board staff to establish procedures for detecting and minimizing fraud
- When necessary, investigates and interviews customers suspected of potentially fraudulent activities.
- Recoups funds from customers and vendors when appropriate

How It Works

The Financial Aid Payment office (FAPO) sends the system a weekly funding alert. The alert tells everyone which funds are available, which are not, and which may be nearing exhaustion. FAPO tracks funds for child care financial aid in the state's MIS, The Workforce Information System of Texas (TWIST). We track all other funds in our Financial Aid Management System (FAMS).

- Call Center staff determines financial aid eligibility for customers.
- Staff use FAMS to enter a pre-commitment for customers applying for financial aid, except for child care financial aid, who are not yet determined eligible.
- When call center staff determines the customer is eligible for aid from an available fund source, they change the pre-commitment to commitments for up to two years of expected customer expenses.
- If a customer is only eligible for a closed fund source, call center staff place the customer on a wait list – also in FAMS. We notify customers on the wait lists by US mail when money becomes available for the requested finance aid.
- Call center staff uses FAMS to select all fund sources available to each eligible customer.

- Payment Office staff makes sure funds remain available and notifies call centers electronically, within a day, that the commitment is approved and which fund source they are charging.
- Career office counselors then notify the customer to pick up her voucher, cash substitute or check.
- Payment office staff sets up billing and payment arrangements with vendors. They also work with vendors to solve any problems that may occur.
- A similar process occurs for child care financial aid but records including wait lists are in TWIST.

Payment office staff procures cash substitute items such as transportation tokens, bus passes, gift cards, bank cards, and gas cards that career office staff uses to help customers who need that kind of financial aid to go to work or school. The payment office electronically monitors the career offices daily use of cash substitutes and sends more when the office needs them.

The Financial Aid contractor recoups funds if someone discovers potential fraud, we overpaid a vendor/provider, or a customer received financial aid incorrectly. Payment office staff investigates and recommends actions, including prosecution, if reports or tips from people, indicate possible fraud.

Successful Bidders

We expect the successful bidder to be able to:

- Maintain a network of vendors to provide services to Workforce Solutions customers
- Make initial and on-going expenditure projections
- Prepare and disseminate reports to the Board staff and career office contractors on obligations, encumbrances, and expenditures; customer use; and vendor activity
- Track expenditures by fund, individual, type and category of financial aid.
- Track individual financial aid by category so as not to exceed the yearly limit for an individual.
- Identify and resolve issues involving potential fraud and recoup funds
- Make recommendations to the Board staff on financial aid use

How to Submit A Proposal

Submit your proposal in the following order:

- 1.0 Proposal Cover Sheet
- 2.0 Information about your organization
- 3.0 Information about your proposal

- 4.0 Budget and staffing summary
- 5.0 Assurances and certifications
- 6.0 Copy of organization's most recent audit and audited financial statements

Information about Your Organization

Provide the following information for us in a narrative that is no more than 11 pages:

1. A description of the organizational structure and why it is structured this way. Is the organization for profit or non-profit? Explain how this organizational arrangement supports Workforce Solutions business model. (no more than 2 pages)
2. An organization chart that shows graphically how your organization operates. (no more than 1 page)
3. Information about any governing boards such as a board of directors or advisory boards. Provide the names and terms of Board members. Include information about affiliated organizations such as subsidiaries or parent companies, and specifically describe relationships. (no more than 2 pages)
4. A list of the key staff for your organization. Identify the principals and leadership and describe their responsibilities, experience and length of service with your organization. Which principals, if any, would be assigned to work on Workforce Solutions contract? Who controls the management of your organization? (no more than 2 pages)
5. A description of your organization's mission, vision, and values, if you have them. Describe who developed them and how they were developed. How does your organization communicate the vision, mission and core values? How are they expressed in the organization? (no more than 2 pages)
6. A description of how your organization's mission supports that of the Gulf Coast Workforce Board. Describe how you will ensure that your organization's mission, vision and values will not supplant or confuse the Workforce Board's mission in operation of the project. (no more than 1 page)
7. A description of your financial stability and any comments you wish to make about your credit rating, your payment policies, and any recognition you may have received from accrediting or other bodies for organization or financial excellence. Has your organization experience any financial difficulty in the past five years? (no more than 1 page)
8. Include references from at least three organizations that have contracted with your organization to provide services similar to those proposed (name of organization, contact person, telephone/email, amount of contract, service provided).

Information about Your Proposal

Provide the following information for us in a narrative that is no more than 21 pages:

1. A description of your organization's experience in handling billing and payment systems for multiple customers and large numbers of vendors. Include experience with electronic, on-line and other efficient billing and payment systems. How many vendors and customers have you handled in the past? (no more than 5 pages)
2. A description of your experience in responding promptly to vendors. How do you deal with vendor requests to reconcile under/over payments or lost payments? What kind of system do you have to troubleshoot problems with billings and payments? What is your system for addressing vendors' questions on any subject? (no more than 5 pages)
3. A description of systems and practices to safeguard funds and identify fraud or abuse. Describe for us your organization's strategy for eliminating customer, vendor or employee fraud, especially in regard to handling checks, vouchers, bus tokens, cash, pay cards and direct deposits. Describe those processes or systems that, in your experience, best lead to detection of fraud or at least highlight areas vulnerable to fraud. Describe your experience with finding and subsequently deterring fraud. (no more than 5 pages)
4. A description of your organization's experience in using and maintaining management information/database systems to track obligations and encumbrances, process bills, make payments, and report expenditures. What expertise will your organization bring to help keep Workforce Solutions using an efficient financial aid data management system? (no more than 3 pages)
5. A description of your ability to track cumulative funds by fund source, and to track commitments and expenditures by category for each individual customer (no more than 3 pages)
6. A description of your customer service policy, including a description of how you solicit customer feedback and how you use feedback to improve your service with both internal and external customers (no more than 3 pages)

Budget and Staffing

Use the Staffing Table and Budget forms provided for the Financial Aid Payment Office bidders and provide a narrative back-up which describes in detail your budget line items. Provide us a budget for the first year of the project only. Complete the staffing table and provide us with job descriptions for all positions in your staffing summary, and be sure and address how the staff jobs address the following functions:

- Billing and payments
- Customer and vendor disputes and resolution
- Budget and expenditure tracking
- Procurement
- Customer service

Staffing levels and job descriptions for the current operation are in the Resources section of this request.

Read the General Budget Requirements page in the Resources section before preparing a budget.

Assurances and Certifications

Use the forms provided in this request. Be sure to include all required forms (certifications for debarment, lobbying, and drug-free workplace; Texas franchise tax; Texas state assessments; the general assurances and certifications; and the conflict of interest questionnaire), and be sure that all are properly signed by an authorized representative of your organization.

Audit and Financial Statements

Attach a copy of your organization's most recent organization audit as well as audited financial statements.

Section 3.4 Financial Aid Call Center

Introduction

Workforce Solutions will have one central office, the Financial Aid Call Center, responsible for handling initial and continuing customer eligibility for all our financial aid. One contractor will manage the financial aid call center. It is the hub between career office staff who work with customers needing financial aid and payment office staff who pay the vendors and track the money.

Last year Workforce Solutions' determined just over 47,000 individual customers eligible for more than \$130,000,000 financial aid.

We fund financial aid from the following sources.

- Workforce Investment Act – Adult, Dislocated Worker and Youth
- Temporary Assistance for Needy Families – TANF
- Supplemental Nutrition Assistance Program Employment and Training – SNAP E&T
- Child Care and Development Fund
- Trade Adjustment Act Funds
- Others usually available to meet a temporary/emergency need

Workforce Solutions provides financial aid to support people's ability to work, search for work or train for work. Our financial aid falls into the following categories.

- Education scholarships (tuition and fees, books and supplies)
- Child care financial aid (provider payments and other child care supportive services)
- Transportation (expenses related to looking for work, beginning work, or getting to school)
- Emergency needs (shelter, utilities, health care)
- Work related expenses (clothing, tools and equipment, licenses, documents)

Current Operations

We currently have two Financial Aid Call Centers that perform the same functions for different customers. We intend to contract with one provider to perform all financial aid eligibility over \$200 per person for Gulf Coast customers. The Financial Aid Call Center contractors currently provide the following functions for Workforce Solutions System:

- Employ staff at a call center to give customers information about Workforce Solutions financial aid – how to apply, how to establish and maintain eligibility, answer questions and update information from current financial aid recipients
- Screen financial aid applications from new customers and customers applying to continue receipt of financial aid. Contacts those applicants to discuss eligibility requirements to receive requested financial aid

- Collect, and maintains customer files, with the documents submitted by the customer as proof of eligibility
- Determine, and record in the appropriate management information system/s, the customer's eligibility for all fund sources available to support requested service/s
- Notify customer, career office and payment office staff of eligibility determination
- Hear appeals to determinations to deny, reduce or discontinue a customer's financial aid
- Record information in appropriate Management Information System
- Provide good customer service including meeting deadlines for processing financial aid applications and returning customer calls
- Is responsible for assuring that Gulf Coast meets the expected number of children served with child care financial aid.

How It Works

Call center staff deal directly with customers applying for financial aid. They use various Management Information Systems to communicate with Payment Office and Career Office staff. The Financial Aid Call Center sends the system a weekly alert telling staff how many days a customer should expect to wait before hearing from someone at the call center who will process her new application.

- Telephone operators answer calls from customers applying for financial aid, inquiring about an application or notifying us about problems with receipt of financial aid. Examples of common problems include malfunctioning swipe machines at day care centers or questions about disqualification letters.
- Call center staff receives customer's financial aid applications forwarded from career office staff and directly from customers
- They contact customers who apply for financial aid to discuss our requirements for providing eligibility proof.
- Call center staff "process" each application and determine all fund sources available to the customer for her requested service.
- They notify the customer, payment office, and career office when a customer is eligible for financial aid
- They coordinate closely with the Financial Aid Payment Office to reserve funds by individual and fund source for eligible customers. They do this electronically using the

Financial Aid Management System (FAMS) or The Workforce Information System of Texas (TWIST).

- Call center staff uses TWIST to provide information on the customer's chosen child care vendor and FAMS to provide information on the vendor for all other financial aid.
- They notify child care vendors by mail that our customer is eligible for Workforce Solutions funding to subsidize care. They notify career office staff and FAPO to provide customers' vouchers for scholarship expenses, cash substitute cards, or checks to pay for other forms of financial aid.
- Call center staff checks TWIST notes entered by career office counselors to determine when to notify FAPO that the customer has received an authorized service.
- Call center staff send letters to customers when it is time to recertify yearly eligibility for child care financial aid.
- They notify customers on Workforce Solutions' child care wait list or scholarship registry when aid becomes available.
- They send required warning letters to customers in danger of losing financial aid for non-compliance with rules
- They send letters to notify customers when we deny, reduce or discontinue financial aid
- They hear customer appeals to decisions to deny, discontinue or reduce financial aid.
- Staff maintains accurate, thorough records including electronic files of documents customers provide to establish eligibility for financial aid and copies of all US mail communication.
- Maintain TWIST records noting customer fund eligibility and summarizing conversations with customers and staff throughout the system

Successful Bidders

We expect the successful bidder to be able to:

- Provide high quality customer service as defined by Workforce Solutions "I AM Workforce Solutions" campaign
- Maintain a robust call center able to efficiently handle a large volume of incoming customer calls
- Manage a large staff flexible enough to perform a variety of duties depending on volume
- Oversee financial eligibility for all Workforce Solutions fund sources applying all applicable rules

- Meet deadlines for customer contact, eligibility determination and customer notification
- Use personal contact and all available Management Information Systems to communicate effectively throughout the system
- Consolidate all call center operations into one facility
- Provide call reports to include at least number of calls received, customer hold times, time to return voice mail messages
- Provide reports for number of applications received and processed. Number approved and denied. Time to process an application from receipt of initial application and from receipt of all required proof of eligibility.

How to Submit A Proposal

Submit your proposal in the following order:

- 1.0 Proposal Cover Sheet
- 2.0 Information about your organization
- 3.0 Information about your proposal
- 4.0 Budget and staffing summary
- 5.0 Assurances and certifications
- 6.0 Copy of organization's most recent audit and audited financial statements

Information about Your Organization

Provide the following information for us in a narrative that is no more than 11 pages:

1. A description of the organizational structure and why it is structured this way. Is the organization for profit or non-profit? Explain how this organizational arrangement supports Workforce Solutions business model. (no more than 2 pages)
2. An organization chart that shows graphically how your organization operates. (no more than 1 page)
3. Information about any governing boards such as a board of directors or advisory boards. Provide the names and terms of Board members. Include information about affiliated organizations such as subsidiaries or parent companies, and specifically describe relationships. (no more than 2 pages)
4. A list of the key staff for your organization. Identify the principals and leadership and describe their responsibilities, experience and length of service with your organization. Which principals, if any, would be assigned to work on Workforce Solutions contract? Who controls the management of your organization? (no more than 2 pages)
5. A description of your organization's mission, vision, and values, if you have them. Describe who developed them and how they were developed. How does your organization communicate the vision, mission and core values? How are they expressed in the organization? (no more than 2 pages)

6. A description of how your organization's mission supports that of the Gulf Coast Workforce Board. Describe how you will ensure that your organization's mission, vision and values will not supplant or confuse the Workforce Board's mission in operation of the project. (no more than 1 page)
7. A description of your financial stability and any comments you wish to make about your credit rating, your payment policies, and any recognition you may have received from accrediting or other bodies for organization or financial excellence. Has your organization experience any financial difficulty in the past five years? (no more than 1 page)
8. Include references from at least three organizations that have contracted with your organization to provide services similar to those proposed (name of organization, contact person, telephone/email, amount of contract, service provided).

Information about Your Proposal

Provide the following information for us in a narrative that is no more than 19 pages:

1. A description of your organization's experience in handling a customer call center for both incoming and outgoing calls. Discuss your experience managing staff to accommodate fluctuating call volume. (no more than 3 pages)
2. Describe your customer service policy. Include information about your experience training staff to provide good customer service and describe how you monitor telephone customer service. (no more than 2 pages)
3. Tell us how you solicit customer feedback and how you use feedback to improve your service with both internal and external customers (no more than 1 page)
4. Tell us what hours of operation you propose and how you will staff if you intend to be available to customers more than Monday through Friday 8am to 5pm. (no more than 1 page)
5. Describe your data management system used to store customer records electronically. Tell us how the system will be accessible to your partners in Gulf Coast's system who need access to the records. (no more than 2 pages)
6. Describe your proposed telephone system. Include specifications you consider important in handling the call volume found in this request's resources section. At a minimum include the following: (no more than 6 pages)
 - a. Total number of daily calls your proposed system can accommodate
 - b. Number of available queue menus
 - c. Number of available voice mail boxes
 - d. Number of available direct lines to be assigned to specific staff members
 - e. Reporting on hold time, dropped, and abandoned calls
 - f. Tell us the process or requirement necessary for you to expand the system you propose.

- g. Does your system allow for a supervisor to listen/take over staff/customer interactions
- 7. Describe experience related to your current business in meeting deadlines. For example, Workforce Solutions requires contractors to give each customer an answer about her eligibility within 20 days of application submission. (no more than 2 pages)
- 8. Describe any experience you have making decisions about eligibility for a customer benefit based on rules used to determine the customer's eligibility for the benefit. How did you train staff to apply all relevant rules and monitor for compliance with the rules? (no more than 2 pages)

Budget and Staffing

Use the Financial Aid Staffing Table and Budget form provided for Financial Aid Call Center bidders and provide a narrative back-up which describes in detail your budget line items. Provide us a budget for the first year of the project only. Provide us with job descriptions for all positions in your staffing summary, and be sure to include the following functions among the duties in your job descriptions:

- Customer service
- Eligibility determination
- Electronic File Maintenance
- Management

All call center staff must be housed in one location.

Staffing levels, job duties and pay for the current operation are in the Resources section of this request.

Read the General Budget Requirements page in the Resources section before preparing a budget.

Assurances and Certifications

Use the forms provided in this request. Be sure to include all required forms (certifications for debarment, lobbying, and drug-free workplace; Texas franchise tax; Texas state assessments; the general assurances and certifications; and the conflict of interest questionnaire), and be sure that all are properly signed by an authorized representative of your organization.

Audit and Financial Statements

Attach a copy of your organization's most recent organization audit as well as audited financial statements.

Section 3.5 Early Education and Care Quality

Introduction

The Gulf Coast Workforce Board promotes early education and care by providing funding to improve the quality of early education and care in the 13-county region. Through its network of workforce services, the Gulf Coast Workforce Board is one of the largest single purchasers of direct child care which supports parents who work or who are in school. The Board is committed to enhancing and raising the quality of service for our customers and future workforce. The Board supports providers who aspire to provide a quality experience for children in a safe and nurturing environment. Creative, stimulating and age-appropriate activities and experiences prepare children for success in school and eventually for work.

We are soliciting proposals from qualified organizations such as community colleges, lab schools and community-based organizations which have proven experience in providing services which result in enhancing the quality of early education and care for children across the 13-county region.

Current Operations

As a part of its system, The Workforce Board provides funding for an early care and education quality contractor.

The Early Education and Care Quality contractor makes the following services available to parents and providers:

Provides child care information and referrals, and consumer education to families across the 13 county region, including 2-1-1 Texas

Assists parents by phone when needed to use Workforce Solutions automated wait list

Provides telephone consultations and resources to registered and listed home providers

Provides parenting sessions on site at child care centers

Provides needs assessments and on-site consultation to providers

Provides various levels of training for provider staff on site

Conducts training sessions at conferences for child care providers such as (Texas Association for Education of Young Children and Houston Association for Education of Young Children)
Works with providers and their staff to develop and implement specialized inclusion plans for children who have disabilities

Provides face-to-face early learning and literacy support, coaching and mentoring to provider staff

Develops and provides training on topics such as child growth development, math and science development, social and emotional development and responsive teaching techniques

Promotes and informs providers concerning Texas Rising Star criteria, NAEYC and other quality certifications

Provides scholarships for provider staff to attain CDA assessments and early education and care training

Works with “at risk” providers identified by Texas Department of Family and Protective Services to improve services to children

Develops support for programs which provide school readiness, early learning and literacy

Works in a neighborhood to increase school readiness support and increase early learning and literacy by working with local providers and providing training resources for Child Development Associate assessments and training.

Contacted local match contributors to raise \$6.6 million of local match funds which increased the availability of early education and care resources and direct child care assistance for families

How it Works

The Early Education and Care Quality Contractor works with:

Customers throughout the region who call into the 211 system requesting information about child care resources and providers in the area

Customers at a Career Office to develop a child care inclusion plan for the provider’s staff or inform the parent of other child care resources

Career Office or Call Center staff may refer a customer who has a child with a disability to the Early Education and Care Quality contractor for assistance in identifying a provider or other resources for the child

Career Office staff to determine when a provider may be paid an enhanced rate when services to the child results in significant expenditures for the provider

The Financial Aid Payment Office as needed in an effort to increase providers and provide more provider options for parents

Successful Bidders

We expect successful bidders to serve the 13-county region by:

- Working closely with Gulf Coast Workforce Solutions system, child care providers and other community resources
- Working to coordinate services such as teacher training, when possible with public school districts, Head Start, Early Head Start and Early Childhood Intervention programs and others to expand the availability of quality training to teachers
- Identifying and securing local match funds for federal Child Care Development Funds
- Providing early education and care information and referral services to parents
- Improving services for children with disabilities by writing inclusion plans, training providers and helping providers select resources for children
- Providing technical assistance and training to 5 to 10 Workforce Solutions providers who have been identified as “At Risk” by the Texas Department of Family and Protective Services
- Raising local match money for child care financial aid and quality improvement
- Expanding and improving care for infants and toddlers
- Promoting inclusion for children with disabilities
- Promoting early learning and literacy
- Arranging for or training teachers on children’s health and safety, child abuse prevention, early learning and child development for infants and toddlers
- Increasing positive outcomes for children

How to Submit a Proposal

Submit your proposal in the following order:

- 1.0 Proposal Cover Sheet
- 2.0 Information about your organization
- 3.0 Information about your bid
- 4.0 Budget and staffing summary
- 5.0 All Certifications
- 6.0 Copy of organization's most recent audit and audited financial statements

Information about Your Organization

Provide the following information for us in a narrative that is no more than eight pages:

1. A description of the organizational structure and why it is structured this way. Is the organization for-profit or non-profit? (no more than one page)
2. An organization chart that shows graphically how your organization operates. (no more than one page)
3. Information about any governing boards such as a board of directors or advisory boards. Provide the names and terms of Board members. Include information about affiliated organizations such as subsidiaries or parent companies, and specifically describe relationships. (no more than one page)
4. A description of your organization's mission, vision and values, if you have them. Describe your who developed them and how they were developed. How does your organization communicate the vision, mission and core values? How are they expressed in the organization? (no more than 2 pages)
5. How does your organization's mission, vision and values align with the mission of the Gulf Coast Workforce Board?
6. A list of the key staff for your organization. Identify the principals and leadership and describe their responsibilities, experience and length of service with your organization. Who controls the management of your organization? (no more than two pages)
7. A description of your financial stability and any comments you wish to make about your credit rating, your payment policies, and any recognition you may have received from accrediting or other bodies for organization or financial excellence. Has your organization experienced any financial difficulty in the past five years? (no more than one page)
8. Include references from at least three organizations that have contracted with your organization to provide services similar to those proposed. Include the name of the organization, a contact person, telephone number and email address of the contact person, the amount and term of the contract(s), and the service your organization provided through the contract(s). Please limit to two pages.

Information About Your Proposal

1. Please provide the following information in a narrative that is no more than 12 pages:
 - a. Include a detailed description of your proposal, including what you plan to do, how you plan to do it and when you plan to complete your activities.
 - b. Tell us why you think the services you propose are necessary.
 - c. If your proposal includes a consortium, tell us who all the member organizations are and clearly describe the role each will play. Who is the lead contractor?
 - d. Explain how your project will improve early education and care quality. What outcomes will you achieve? Please quantify your activities.
 - e. Please detail your experience in fund raising. Indicate if you have raised funds as match for another fund source. How much did you raise?
 - f. Describe how match funds were used to create or expand services.
 - g. Have you ever raised funds as match for a state or federal grant?
 - h. Please describe your experience in improving early education and care quality services.
 - i. Please describe the amount and kind of matching resources your organization brings to this project. Please describe non-cash or in-kind matching resources thoroughly.

Budget and Staffing

Use the Proposal Budget Personnel forms provided for in the Resources section of this request and provide a narrative back-up which describes in detail your budget line items. Read the General Budget Instructions page in the Resources section before preparing a budget.

Assurances and Certifications

Use the forms provided in this request. Be sure to include all required forms (certifications for debarment, lobbying, and drug-free workplace; Texas franchise tax; Texas state assessments; the general assurances and certifications; and the conflict of interest questionnaire), and be sure that all are properly signed by an authorized representative of your organization.

Audit and Financial Statements

Attach a copy of your organization's most recent audit as well as audited financial statements.

Section 3.6 Helping Young People Excel

Introduction

The Gulf Coast Workforce Board is committed to helping young people get a job, keep a job or get a better job.

We are looking for innovative projects that will help young people finish school, learn skills for good jobs, get good jobs, and learn how to keep those jobs throughout our 13-county region. We will measure the success of the Board's efforts and our contractors' projects by assessing the increase in skills and the employment resulting from the projects we fund.

- Young people enrolled in projects funded through this Request must meet eligibility criteria which are provided in this Request. *Successful bidders must determine youth eligibility as specified in the attachment included in the Resource Section of this Request.*
- Resources available under this Request may be used to help young people finish school, learn skills for good jobs, get good jobs, and learn how to keep those jobs.

Current Operations

Three contractors currently deliver service for young people between 14 and 21 years in all counties of the region. One contractor provides residential based skill training, and two contractors offer a variety of counseling, education and scholarship services. All projects are focused on helping customers attain job skills and skill credentials in addition to going to work. Maintain regular contact and follow up with the participants as they progress through the project.

How It Works

Helping Young People Excel contractors will provide counseling, education/training, and financial assistance to young people in the region.

- Contractors work in local communities and with local community organizations and other agencies serving youth to attract customers wanting and needing project service.
- Contractors will determine eligibility for the participants as well as obtain the necessary documentation that supports eligibility and maintain counseling records in TWIST, job applications in WorkInTexas.com and financial aid commitments in Workforce Solutions' Financial Aid Management System.
- Contractors will test out of school youth using the Test of Adult Basic Education (TABE) to determine a basic skills proficiency level and educational functioning level.

- Contractors will help customers develop employment plans that describe the service they will provide and the expected results of higher skills, educational credentials and jobs. Contractors provide career and personal counseling in the preparation of employment plans and to support customers through their course of service.
- Contractors help customers enroll in education and training programs or provide such education and training for customers. This includes providing financial aid for school through Workforce Solutions' Financial Aid Payment Office as well as other scholarship financial aid available through education institutions.
- Where appropriate, contractors may arrange for work experience activities including internships, tryout employment, and summer jobs to help youth into full-time jobs.
- Contractors work with Workforce Solutions career offices, Employer Service and Financial Aid Payment Office to ensure the highest level of service for customers.

Successful Bidders

A successful Helping Young People Excel project will help eligible young people obtain the skill certifications and work experience that lead directly to employment in good jobs.

Youth projects will operate separately from the Workforce Solutions career office system, and contractors will be responsible for recruiting customers, determining them eligible, and tracking/reporting on their service and outcomes, as well as providing a high-quality service that leads to certifications and employment. Contractors are required to use certain standard testing instruments to measure basic skills for specific youth, and to report on the changes in basic skill functioning at the end of project activities. Contractors are also required to offer service for customers, should they want it, for a certain time after project activities end.

We are particularly interested in projects that combine some kind of work experience (internships, summer jobs, on-the-job training) with other activities—including education and skill training—that lead to employment.

We are also interested in projects that work with juvenile offenders or other youth in the juvenile justice system, youth in foster care or ageing out of foster care, homeless youth, and youth in families receiving public assistance.

Successful bidders will offer projects that operate in multi-county areas. We are particularly interested in projects that will serve young people in Austin, Colorado, Wharton, Matagorda, Waller, Chambers, Liberty and Walker counties.

How to Submit a Proposal

Submit your proposal in the following order:

1.0 Proposal Cover Sheet

- 2.0 Information about your organization
- 3.0 Information about your bid
- 4.0 Budget and staffing summary
- 5.0 All Certifications
- 6.0 Copy of organization's most recent audit and audited financial statements

Information about Your Organization

Tell us about the lead organization of the project.

- 1) Describe your organizational structure and why it is structured that way. Is the organization for-profit or non-profit? (no more than 1 page)
- 2) Provide an organization chart that shows graphically how your organization operates. (no more than 1 page)
- 3) Describe any governing boards such as a board of directors or advisory board. Provide the names and terms of the Board members. Include information about affiliated organizations such as subsidiaries or parent companies, and specifically describe relations. (no more than 1 page)
- 4) Provide a list of key staff for the organization. Identify principals and leaders in the organization, describing their responsibilities, experience, and length of services with your organization. Which principals, if any, would be assigned to work on the proposed project? Who controls the management of the organization? (no more than 2 pages)
- 5) Provide a description of your financial stability and any comments you wish to make about your credit rating, your payment policies, and any recognition you may have received from accrediting or other bodies for organization or financial excellence. Has your organization experienced any financial difficulty in the past five years? (no more than 1 page)
- 6) Include references from at least three organizations that have contracted with your organization to provide services similar to those proposed. Include the name of the organization, a contact person, telephone number, email address of the contact person, the amount and term of the contract(s), the service your organization provided through the contract(s), and the outcome(s) of the contract(s).

Information about Your Proposal

Tell us about your project. (no more than 10 pages)

- 1) Describe your organization's experience in helping youth obtain education and job skills, including degrees and other certifications.
- 2) Provide a detailed description of your project. Discuss how you will incorporate work experience activities, paid or unpaid, in your project. If you plan to offer

summer jobs, describe how that experience will support project goals for education/skill certification and full-time employment in good jobs.

- Tell us who you will recruit for your project and how you plan to get information out to customers.
 - Describe your experience in determining customers eligible for Workforce Investment Act funds.
 - Describe your experience in tracking/reporting outcomes, including any experience using The Workforce Information System of Texas (TWIST) and WorkInTexas.com.
 - Describe how you will ensure each individual enrolled in your project will be provided a customized service that will assure that he or she is successful.
 - Describe the geographic area in which you will work.
 - Describe how you will staff your project.
- 3) Discuss your arrangements to pre and post-test out-of-school youth for basic skill levels.
- 4) If your proposal includes a consortium, tell us who the member organizations are, what role each will play, and what services each partner will provide. If consortium partners will provide matching funds or in-kind contributions, describe, in detail, what each will provide and how it supports the proposed project.

Budget and Staffing

Use the Proposal Budget and Personnel forms provided for in the Resources section of this request and provide a narrative back-up which describes in detail your budget line items. Read the General Budget Instructions page in the Resources section before preparing a budget.

Assurances and Certifications

Use the forms provided in this request. Be sure to include all required forms (certifications for debarment, lobbying, and drug-free workplace; Texas franchise tax; Texas state assessments; the general assurances and certifications; and the conflict of interest questionnaire), and be sure that all are properly signed by an authorized representative of your organization.

Audit and Financial Statements

Attach a copy of your organization's most recent audit as well as audited financial statements.



**HOUSTON-GALVESTON AREA COUNCIL
WORKFORCE PROPOSAL
COVER SHEET**

INFORMATION ABOUT PROPOSER

Organization name	
Mailing address	
Physical address (if different from above)	
City/State/Zip	
Contact person & telephone number	
Type of organization (must 3 only one box)	<input type="checkbox"/> Private for-profit <input type="checkbox"/> Private non-profit <input type="checkbox"/> State government agency <input type="checkbox"/> Local government <input type="checkbox"/> Community college district <input type="checkbox"/> Local school district <input type="checkbox"/> Union <input type="checkbox"/> Other: _____
Federal Employer ID	
Texas State Comptroller ID	

INFORMATION ABOUT PROPOSAL

H-GAC Reference	Workforce Solutions System 2013 - 2017
Brief description of program	
Total funds requested	
Performance period	From: _____ To: _____

AUTHORIZATION FOR SUBMISSION

Typed Name & Title of authorized signatory	
Signature & Date	

Houston-Galveston Area Council
Gulf Coast Workforce System Proposal for Services
Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion
Lower Tier Covered Transaction

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participant's responsibilities.

1. The prospective recipient of Federal assistance certifies to best of its knowledge and belief, by submission of this proposal, that neither its nor its principals
 - a. are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency;
 - b. have not within a three-year period preceding this proposal been convicted or had a civil judgement rendered against them for 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;
 - c. are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - d. have not within a three-year period preceding this proposal had one or more public transactions (federal, state, or local) terminated for cause or default.
2. Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Name of applicant or organization

Name and Title of Authorized Representative

Signature and Date

Houston-Galveston Area Council
Gulf Coast Workforce System Proposal for Services
Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion
Lower Tier Covered Transaction

1. This certification is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Federal Government may pursue additional remedies, including suspension and/or debarment.
2. The prospective participant must provide immediate written notice to the Houston-Galveston Area Council if at any time the prospective participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
3. The prospective participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction.
4. The prospective participant further agrees by submitting this proposal that it will include this certification, without modification, in all lower tier covered transactions and in all solicitations for lower-tier covered transactions.

Houston-Galveston Area Council
Gulf Coast Workforce System Proposal for Services
Certification Regarding Lobbying for
Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal 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 an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making 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.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit to H-GAC Federal Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award document for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation 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 imposed by section 1352, title 31 US Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Name of Proposer/Organization

Name and Title of authorized representative

Signature of authorized representative and date

Houston-Galveston Area Council
Gulf Coast Workforce System Proposal for Services
Certification Regarding
Drug-Free Workplace Requirements

- A. The grantee certifies that it will or will continue to provide a drug-free workplace by:
1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the work place and specifying the actions that will be taken against employees for violation of such prohibition.
 2. Establishing an on-going drug-free awareness program to inform employees about:
 - (a) the dangers of drugs in the workplace;
 - (b) the grantee's policy of maintaining a drug-free workplace;
 - (c) any available drug counseling, rehabilitation, and employee assistance programs; and
 - (d) the penalties that may be imposed upon employees for drug abuse violations occurring in the workplace
 3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph 1.
 4. Notifying the employee in the statement required in paragraph 1 that, as a condition of employment under the grant, the employee will:
 - (a) abide by the terms of this statement;
 - (b) notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction.
 5. Notifying the grantor agency, H-GAC, in writing, within ten calendar days after receiving notice under subparagraph 4(b) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant.
 6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 4(b), with respect to any employee who is convicted:
 - (a) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - (b) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
 7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1, 2, 3, 4, 5, and 6.

Name of Applicant Organization: _____

Name and Title of Authorized Signatory: _____

Signature: _____ Date: _____

Houston-Galveston Area Council
Gulf Coast Workforce System Proposal for Services
State Assessment Certification

Proposers must certify that they are current in all Unemployment Insurance taxes, Payday and Child Labor Law monetary obligations, and Proprietary School fees and assessments payable to the State of Texas. Proposers must also certify that they have not outstanding Unemployment Insurance overpayment balances due to the State of Texas.

The undersigned authorized representative of the proposer certifies that the following statements are true and correct and that the undersigned understands that making a false statement will prevent H-GAC from contracting with the organization.

The corporation certifies, by checking the boxes below, that:

- It is current in Unemployment Insurance taxes, Payday and Child Labor Law monetary obligations, and Proprietary School fees and assessments payable to the State of Texas.

- It has no outstanding Unemployment Insurance overpayment balance payable to the State of Texas.

Signature

Name of Proposer's Organization

Typed Name & Title

Date

Houston-Galveston Area Council
Gulf Coast Workforce System Proposal for Services
Texas Corporate Franchise Tax Certification

Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for-profit corporations that are delinquent in making state franchise tax payments. The following certification that the corporation making this contract is current in its franchise taxes must be signed by the individual authorized on Form 2031, Corporate Board of Directors Resolution, to sign the contract for the corporation.

The undersigned certifies that the following statement is true and correct and that the undersigned understands making a false statement will prevent H-GAC from contracting with the proposing organization.

Indicate the certification that applies to your corporation by checking the appropriate box:

The corporation is a for-profit corporation and certifies that it is not delinquent in its franchise tax payments to the State of Texas.

The corporation is a non-profit corporation or is otherwise not subject to payment of franchise taxes to the State of Texas for the following reason(s): _____

Not applicable. Proposer is not a corporation.

Signature

Name of Proposer's Organization

Typed Name & Title

Date

Houston-Galveston Area Council
Regional Workforce System Proposal for Services
Assurances and Certifications

The Houston-Galveston Area Council, as the Gulf Coast Workforce Board's staff, contracts for the operation of the Board's regional workforce system using resources from the federal Workforce Investment Act of 1998, portions of the public welfare programs under the Social Security Act, Child Care and Development Block Grant Act of 1990, and section 5082 of the Omnibus Budget Reconciliation Act of 1990, P.L. 101-508, as amended, and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996. Funds originating with the United States Departments of Labor, Health and Human Services, and Agriculture are passed through the Texas Workforce Commission to the Houston-Galveston Area Council according to requirements of federal law. When submitting a proposal, organizations are required to assure and certify the following:

1. **Non-discrimination and equal opportunity.** As a condition to the award of financial assistance from H-GAC, the applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:
 - Section 188 of the Workforce Investment Act of 1998 (WIA), 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 WIA 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 and 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 basis 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 applicant also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the applicant's operation of the WIA Title I-financially assisted program or activity, and to all agreements the applicant makes to carry out the WIA Title I-financially assisted programs or activities. The applicant understands that the United States has the right to seek judicial enforcement of this assurance.

2. **Environmental compliance.** Applicant assures and certifies that to the extent required by law, it will comply with applicable provisions of the Clean Air Act (42 USC §7401 et seq) the Federal Water Pollution Control Act, as amended (233 USC §1251 et seq), Section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and the Environmental Protection Agency regulations at 40 CFR Part 15.
3. **Labor Standards.** Applicant agrees and certifies that it will comply with applicable provisions of the Davis-Bacon Act (40 U.S.C. 276a- 276a-7), the Copeland Act (40 U.S.C. 276c), and the

Houston-Galveston Area Council
Regional Workforce System Proposal for Services
Assurances and Certifications

Contract Work Hours and safety Standards Act (40 U.S.C. 327-332), as set forth in Department of Labor Regulations at 20 CFR 5.5a.

4. **Texas Family Code.** Applicant certifies that the individual or organization submitting the proposal is not ineligible, pursuant to Texas Family Code §231.006, to receive the specified payment and acknowledges that if the certification is inaccurate, no contract will be made with Applicant.
5. **Unfair business practices.** Applicant certifies and assures that it has not been found guilty of unfair business practices in a judicial or state agency administrative proceeding during the preceding year. The Applicant further certifies and assures that no officer of the Applicant has served as an officer of any company found guilty of unfair business practices in a judicial or state agency administrative proceeding during the preceding year.
6. **Criminal Convictions.** Applicant certifies that it will disclose to the Houston-Galveston Area Council and any applicable federal or state agencies the name of any person who has an ownership or control interest in or is an agent or managing employee of the Applicant who has been convicted of a criminal offense related to the person's involvement in any program under Title XVIII, SIX, or SS of the Social Security Act since the inception of these programs.
7. **Identity Change.** Applicant certifies that it will notify the Houston-Galveston Area Council immediately in the event of any significant change affecting the Applicant and Applicant's identity, such as ownership or control, name change, governing board membership and vendor identification number.
8. **Immigration Reform and Control Act.** Applicant certifies that it will comply with the requirements of the Immigration Reform and Control Act of 1986 regarding employment verification and retention of verification forms for any individuals hired on or after November 1, 1986, who will perform any services under the proposed contract.

Signature

Name of Applicant's Organization

Typed Name & Title

Date

CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor or other person doing business with local governmental entity

OFFICE USE ONLY

Date Received

This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.

A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.

1 Name of person who has a business relationship with local governmental entity.

2 Check this box if you are filing an update to a previously filed questionnaire.

(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

3 Name of local government officer with whom filer has employment or business relationship.

Name of Officer

This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire?

Yes No

B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?

Yes No

C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?

Yes No

D. Describe each employment or business relationship with the local government officer named in this section.

4

Signature of person doing business with the governmental entity

Date

RESOURCES

I. General Information about Workforce Solutions

Workforce Solutions web site <http://www.wrksolutions.com/>

The Gulf Coast Workforce Board Strategic Plan
<http://www.wrksolutions.com/about/strategicplan.html>

A Framework for Results: Measures, Baselines, and Targets
<http://www.wrksolutions.com/about/framework.html>

The Gulf Coast Workforce Board's Annual Report Card on the Status of Region's Labor Force
<http://www.wrksolutions.com/about/reportcard.html>

II. Web addresses of Workforce Solutions Standards and Guidelines and policy issuances are listed below.

Workforce Solutions Policies and Procedures
<http://www.wrksolutions.com/staff/policiesandprocedures.html>

Workforce Solutions Basic Services Standard and Guideline
<http://www.wrksolutions.com/staff/basicservicesandg.html>

Workforce Solutions Expanded Services Standard and Guideline
<http://www.wrksolutions.com/staff/expandedservice.html>

Workforce Solutions Marketing Standards and Guidelines
<http://www.wrksolutions.com/staff/marketing.html>

Workforce Solutions Contract Management Policies and Procedures
<http://www.wrksolutions.com/staff/contractmanagementpp.html>

Workforce Solutions Issuances – used to convey information to staff as it becomes available
<http://www.wrksolutions.com/staff/issuances.html>

Jobs in Demand, High Skill High Growth Jobs, Occupations Supported by Scholarships
<http://www.wrksolutions.com/jobs/occupationindemand.html>

Career Office Job Descriptions and Performance Expectations
<http://www.wrksolutions.com/staff/basicservicesandg.html>
<http://www.wrksolutions.com/staff/expandedservice.html>

Financial Aid Application and Instructions
http://www.wrksolutions.com/staff/Financial_Aid_App_Instruction.html

Other Financial Aid Letters and Processes

<http://www.wrksolutions.com/staff/policiesandprocedures.html>

III. Budgets and Staffing

1. Employer Service Staffing Table
2. Career Office Staffing Table
3. Financial Aid Payment Office Staffing Table
4. Financial Aid Call Center Staffing Table
5. Employer Service Budget Forms
6. Career Office Budget Forms
7. Financial Aid Payment Office Budget Forms
8. Financial Aid Call Center Budget Forms
9. Early Education and Care Budget Forms
10. Helping Young People Excel Budget Forms
11. General Budget Requirements

IV. Office Details

1. Employer service office lease and communication information
2. Employer service staff, job duties and salaries
3. Career office lease and communication cost information
4. Career office required positions and current pay
5. Career office Support Staff
6. Career office staffing by location and position
7. Career offices – People Served
8. Computers by location
9. Amount of financial aid and number of customers receiving financial aid by category
10. Financial aid billing and payments processed
11. Financial aid payment office staffing and facility costs
12. Financial aid payment office current job descriptions and pay
13. Financial aid call center staffing, facility costs and computers
14. Financial aid call center staff duties and pay
15. Financial aid call center volume and production
16. Child Care Quality Improvement Services
17. Securing Local Match
18. Youth Eligibility Criteria
19. Glossary of Terms

V. Performance

1. Career Office/Helping Young People Performance
2. Employer Service/Children Served Performance

VI. Internal Communication

1. Internal Communication – Financial Aid Alert
2. Internal Communication – I AM Workforce Solutions campaign

Employer Service Staffing Table

Job Title	Pay Range	Number of staff proposed
Business Consultant - Outside Sales		
Business Consultant – Inside Sales		
Recruiter		
Special Projects		
Manager		
Program Assistant		

The Employer Service Division will have staff in the positions listed above. Number of current staff by position can be found in this RFP – “Resources IV.2. Employer Service staff, salary and average workload.”

Please complete the table above with the pay range for staff you pay who will hold these positions in your organization.

Career Office Staffing and Pay Ranges

Job Title	Pay Range
Greeter	
Resource Specialist	
Employment Counselor	
Personal Service Representative	
Program Tracking Specialist	
Staffing Specialist	
Seminar Facilitator	
Supervisor	
Career Office Manager	

Each career office contractor will have staff in the positions listed above. The first five will be present in every location. Number of staff by position for current career offices is in this RFP – “*Resources IV.6. Career office staffing by location and position.*” Job Descriptions, Qualifications and Performance Expectations are on the web.

<http://www.theworksource.org/staff/basicsservicesandg.html>

<http://www.theworksource.org/staff/expandedservices.html>

Positions listed below do not have a common job description and performance measures in the Standards and Guidelines. Career office contractors must employ Seminar Facilitators. Many employ some Testing/assessment specialists and licensed professional counselors. Please attach your organization’s job description for the Seminar facilitator. If you propose to employ people in the other two positions attach those job descriptions and include your proposed pay.

Complete the table above with the pay range for staff who will hold all nine positions in the Workforce Solutions career office you are proposing. Include minimum qualifications in the job descriptions you attach.

- Seminar facilitator

1. Directs workshops, presents material and facilitates discussion between members of a group in a professional, interesting manner to achieve the objective of the workshop
 2. May develop materials, prepare handouts, etc. for workshops, seminars, networking meetings, etc.
 3. Uses seminar participant evaluations to alter and improve presentations in cooperation with center management
- Testing/assessment specialist
 1. Administers and interprets assessment tests
 - Licensed professional counselor
 1. Works with customers referred by other staff to address serious personal problems beyond the expertise of other staff members

Financial Aid Payment Office Staffing Table

Job Title	Minimum Qualifications	Pay

Please list the positions you propose for the Financial Aid Payment Office. Current job descriptions and pay can be found in this RFP – “Resources IV.11. Financial Aid Payments – staffing and facility costs”, and IV. 12. Financial Aid Payment Office current job descriptions and pay

Please complete the table above with the pay range for staff who will hold these positions in your organization.

WORKFORCE SOLUTIONS REQUEST FOR PROPOSALS - EMPLOYER SERVICE

	TOTALS	MANAGEMENT & GENERAL	DIRECT SERVICE
Personnel Salaries			
Personnel Benefits			
Personnel Incentive Pay			
Audit/Legal/Non-staff Services			
Consulting Services			
Facilities, Total			
Equipment, Total			
Computers/IT	■	■	■
Other Equipment/Furniture	■	■	■
Communications, Total			
IT/Networking	■	■	■
Other than IT/Networking	■	■	■
Travel, Total			
In-Region	■	■	■
Out-of-Region	■	■	■
Insurance			
Office Supplies			
Printing/Photocopying			
Public Information/Outreach			
Subscriptions/Dues, Total			
Association dues/memberships	■	■	■
Other	■	■	■
Subcontracts			
Other			
Total Direct Costs			
Fee			
Indirect			
Total Costs			

Provide narrative back-up to describe, in detail, the costs for each line item in the Total Column above.

**WORKFORCE SOLUTIONS REQUEST FOR PROPOSALS - PAYMENT OFFICE
BUDGET**

	TOTALS	MANAGEMENT & GENERAL	OPERATIONS/DIRECT SERVICE
1. Personnel Salaries			\$ -
2. Personnel Benefits			\$ -
4. Audit/Legal/Non-staff Services			\$ -
5. Consulting Services			\$ -
6. Facilities, Total			\$ -
Career Office			\$ -
Other than Career Office			\$ -
7. Equipment, Total			\$ -
Computers/IT			\$ -
Other Equipment/Furniture			\$ -
8. Communications, Total			\$ -
IT/Networking			\$ -
Other than IT/Networking			\$ -
9. Travel, Total			\$ -
In-Region			\$ -
Out-of-Region			\$ -
10. Insurance			\$ -
11. Office Supplies			\$ -
12. Printing/Photocopying			\$ -
13. Public Information/Outreach			\$ -
14. Subscriptions/Dues, Total			\$ -
Association dues/memberships			\$ -
Periodicals			\$ -
15. Staff Development			\$ -
16. Other-Expos, Job Fairs, CWT			\$ -
Total Direct Costs			\$ -
17. Fee			
18. Indirect	\$ -	\$ -	

Provide narrative back-up to describe, in detail, the costs for each line item in the Total Column above.

**WORKFORCE SOLUTIONS REQUEST FOR PROPOSALS - FINANCIAL AID CALL CENTER
BUDGET**

	TOTALS	MANAGEMENT & GENERAL	OPERATIONS/DIRECT SERVICE
1. Personnel Salaries			\$ -
2. Personnel Benefits			\$ -
4. Audit/Legal/Non-staff Services			\$ -
5. Consulting Services			\$ -
6. Facilities, Total			\$ -
Career Office			\$ -
Other than Career Office			\$ -
7. Equipment, Total			\$ -
Computers/IT			\$ -
Other Equipment/Furniture			\$ -
8. Communications, Total			\$ -
IT/Networking			\$ -
Other than IT/Networking			\$ -
9. Travel, Total			\$ -
In-Region			\$ -
Out-of-Region			\$ -
10. Insurance			\$ -
11. Office Supplies			\$ -
12. Printing/Photocopying			\$ -
13. Public Information/Outreach			\$ -
14. Subscriptions/Dues, Total			\$ -
Association dues/memberships			\$ -
Periodicals			\$ -
15. Staff Development			\$ -
16. Other-Expos, Job Fairs, CWT			\$ -
Total Direct Costs			\$ -
17. Fee			
18. Indirect	\$ -	\$ -	

Provide narrative back-up to describe, in detail, the costs for each line item in the Total Column above.

**WORKFORCE SOLUTIONS REQUEST FOR PROPOSALS -EARLY EDUCATION & CARE QUALITY
BUDGET**

	TOTALS	MANAGEMENT & GENERAL	OPERATIONS/DIRECT SERVICE
1. Personnel Salaries			\$ -
2. Personnel Benefits			\$ -
4. Audit/Legal/Non-staff Services			\$ -
5. Consulting Services			\$ -
6. Facilities, Total			\$ -
Career Office			\$ -
Other than Career Office			\$ -
7. Equipment, Total			\$ -
Computers/IT			\$ -
Other Equipment/Furniture			\$ -
8. Communications, Total			\$ -
IT/Networking			\$ -
Other than IT/Networking			\$ -
9. Travel, Total			\$ -
In-Region			\$ -
Out-of-Region			\$ -
10. Insurance			\$ -
11. Office Supplies			\$ -
12. Printing/Photocopying			\$ -
13. Public Information/Outreach			\$ -
14. Subscriptions/Dues, Total			\$ -
Association dues/memberships			\$ -
Periodicals			\$ -
15. Staff Development			\$ -
16. Other-Expos, Job Fairs, CWT			\$ -
Total Direct Costs			\$ -
17. Fee			
18. Indirect	\$ -	\$ -	

Provide narrative back-up to describe, in detail, the costs for each line item in the Total Column above.

**WORKFORCE SOLUTIONS REQUEST FOR PROPOSALS - HELPING YOUNG PEOPLE EXCEL
BUDGET**

	TOTALS	MANAGEMENT & GENERAL	OPERATIONS/DIRECT SERVICE
1. Personnel Salaries			\$ -
2. Personnel Benefits			\$ -
4. Audit/Legal/Non-staff Services			\$ -
5. Consulting Services			\$ -
6. Facilities, Total			\$ -
Career Office			\$ -
Other than Career Office			\$ -
7. Equipment, Total			\$ -
Computers/IT			\$ -
Other Equipment/Furniture			\$ -
8. Communications, Total			\$ -
IT/Networking			\$ -
Other than IT/Networking			\$ -
9. Travel, Total			\$ -
In-Region			\$ -
Out-of-Region			\$ -
10. Insurance			\$ -
11. Office Supplies			\$ -
12. Printing/Photocopying			\$ -
13. Public Information/Outreach			\$ -
14. Subscriptions/Dues, Total			\$ -
Association dues/memberships			\$ -
Periodicals			\$ -
15. Staff Development			\$ -
16. Other-Expos, Job Fairs, CWT			\$ -
Total Direct Costs			\$ -
17. Fee			
18. Indirect	\$ -	\$ -	

Provide narrative back-up to describe, in detail, the costs for each line item in the Total Column above.

GENERAL BUDGET REQUIREMENTS

Following is general information for use in preparing a proposal budget.

Indirect Costs

If bidder requests an indirect cost rate, it must submit documentation in the proposal demonstrating the rate has been approved by a cognizant federal, state, or other appropriate agency. Information must be provided on the type of rate (provisional, final, etc.), the base to which the rate is to be applied, and any other specifics related to the use of the approved indirect rate.

Before we negotiate a contract, a successful bidder must provide us with a line item indirect cost budget for review. We will negotiate any request for indirect costs in a contract.

Cost Reimbursement Contracts

H-GAC will negotiate cost reimbursement contracts. A proposal budget must describe and explain all office and overhead costs for which a bidder will request payment.

Marketing Expenses

Bidders should budget for purchase of Workforce Solutions franchise marketing materials such as brochures and other items used in the career offices, but that are procured centrally by H-GAC.

Profit or Fee

A for-profit bidder may request the payment of a fee for successful delivery of contract services subject to certain conditions. These conditions include:

- H-GAC will negotiate all fees.
- We will negotiate a profit or fee as a fixed dollar amount which may not exceed 8% of a base that is generally limited to salaries and benefits. The base against which a profit may be charged may not include any pass-through dollars such as funds paid directly to customers or indirect expenses.
- A contractor must meet and/or exceed performance measures negotiated in the contract to earn the profit or fee.
- If applicable, a contractor will distribute profit across federal or state cost categories/funding streams in proportion to pre-profit costs in those cost categories/funding streams.

Cost Allocation

All of our contractors must prepare allocation plans that distribute costs among the various public revenue streams we use as revenue sources for our business, as well as across required cost categories within revenue streams. Contractors' plans must meet requirements in the Texas Workforce Commission's Financial Manual for Grants and Contracts, which outlines state and federal standards for cost allocation plans. H-GAC will review the plans.

Contractors will prepare cost allocation plans when negotiating a final contract.

Performance Measures: Terms and Requirements

H-GAC defines the performance measures and their terms and requirements for all our contracts.

Management & General

Management and General (M&G) expenses are defined as those personnel, facility, and other costs generally related to the implementation and delivery of career office services or other customer services that are over and above those costs directly associated with implementation of the franchise model. They are costs over and above those directly attributable to a specific location per the franchise model, or costs over and above those directly attributable to the actual delivery of services to customers, including employers and individuals. The manner of presenting and allocating M&G costs contained in your proposal is established for the purpose of evaluating the budget submitted and for negotiation leading to a contract with successful bidders.

Contract Budgets

We will provide information to successful bidders on preparing budgets for contracts. We will ask additional and detailed information beyond that we request for a proposal.

Employer Service Office Lease and Communication Cost Information

Contractor Lease	Lease Expires	Office	Address	Floor (1st, 2nd, etc.)	Office Bldg (OFC), Stripcenter (Strip), Other (O)	Square Footage	Monthly Rent	Cost Per Sq. Ft.	Communication cost other than IT	Current Contractor
X	5/31/2019	Employer Service	3355 Alabama, Suite 350 Houston, TX 77098	3rd	OFC	12,590	\$24,131	\$ 1.920	\$ 13,500	ETC

Employer Service Staff, Job Duties and Salaries

Business Consultants Outside Sales	Business Consultants Inside Sales Telephone	Recruiters	Special Projects OJT & UTMB	Business Service Representatives	Temporary Staff
8	15	3	11	8	4

- ✓ Business Consultants - Outside Sales staff office in Gulf Coast career offices throughout the area. They maintain and build relationships with new and existing customers by offering and organizing specialized hiring help, job posting opportunities in WorkInTexas, attending networking events, being involved with Chambers of Commerce, Economic Development Groups, and Professional and Industry Organizations.

They must successfully sell and organize special events or services to at least between two and four employers per month and deliver requested individual Labor Market Information to between 15 – 25 employers per month.

- ✓ Business Consultants in the central office work on the telephone to offer Workforce Solutions services to area employers. They primarily offer to list open jobs in WorkInTexas. They must successfully market a service to at least 10 new employers per day.
- ✓ Business Consultants earn between \$36,000 and \$60,000 a year. Fringe benefits cost an additional 25.3%
- ✓ Recruiters pre-screen and refer qualified candidates to job postings listed by employers required to post because they have federal contracts. Recruiters are paid by TWC.
- ✓ Special Projects
 - On-the-Job-Training (OJT) – Five staff work with area employers to develop on-the-job training plans for the employer’s existing openings. When the employer and staff agree on the plan, we sign a contract to reimburse the employer a portion of the trainees wage for a short time. Three staff recruit candidates to interview for the trainee jobs in the contract.
 - University of Texas Medical Branch (UTMB) – Four staff members work on site at UTMB recruiting candidates for open positions. Two staff members work in the Texas City career office entering open positions into WorkInTexas. Note: Come UTMB Special Projects staff are paid by TWC.
- ✓ Special Projects staff paid by the contractor earn between \$36,000 and \$60,000 a year plus benefits.

Employer Service Staff, Job Duties and Salaries

- ✓ Business Services Representatives data enter job postings into WorkInTexas.com. They average 1,972 new job postings per month. All Business Service Representative are paid by TWC.
- ✓ Temporary staff reaches out to employers and industries to post their jobs in WorkInTexas.com. They may enter job postings and refer qualified candidates to help fill employers' needs. All temporary staff are paid by TWC.

**WORKFORCE SOLUTIONS OFFICES
FACILITIES COST INFORMATION
CURRENT as of March 2013**

Office Location Name	Telephone	Address	City	Floor (1st, 2nd, etc.)	Office Bldg. (Ofc), Stripcenter (Strip), Other (O)	Total Monthly Expense - Rent, Utilities & Maintenance	Lease Beginning Date	Lease Expires	Lease Square Footage	Total Price Per Square Foot	Yearly Communication Cost Other Than IT	Current Operator
Astrodome	713.661.3220	9315 Stella link Rd.	Houston, TX 77025	1st	Strip	25,826.17	10/1/2012	9/30/2013	16,089	1.61	79,175.00	NCI
Bay City	979-245-4808	3501 Avenue F	Bay City, TX 77414	1st	Ofc	12,265.08	5/1/2007	4/30/2014	9,000	1.36	27,000.00	ResCare
Baytown	281-837-0079	6952 Garth Rd	Baytown, TX 77521	1st	Strip	16,394.85	11/1/2009	10/31/2014	10,440	1.57	39,000.00	ResCare
Call Center	713-268-1200	3033 Chimney Rock #210	Houston, TX 77056	2nd	Ofc	2,826.26	7/1/2011	9/30/2013	2,221	1.27	35,000.00	ResCare
Columbus	979-732-3299	104 Shult Street	Columbus, TX 78934	1st	Strip	1,840.02	9/1/2006	10/31/2013	1,038	1.10	6,350.00	Interfaith
Conroe	936-441-0037 x2935	2018 Interstate Highway 45, N	Conroe, TX 77301	1st	Strip	16,285.40	11/15/2002	12/31/2016	13,958	0.75	24,000.00	Interfaith
Cypress Station	281-260-2950 x255	70 FM 1960 W A	Houston, TX 77090	1st	Strip	25,725.00	4/1/2009	6/30/2016	15,000	1.17	21,200.00	Interfaith
East End	713.228.8848	5104 Harrisburg	Houston, TX 77011	1st	Ofc	19,142.25	10/1/2012	9/30/2013	6,792	2.82	57,542.50	NCI
Hobby	713.847.6118	8231 Broadway	Houston, TX 77061	1st	Ofc	26,084.25	10/1/2012	9/30/2013	15,167	1.72	57,580.00	NCI
Humble	281-446-4837 x103	9668 FM 1960 Bypass Rd, West	Humble, TX 77338	1st	Strip	26,860.78	8/1/2005	11/30/2020	12,526	1.54	16,755.00	Interfaith
Huntsville	936-291-3336 x14	801 Normal Park Drive, Ste 7	Huntsville, TX 77320	1st	Strip	3,828.28	8/1/2006	7/31/15	2,968	1.13	6,150.00	Interfaith
Katy	281-644-1030	5000 Katy Mills Circle #659	Katy, TX 77494	1st	Mall	500.00	9/1/2012	9/30/2013	1,800	0.28	15,600.00	ResCare
Lake Jackson	979-297-6400	481 This Way	Lake Jackson, TX 77566	1st	Strip	11,100.00	10/1/2011	9/30/2014	7,381	1.50	43,000.00	ResCare
Liberty	936-336-8063	2131 Hwy 146 Bypass	Liberty, TX 77575	1st	Strip	13,737.49	4/1/2008	3/31/2017	7,000	1.96	23,000.00	ResCare
Northeast	713.694.8077	4217 Tidwell, Ste. A	Houston, TX 77093	1st	Strip	7,470.83	10/1/2012	9/30/2013	3,650	2.05	10,450.00	NCI
Northline Commons	713.682.7755	4424 N. Freeway, Suite A	Houston, TX 77022	1st	Strip	44,747.34	10/1/2012	9/30/2017	17,000	2.63	55,480.00	NCI
NorthShore	281.458.1155	14355 Wallisville Rd.	Houston, TX 77049	1st	Ofc	18,253.33	10/1/2012	9/30/2013	10,000	1.83	18,200.00	NCI
Pasadena	713.472.1606	103 Pasadena Town Sq Mall	Pasadena, TX 77506	1st	Strip	28,250.00	10/1/2012	9/30/2013	15,000	1.88	45,605.00	NCI
Rosenberg	281-344-0279	117 Lane Dr., STE 7	Rosenberg, TX 77471	1st	Strip	16,678.78	12/1/2008	11/30/2013	10,292	1.62	38,000.00	ResCare
Sealy	979-627-0241	3701 Outlet Center Drive, Suite 250	Sealy, TX 77474	1st	Strip	2,374.00	4/1/2008	3/31/2018	2,400	0.56	5,230.00	Interfaith
Southwest	281.564.2660	12710 Bissonnet	Houston, TX 77099	1st	Ofc	25,882.33	10/1/2012	9/30/2013	21,786	0.29	69,940.00	NCI
Texas City	409-949-9055	3549 Palmer Hwy.	Texas City, TX 77590	1st	Strip	16,681.47	10/1/2011	9/30/2013	12,476	1.34	50,000.00	ResCare
Waller	936-931-3987	40644 Highway 290, Business	Waller, TX 77484	1st	Strip	1,900.00	6/1/2008	5/31/2014	1,400	1.04	7,750.00	Interfaith
Westheimer	713-953-9211	8373 Westheimer	Houston, TX 77063	1st	Strip	44,779.00	12/6/2004	9/30/2020	16,048	1.92	59,450.00	Interfaith
Wharton	979-531-0730	1506 N. Alabama, STE C	Wharton, TX 77488	1st	Ofc	7,500.00	9/1/2008	9/30/2013	6,195	1.21	16,600.00	ResCare
Willowbrook	281-807-9462	17517 Highway 249	Houston, TX 77064	1st	Strip	12,157.02	3/1/2009	2/28/2014	5,000	1.58	9,750.00	Interfaith
Total						429,089.92			242,627	1.30	837,807.50	
Financial Aid Payment Office	713-975-7409	6200 Savoy, Suite 1200	Houston, TX 77036	12	Ofc	11,927.50	7/1/2011	9/30/2013	9,542	1.25	91,950.00	NCI
Employer Services (Central)	281-451-5221	3355 Alabama, Suite 350	Houston, TX 77098	3rd	Ofc	26,935.66	12/1/2006	5/31/2019	12,590	2.13	7,020.00	ETC
ResCare Admin.	713-750-0061	3033 Chimney Rock #200	Houston, TX 77056	2nd	Ofc	5,724.71	11/1/2008	10/31/2013	4,426	1.29	19,000.00	ResCare

Career Office Required Positions and Pay

Job Title	Pay Range
Greeter	\$27,000 - \$36,000
Resource Specialist	\$31,000 - \$46,000
Employment Counselor	\$31,000 - \$48,000
Personal Service Representative	\$33,000 - \$42,000
Program Tracking Specialist	\$33,000 - \$46,000
Staffing Specialist	\$34,000 - \$46,000
Seminar Facilitator	\$34,000 - \$46,000
Supervisor	\$38,000 - \$55,000
Career Office Manager	\$46,000 - \$75,000

Each office will have staff in the positions listed above. Number of staff by position per career office is found in this RFP – “*Resources IV.6. Career office staffing by location and position.*” Job Descriptions, Qualifications and Performance Expectations for these positions are on the web.

<http://www.wrksolutions.com/staff/basicsevicesandg.html>

<http://www.wrksolutions.com/staff/expandedservices.html>

The seminar facilitator position listed below does not have a common job description and performance measures in the Standards and Guidelines. Functions usually performed by staff who hold this position follows.

- Seminar facilitator
 1. Directs workshops, presents material and facilitates discussion between members of a group in a professional, interesting manner to achieve the objective of the workshop
 2. May develop materials, prepare handouts, etc. for workshops, seminars, networking meetings, etc.
 3. Uses seminar participant evaluations to alter and improve presentations in cooperation with center management

Career Office Support Staff

	Managers	Supervisors	Clerical Support	
Workforce Solutions Office				Total
Astrodome	1	4	5	10
Bay City	1	2		3
Baytown	1	3		4
Columbus	0.5		0.5	2
Conroe	1	2		3
Conroe - Data Management Office	1	2		3
Cypress Station	1	4	1	6
Cypress Station - Job Order Office	1		0.75	1.75
East End	1	2	1	4
Hobby	1	4	2	7
Humble	1	3	1	5
Huntsville	1	1		2
Katy		1		1
Lake Jackson	1	3	1	5
Liberty	1			1
Northeast		1		1
Northline	1	5	2	8
Northshore	1	2	1	4
Pasadena	1	3	1	5
Rosenberg	1	2	1	4
Sealy	0.5	1		1.5
Southwest	1	5	2	8
Texas City	1	2	1	4
Waller	1	1		2
Westheimer	1	3.5	1	5.5
Westheimer - UI Placement Team		1		1
Westheimer - TAA				0
Wharton	1			1
Willowbrook	1	1	1	3
Total	24	58.5	22.25	104.75

Current Career Office Staffing by Office and

WORKFORCE SOLUTIONS OFFICE	Greeters		Resource Specialists		Employment Counselors		Staffing Specialists		PSRs		Program Tracking Specialists		Office Management Staff						
	Employment Services Staff	Contractor Staff	Contractor Staff	Contractor Staff	Contractor Staff	Employment Services Staff	Contractor-Office Managers and Supervisors												
Astrodome	1	1	2	2	3	6	1	1	6		8	1	5						
Bay City	1	1		1	4	1	1	1	2		2	1	3						
Baytown	1	1		1	4	4	1	1	2				4						
Columbus	1	1			0.5	0.5			1				0.5						
Conroe	2	2	1		6	1.25			3				3						
Conroe - Data Management Office											10		3						
Cypress Station	1	2	2	4	10	4			6		1		5						
Cypress Station - Job Order Office							2	5					1						
East End	2	2	1	2	4	2			4				3						
Hobby	1	1	1	2	7	8			4				5						
Humble	1	1	1	2	6	5			5				4						
Huntsville	1	1	1	2	2	1			1				2						
Katy				4	4	1			2				1						
Lake Jackson				1	2	2			2		1		4						
Liberty				2	2	2			1				1						
Northeast	1	1	1	2	3	2			6				1						
Northline	1	1	1	2	9	4		4	3				6						
Northshore	1	1	2	2	5	2			3				3						
Pasadena	2	2	1	1	7	2			3				4						
Rosenberg	1	1	1	1	7	1			3		1		3						
Sealy	0.5	0.5	0.5	0.5	1	1			1				1.5						
Southwest		3	5	1	9	8			5				6						
Texas City	1	1	1	1	11	5			5		2		3						
Waller	0.5	1	0.5	0.5	1	1			0.5				2						
Westheimer	2	1	3	1	13	3			5				4.5						
Westheimer - UI Placement Team					24						1		1						
Westheimer - TAA					2	2							1						
Wharton					2	2							1						
Willowbrook	1			1	2	1							2						
Total		24.5		19.5		24		162		66.75		7	19	67.5		26		2	82.5

* Gray Shaded Columns include staff housed in career offices but not paid by contracted career office operator
 ** Funding for Employment Service staff positions may be reduced prior to the new year contracts

Estimate of Individual Customers Served by Location in Twelve Months

Office	Office Traffic	Individual customers served in 12-months	Expanded Services*
AeroSpace Transition Office		577	319
Astrodome	203,745	32,247	2,212
Bay City	60,431	4,468	415
Baytown	141,078	16,207	1,297
Columbus	14,109	1,498	144
Conroe	103,860	17,084	1,021
Cypress Station	333,333	41,420	2,349
East End	141,538	21,749	1,156
Hobby	184,954	28,701	1,784
Humble	161,339	21,195	1,086
Huntsville	36,809	4,541	419
Interfaith Call Center		33	9
Katy Mills	32,670	4,387	0
Lake Jackson	96,901	10,140	560
Liberty	47,478	6,025	408
Northeast	82,870	6,969	10
Northline	249,018	40,638	3,597
Northshore	114,693	21,115	1,021
Pasadena	129,865	32,040	1,102
ResCare Call Center		19	14
Rosenberg	96,569	30,576	1,407
Sealy	21,811	2,885	194
Southwest	264,792	34,259	2,529
Texas City	221,005	30,080	2,139
Waller	26,122	5,614	341
Westheimer	201,278	32,261	2,429
Wharton	57,198	3,183	128
Willowbrook	98,921	14,928	557

Workforce Solutions Computers by Location

Office	Career Office and Corporate Office Computers by Location				Employer Service Computers by Location				Financial Aid Payment Office				Call Center by Location			
	Desktop	Laptops	Total	Current Operator	Desktop	Laptops	Total	Current Operator	Desktop	Laptops	Total	Current Operator	Desktop	Laptops	Total	Current Operator
Central Office - ETC	6		9	Neighborhood Centers	59	20	79	ETC	68	2	70	NCI				
Corporate Office - NCI		3	9	Neighborhood Centers												
Corporate Office - ResCare	9	5	14	ResCare												
Corporate Office - Interfaith	4	11	15	Interfaith												
Astrodome	105	2	107	Neighborhood Centers	0	0	0	ETC								
Bay City	35	2	37	ResCare	0	1	1	ETC								
Baytown	54	2	56	ResCare	0	1	1	ETC								
Chimney Rock Call Center																
Columbus	10	1	11	Interfaith	0	0	0	ETC								
Conroe	66	3	69	Interfaith	0	0	0	ETC								
Controe - Data Management Office	17	2	19	Interfaith												
Cypress Station	109	5	114	Interfaith	0	1	1	ETC								
Cypress Station - Job Order Office	11	1	12	Interfaith												
East End	52	0	52	Neighborhood Centers	0	0	0	ETC								
Hobby	85	7	92	Neighborhood Centers	0	1	1	ETC								
Humble	116	2	118	Interfaith	0	0	0	ETC								
Huntsville	26	1	27	Interfaith	0	0	0	ETC								
Katy	17	0	17	ResCare	0	1	1	ETC								
Lake Jackson	50	4	54	ResCare	1	0	1	ETC								
Liberty	35	1	36	ResCare	0	0	0	ETC								
Northeast	26	1	27	Neighborhood Centers	0	0	0	ETC								
Northline	116	4	120	Neighborhood Centers	0	0	0	ETC								
Northline Call Center																
Northshore	61	0	61	Neighborhood Centers	0	0	0	ETC								
Pasadena	78	2	80	Neighborhood Centers	1	0	1	ETC								
Rosenberg	64	1	65	ResCare	0	2	2	ETC								
Sealy	20	0	20	Interfaith	0	0	0	ETC								
Southwest	119	0	119	Neighborhood Centers	0	0	0	ETC								
Texas City	76	5	81	ResCare	0	1	1	ETC								
Waller	15	1	16	Interfaith	0	0	0	ETC								
Westheimer	99	21	120	Interfaith	0	0	0	ETC								
Westheimer Call Center																
Westheimer - UI Placement Team	15	1	16	Interfaith												
Westheimer - TAA	2	0	2	Interfaith												
Wharton	27	1	28	ResCare	0	0	0	ETC								
Willowbrook	39	2	41	Interfaith	0	0	0	ETC								
	1564	91	1655		61	28	89		63	2	70		73	8	81	

* Equipment belonging to the state which we carry on inventory until it is fully depreciated. The equipment is in use.

** Career Office Contractors provide computers and other supplies for all staff in the office - including Employer Service staff.

*** NCI = Neighborhood Centers, Inc., ETC = Employment and Training Centers

Workforce Solutions Financial Aid

Reported FY 12

Aid Type	Expenditures	Customers Receiving Aid
Child Care	\$112,948,137.00	24,965
Work Support and Other Support Services for customers receiving over \$200	\$4,800,090.00	6,161
Scholarship and Education	\$9,261,584.00	
Work Support for customers receiving under \$200	\$1,147,570.00	16,221
Total	\$128,157,381.00	47,347

Reported FY 13 to date

Aid Type	Expenditures	Customers Receiving Aid
Child Care	\$42,277,582.00	17,262
Work Support and Other Support Services for customers receiving over \$200	\$352,031.00	2,730
Scholarship and Education	\$6,357,712.00	
Work Support for customers receiving under \$200	\$621,017.00	12,655
Total	\$49,608,342.00	32,647

IV 9 Amount and number of people receiving FA

Financial Aid Billing and Payments Processed
 October 1, 2011 through September 30, 2012 &
 October 1, 2012 through March 31, 2013

Vendor Type	Number of Vendors as of 3/2013	Vendor Billing and Payment Frequency/month	Amount Paid for 12-month period (FY 2012)	Amount Paid for 12-month period (FY 2013 to date)
Child Care	1,985	Payments released 4 to 5 times per month	\$112,948,137	\$42,277,582
Scholarships		Payments released 2 times per week	\$9,261,584	\$6,357,712
Support Services			\$5,947,661	\$973,048
Total			\$128,155,382	\$49,608,342

- Payment office requests child care funds once per month, 12 times in a 12-month period. Other funds requests occur twice a month, 24 times in a 12-month period.
- The total number of child care direct deposits and debit card transactions made for the 12-month was 81,726 child care. The number of child care only direct deposits and debit card transactions made per week ranged from 1,467 to 1,562. The average number of direct deposits and debit card transactions processed per payment cycle was 1,459.

The total number of education and training vendor related direct deposits made in a 16-month period were 4,869. (FY2013 to date)

- The total number of paper checks for the 12 month period was 1,169 averaging 97 per month child care. FY13 to-date: Total live checks were 935, averaging 156 per month.
- As of March 2013, the number of child care vendors/providers who submitted paper claims was 0, whereas 100% of the training/support vendors submitted paper invoices.

Financial Aid Billing and Payments Processed
 October 1, 2011 through September 30, 2012 &
 October 1, 2012 through March 31, 2013

		Monthly Avg.
FY 2012	Oct 11-Sep 12	12,455
FY 2013	Oct 12-Mar 13	7,009

Average Amount Paid per month (ALL PAYMENTS)

		Monthly Avg.
FY 2012	Oct 11-Sep 12	\$10,927,328
FY 2013	Oct 12-Mar 13	\$8,265,373

Average Amount per Payment (ALL PAYMENTS)

		Monthly Avg.
FY 2012	Oct 11-Sep 12	\$1,626
FY 2013	Oct 12-Mar 13	\$1,321

Financial Aid Payment Office – Staffing and Facility Costs

Staffing

Position Title	Number of current staff
Account Payable Representatives	8
Funds Commitment Specialists	1
Compliance Representatives	2
Resident and Vendor Customer Service Representatives	14
Systems Analyst	1
Funds Analyst	2
Data Analyst	1
Treasury Specialist	2
Clerical Support Specialist	2
Cash Management Specialist	1
Operations Manager	1
Managers and Supervisors	7
Total	42

Facility Costs

Contractor Lease	Lease Expires	Office	Address	Floor (1 st , 2 nd , etc.)	Office Bldg (OFC), Stripcenter (Strip), Other (O)	Square Footage	Monthly Rent	Cost Per Sq. Ft.	Communication cost other than IT	Current Contractor
X	6/30/13	Financial Aid Payment Office	6200 Savoy, Suite 1200 Houston, TX 77036	12th	OFC	9,542	\$11,928	\$1.250	\$ 99,000	NCI

Accounts Payable Representatives

- Process payment requests, vouchers, billing claims, and invoices for such financial aid as education and training, childcare services, and other work support items.
- Make payments to vendors and customers using a variety of payment methods that include direct deposit, debit card payments, and paper checks.
- Provide up-to-date financial information by funding source, financial aid type, and career office – report commitments, obligations, and expenditures.
- Recoup funds from customers as well as vendors when appropriate.
- Provide IRS W9 forms to all vendors as well as IRS 1099 forms to relative care child care vendors.
- Provide customer service regarding child care financial aid, manage the waiting list for child care financial aid, and send waiting letters as well as eligibility re-certification letters to customers.
- Follow and ensure compliance with Workforce Solutions contractual obligations.
- Process and reconcile payments made to Workforce Solutions vendors in an accurate and timely manner.
- Average salary \$44,649 per year

Resident and Vendor Customer Service Representative

- Process payment requests, vouchers, billing claims, and invoices for such financial aid as education and training, childcare services, and other work support items.
- Make payments to vendors and customers using a variety of payment methods that include direct deposit, debit card payments, and paper checks.
- Provide up-to-date financial information by funding source, financial aid type, and career office – report commitments, obligations, and expenditures.
- Recoup funds from customers as well as vendors when appropriate.
- Provide IRS W9 forms to all vendors as well as IRS 1099 forms to relative care child care vendors.
- Provide customer service regarding child care financial aid, manage the waiting list for child care financial aid, and send waiting letters as well as eligibility re-certification letters to customers.
- Follow and ensure compliance with Workforce Solutions contractual obligations..
- Interacts with resident customers and vendors to determine their needs and provide Workforce Solutions services and information, including vendor agreements and modifications, customer transfers, information about Workforce solutions.
- Salary \$32,716 - \$41,393 per year

Compliance Representative

- Process payment requests, vouchers, billing claims, and invoices for such financial aid as education and training, childcare services, and other work support items.
- Make payments to vendors and customers using a variety of payment methods that include direct deposit, debit card payments, and paper checks.
- Provide up-to-date financial information by funding source, financial aid type, and career office – report commitments, obligations, and expenditures.
- Recoup funds from customers as well as vendors when appropriate.
- Provide IRS W9 forms to all vendors as well as IRS 1099 forms to relative care child care vendors.
- Provide customer service regarding child care financial aid, manage the waiting list for child care financial aid, and send waiting letters as well as eligibility re-certification letters to customers.
- Collect facts on all reported alleged fraudulent activities, and complete thorough documentation on each allegation.
- Reduce the counts of fraudulent acts by referring cases to appropriate entities for prosecution.
- Salary \$41,612 - \$ \$47,282 per year

Systems Analyst

- Process payment requests, vouchers, billing claims, and invoices for such financial aid as education and training, childcare services, and other work support items.
- Make payments to vendors and customers using a variety of payment methods that include direct deposit, debit card payments, and paper checks.
- Provide up-to-date financial information by funding source, financial aid type, and career office -- report commitments, obligations, and expenditures.
- Recoup funds from customers as well as vendors when appropriate. Provide IRS W9 forms to all vendors as well as IRS 1099 forms to relative care child care vendors.
- Provide customer service regarding child care financial aid, manage the waiting list for child care financial aid, and send waiting letters as well as eligibility re-certification letters to customers.
- Conduct requirements definition, design, testing, training, and implementation activities for modification of business systems and processes.
- Document process, procedures, and system design to support business functions.
- Designs and creates forms, spreadsheets, reports, and small databases to support processes and management of processes.
- Provide direct supervision to staff and ensure that staff is proficient in performing required duties and responsibilities.
- Average salary \$59,000 per year.

Funds Analyst

- Process payment requests, vouchers, billing claims, and invoices for such financial aid as education and training, childcare services, and other work support items.
- Make payments to vendors and customers using a variety of payment methods that include direct deposit, debit card payments, and paper checks.
- Provide up-to-date financial information by funding source, financial aid type, and career office – report commitments, obligations, and expenditures.
- Recoup funds from customers as well as vendors when appropriate.
- Provide IRS W9 forms to all vendors as well as IRS 1099 forms to relative care child care vendors.
- Provide customer service regarding child care financial aid, manage the waiting list for child care financial aid, and send waiting letters as well as eligibility re-certification letters to customers.
- Manages several different funding sources that comprise Workforce Solutions Financial Aid.
- Monitors financial aid budgets, expenditures, obligations, commitments, and trends for 26 career offices as well as the entire system.
- Communicates financial information through databases, spreadsheets, charts, graphs, and narrative to the Finance department, management and staff, career offices, the Gulf Coast Workforce board, and HGAC staff..
- Ensures the timely payments to Workforce Solutions vendors.
- Salary \$47,303 - \$58,246 per year

Data Analyst

- Actively enroll, set up and provide technical assistance to vendors.
- Process all financial aid payments for Workforce Solutions systems.
- Notify career offices, contractors and board staff of enrollment, obligations, expenditures and commitments.
- Serves as a telephone based customer service representative to vendors and customers.
- Develops and maintain database queries and reporting applications to support Workforce Solutions program.
- Provide database and report management, ad-hoc reporting, and support, as needed for multiple databases in SQL and FoxPro. Support department data requirements through the creation of reports
- Documents reports and reporting processes, procedures, and report design.
- Designs and creates forms, spreadsheets, reports, and small databases to support processes and management of processes.
- Average salary \$49, 046 per year.

Treasury Specialist

- Process payment requests, vouchers, billing claims, and invoices for such financial aid as education and training, childcare services, and other work support items.
- Make payments to vendors and customers using a variety of payment methods that include direct deposit, debit card payments, and paper checks.
- Provide up-to-date financial information by funding source, financial aid type, and career office – report commitments, obligations, and expenditures.
- Recoup funds from customers as well as vendors when appropriate.
- Provide IRS W9 forms to all vendors as well as IRS 1099 forms to relative care child care vendors.
- Provide customer service regarding child care financial aid, manage the waiting list for child care financial aid, and send waiting letters as well as eligibility re-certification letters to customers.
- Prepare computer files or gather records for use within the Workforce Solutions system.
- Enters data into established databases or spreadsheets to compute amounts due.
- Make payments to childcare/non-childcare vendors.
- Access Workforce Solutions' MIS systems as well as any other financial systems to process all payment transactions.
- Average salary \$41,328 per year.

Cash Management Specialist

- Obtains data used in maintaining accounting records.
- Works with contractor off-site locations for the timely submission of deposit documentation to Accounting on a regular basis.
- Reviews bank deposits prepared by off-site locations for mathematical accuracy and account coding. The individual must be able to communicate with other contractor personnel to reconcile any inaccurate deposits prior to those deposits being entered in the accounting software system.
- Review deposit coding to ensure correct general ledger accounts are used prior to the recording in the accounting software system.
- Prepares accurate bank deposits. Determine that there is sufficient supporting documentation for those deposits.
- Maintains the deposit file providing access for retrieval and review of cash receipt transactions.
- Handles Non sufficient Funds checks by communicating with the appropriate parties for collection of these checks.
- Processes positive pay and ACH transactions as needed. Communicates with banks and other third parties regarding checks that were fraudulently created or processed through the banking system to work for quick resolutions.
- Maintains direct deposit database.
- Reconciles all bank accounts, except for payroll. Prepares any journal entries to adjust bank balances in the general ledger to actual bank balance at month's end.
- Assists with the contractor's cash management and investments. Reviews bank balance and makes necessary transfers for better usage of funds.
- Maintains daily cash balance report and reconciles to the general ledger on a monthly basis.
- Prepares all cash and ACH journal entries on a weekly basis.
- Monitors compliance with contractor's policies and procedures and recommends changes on an as needed basis.
- Average salary \$38,677 per year.

Training Vendor Coordinator

- Recruits, evaluates, selects and sets up training vendors in Workforce Solutions' vendor network
- Provides customer service and support to vendors in the vendor application and contract maintenance processes.
- Works with vendors, management, and Contracts Department to establish agreements and contracts with vendors.
- Maintains vendor records in paper and on Workforce Solutions MIS systems.
- Develops methods, procedures and systems to support vendor selection, tracking and reporting.
- Prepares and evaluates administrative reports and statistics to evaluate education, training and development programs and initiatives.
- Coaches Managers and employees with regard to training and education issues and vendor selection strategies.
- Conducts research, collects data and writes reports to support the timeliness, accuracy and quality of certified vendors.
- Travels to career schools to review training materials, curriculums, records and compliance with federal and/or local standards.
- Average salary \$44,199 per year.

Financial Aid Call Center Office/s – Staffing, Facility Costs and Computers

Staffing for Combined Operations

Position Title	Number of current staff
Customer Service Staff	54
Electronics Records Manager	1
Temporary Staff for Special Projects	1
Managers and Supervisors	7
Total	63

Facility Costs

We currently have call center staff in three locations. Staff work from two career offices and one small call center location. Facility costs at career office locations accrue to the career office. We anticipate these facilities will continue to operate as career offices under current leases.

Call center Contractor	Location	Monthly Rent	Monthly Communication Cost other than IT Allocated to Call Center	Number of Computers	Number of Staff
Interfaith	Westheimer Career Office 8373 Westheimer, Houston, TX 77063	\$0	\$43,000	53	40
Interfaith	Northline Career Office 4424 N. Freeway Houston, TX 77022	\$0	\$1,000	8	8
ResCare	Stand Alone Call Center 3033 Chimney Rock #1200 Houston, TX 77056	\$2,826	\$ 35,000	20	15

Financial Aid Call Center Current Job Duties and Pay

- ✓ Financial Aid Customer Service Staff earn \$32,000 and \$42,000 a year. Fringe benefits are in addition to the salaries noted.
- ✓ Financial aid Customer Service staff perform the following duties:
 - Answer telephones and direct customers to the appropriate staff member depending on the customer request. May answer simple customer questions
 - Screen financial aid applications to determine what category of aid the customer is requesting, what documents the customer submitted and which ones she will likely need to determine her eligibility. Contact the customer to discuss the application and tell the customer the next step
 - What we need from her
 - Deadlines for submitting the required information
 - When she can expect to hear from us after submitting all the required documents

Document customer conversations including information about the status of the application in the appropriate MIS

Scans documents into the electronic file

- Determine if the customer is eligible for the financial aid requested.
 - Contacts the customer when necessary to ask questions about the application
 - Determine all fund sources we can charge for her financial aid.
 - Enters eligibility information into TWIST and FAMS
 - Notifies the Payment Office and the Career office when the customer is eligible
 - Notifies the Payment Office which vendor the customer will use and specific costs for the current term
 - Enters estimated commitments for the full period of the customer's expected need for financial aid
 - Checks for continuing eligibility when the customer must meet requirements to continue to receive financial aid
 - For example, a customer must maintain a C average to keep her scholarship
- Daily verification of cash substitute inventory
- Sends customer letters to disallow, discontinue, reduce or warn a customer of financial aid loss.

Current staff perform or a combination of the duties listed above.

**Workforce Solutions Call Center Volume
October 2012 to February 2013**

Summary	Total
Call Center Customer Service Staff	56
Number of Calls	219,403
Total applications received	24,454
Total applications processed	21,685

Monthly Incoming Calls	
Oct-12	29,041
Nov-12	32,179
Dec-12	45,881
Jan-13	57,013
Feb-13	55,289
Total	219,403

Monthly Financial Aid Applications Received	
Oct-12	2,368
Nov-12	2,613
Dec-12	4,099
Jan-13	6,895
Feb-13	8,479
Total	24,454

Monthly Financial Aid Applications Processed	
Oct-12	2,643
Nov-12	2,490
Dec-12	2,933
Jan-13	6,017
Feb-13	7,602
Total	21,685

Note: Increasing Volume as Call Center Operation Matures

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Child Care Quality Improvement Services

Following are the examples of services we can consider funding for quality improvement. A bidder may offer other quality services.

<p>Activities to promote inclusive child care for infants/toddlers</p>	<ul style="list-style-type: none"> • Recruit providers to care for infants and toddlers with disabilities; • Train providers to care for infants and toddlers with disabilities; • Hire staff to write inclusion plans, monitor infants and toddlers with inclusion plans, and offer technical assistance and training to provider staff working with infants and toddlers with disabilities; • Coordinate or partner with local Early Childhood Intervention (ECI) programs to provide training or resources for early detection of children with special needs; and • Supply developmentally appropriate toys and resource materials to providers caring for infants and toddlers with disabilities.
<p>Professional development for infant/toddler child care</p>	<ul style="list-style-type: none"> • Coordinate with community agencies to provide research-based training for providers that care for infants and toddlers; • Offer and fund training sessions for additional child care health consultants to assist providers that offer infant and toddler care; • Develop a network of child care health consultants who can provide on-site technical assistance and training; and • Provide a reference library for certified child care health consultants serving infant and toddler care providers.

Child Care Quality Improvement Services

<p>Activities to increase capacity for infants and toddlers</p>	<ul style="list-style-type: none"> • Fund minor classroom renovations to convert existing classrooms and create additional infant and toddler classrooms; • Provide resources to child care providers for equipment and supplies. • Provide equipment and material incentives for providers that open additional infant and toddler classrooms; and • Hire infant-toddler specialists to provide technical assistance, training, and/or monitoring of new infant and toddler caregivers.
<p>Activities that promote collaboration with Early Head Start or other local agencies and organizations to improve care for infants/toddlers</p>	<ul style="list-style-type: none"> • Collaborate or partner with Early Head Start programs, ECI, or other community agencies to train new infant and toddler caregivers or offer ongoing professional development opportunities.
<p>Activities to expand, maintain, or improve Texas Rising Star or nationally accredited providers.</p>	<ul style="list-style-type: none"> • Maintain pool of Texas Rising Star (TRS) and National Association for the Education of Young Children (NAEYC) providers by providing technical assistance to programs in jeopardy of losing their license. • Track and provide orientations to newly certified TRS programs. • Provide marketing to promote TRS and NAEYC certifications and increase the number of providers with either of these certifications.

Child Care Quality Improvement Services

<p>Promote inclusive child care</p>	<ul style="list-style-type: none"> • Recruit more providers to serve children with disabilities. • Develop inclusion plans, provide on-site consultations and resources for families and providers serving children with disabilities; • Supply developmentally appropriate toys and resource materials to providers caring for children with disabilities.
<p>Expand professional development</p>	<ul style="list-style-type: none"> • Provide and arrange training to address health and safety, nutrition, first aid, the recognition of communicable diseases and child abuse detection and prevention, child development and other topics for providers. • Develop a network of child health consultants who can provide onsite technical assistance and trainings. • Provide training that lead to Child Development Associate credential; provide tuition or stipends to attend early education course at colleges and universities. • Provide funding for child care providers for substitute care givers so staff can participate in early learning and child development training sessions. • Provide resources and technical assistance to providers.
<p>Promote early learning and literacy.</p>	<ul style="list-style-type: none"> • Purchase equipment and learning supplies for providers. • Provide resources to child care providers for equipment and supplies.

Child Care Quality Improvement Services

Activities to promote collaboration with Early Head Start, Head Start, pre K or other community partners	<ul style="list-style-type: none">• Partner with Head Start, pre-kindergarten programs and other such community agencies to train more teachers and expand professional development resources.
Child care consumer education	<ul style="list-style-type: none">• Maintain a Resource and Management team which provide referrals and information to families who access parent educators by telephone, fax, or e-mail.• Expand existing online access to consumer education resources.

Securing Local Match

TEXAS WORKFORCE COMMISSION

Chapter 809.17 CHILD CARE SERVICES

- (a) Leveraging Local Funds.
- (1) The Commission encourages Boards to secure local public and private funds for the purpose of matching federal funds in order to maximize resources for child care needs in the community.
 - (2) A Board is encouraged to secure additional local funds in excess of the amount required to match federal funds allocated to the Board in order to maximize its potential to receive additional federal funds should they become available.
 - (3) A Board's performance in securing and leveraging local funds for match may make the Board eligible for incentive awards.
- (b) The Commission accepts the following as local match:
- (1) Funds from a private entity that:
 - (A) are donated without restrictions that require their use for:
 - (i) a specific individual, organization, facility, or institution; or
 - (ii) an activity not included in the CCDF State Plan or allowed under this chapter;
 - (B) do not revert back to the donor's facility or use;
 - (C) are not used to match other federal funds; and
 - (D) are certified by both the donor and the Commission as meeting the requirements of subparagraphs (A)–(C) of this paragraph.
 - (2) Funds from a public entity that:
 - (A) are transferred without restrictions that would require their use for an activity not included in the CCDF State Plan or allowed under this chapter;
 - (B) are not used to match other federal funds; and
 - (C) are not federal funds, unless authorized by federal law to be used to match other federal funds.
 - (3) Expenditures by a public entity certifying that the expenditures:
 - (A) are for an activity included in the CCDF State Plan or allowed under this chapter;
 - (B) are not used to match other federal funds; and
 - (C) are not federal funds, unless authorized by federal law to be used to match other federal funds.
- (c) A Board shall submit private donations, public transfers, and public certifications to the Commission for acceptance, with sufficient information to determine that the funds meet the requirements of subsection (b) of this section.
- (d) Completing Private Donations, Public Transfers, and Public Certifications.
- (1) A Board shall ensure that:

Securing Local Match
TEXAS WORKFORCE COMMISSION
Chapter 809.17 CHILD CARE SERVICES

- (A) private donations of cash and public transfers of funds are paid to the Commission; and
 - (B) public certifications are submitted to the Commission.
- (2) Private donations and public transfers are considered complete when the funds have been received by the Commission.
- (3) Public certifications are considered complete to the extent that a signed written instrument is delivered to the Commission that reflects that the public entity has expended a specific amount of funds on eligible activities described in subsection (b)(3) of this section.
- (e) A Board shall monitor the funds secured for match and the expenditure of any resulting funds to ensure that expenditures of federal matching funds available through the Commission do not exceed an amount that corresponds to the private donations, public transfers, and public certifications that are completed by the end of the program year.

The provisions of this new §809.17 adopted to be effective January 29, 2007, as published in the Texas Register, January 26, 2007, 32 TexReg 336.

Youth Eligibility Criteria

Age & Other	Work Status	Selective Service	Income & Other
<p>14-21 years old and</p> <ul style="list-style-type: none"> • Deficient in Basic Literacy Skills; or • School Dropout (youth who are homeschooled are not dropouts) ; or • Homeless, Runaway, or Foster Youth; or • Pregnant/Parenting; or • Offender • Require additional assistance to complete an educational program, or to secure and hold employment 	<p>Authorized to work in U.S.</p>	<p>If male, registered as required</p>	<p>Family income at or below 100% of poverty line or 70% lower living standard. Income test not required if customer is</p> <ul style="list-style-type: none"> • TANF recipient or family member thereof • SNAP recipient or determined eligible for SNAP in 6 months prior to application • SSI recipient or family member thereof • Recipient of other public assistance <p>Up to 5% of customers may exceed the income level if they have at least one of the following characteristics:</p> <ul style="list-style-type: none"> • School Dropout; or • Basic Skills Deficient; or • Behind Grade Level; or • Pregnant or Parenting; or • Disabled (includes learning disabilities); or • Homeless or Runaway; or • Offender; or • Dependent member of a Single Parent family.

Financial Aid Income Guidelines

Family Size – Number of Persons in the Family	Income
One	\$11,490
Two	\$15,510
Three	\$19,606
Four	\$24,205
Five	\$28,568
Six	\$33,411
Seven	\$38,254
Eight	\$43,097
For each additional family member add this amount	<u>\$4,843</u>

Glossary of Terms

Term	Definition
Basic Skills Deficient	English reading or computing skills below 8th grade as measured by the TABE.
Deficient in Basic Literacy Skills	Computes or solves problems, reads, writes, or speaks English at or below 8.9 <u>or</u> Is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family or in society
Disabled	<ul style="list-style-type: none"> • A physical or mental impairment that substantially limits one or more of the major life activities of such individual • A record of such an impairment • Being regarded as having such an impairment
Documentation	Physical evidence obtained to verify or validate customer information; becomes a part of the customer's record
Dropout	An individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent
Family	<p>Two or more persons related by blood, marriage, or decree of court, who are living in a single residence, <u>and</u> are included in one or more of the following categories:</p> <ul style="list-style-type: none"> • Husband, wife, and dependent children • Parent or guardian and dependent children • Husband and wife
Foster Youth	A child on behalf of whom state or local government payments are made and for whom a court order removing the child from the custody of the parent and specifying a managing conservator exists
Habitually Truant Youth	The unexcused absence of a child from school without the consent of parents on 10 or more days or parts of days within a six-month period or three or more days or parts of days within a four-week period

Glossary of Terms

<p>Homeless</p>	<p>An individual who lacks a fixed, regular, and adequate nighttime residence; and who has a primary nighttime residence that is:</p> <ul style="list-style-type: none"> • Supervised publicly or privately operated shelter designed to provide temporary living accommodations; • An institution that provides a temporary residence for individuals intended to be institutionalized; or • a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human
<p>Independent Child</p>	<p>An individual that may be living with their parent or guardian but is not dependent on them for food, shelter, or other forms of required support</p>
<p>Individual</p>	<p>A person not meeting the definition of family (aka family of one).</p>
<p>In-School Youth</p>	<p>Any Youth not classified as out-of-school. (Reference Out-of-School Youth)</p>
<p>Literacy</p>	<p>Ability to read, write, and speak in English, and to compute, and solve problems, at levels of proficiency necessary to function on the job, in the family of the individual, and in society</p>
<p>Low-income Individual</p>	<p>An individual who:</p> <ul style="list-style-type: none"> • Receives or is a member of a family that receives cash payments under a federal, state, or local income-based public assistance program • Received an income or is a member of a family that has received a total family income for the six-month period prior to application for the program involved that, in relation to family size, does not exceed the higher of: <ul style="list-style-type: none"> -- the poverty line, for an equivalent period; or -- 70 percent of the Lower Living Standard Income Level, for an equivalent period. • Is a member of a household that receives (or has been determined within the six-month period prior to the application for the program involved to be eligible to receive) food stamps • Qualifies as a homeless individual • Is a foster youth on behalf of whom state or local government payments are made • In cases permitted by regulations of the secretary of labor, is an individual with a disability whose own income meets the requirements of the second bullet above, but who is a member of a family whose income does not meet such requirements.
<p>Offender</p>	<p>Any adult or juvenile who is, or who has been, subject to any stage of the criminal justice process including misdemeanors</p>

Glossary of Terms

<p>Out-of-School Youth</p>	<ul style="list-style-type: none"> • School dropout; • Received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed
<p>Pregnant Or Parenting Youth</p>	<p>Individuals who are pregnant or parenting (as defined in behavioral terms)</p>
<p>Runaway Youth</p>	<p>A person under 18 years of age who leaves home (or place of legal residence) without the permission of parents or legal guardian</p>
<p>Selective Service Registrant</p>	<p>Males born on or after Jan. 1, 1960, Must register with the selective service system within 30 days after their 18th birthday or at least before they reach the age of 26</p>
<p>Self-Certification</p>	<p>An individual's signed attestation that the information he/she submits to demonstrate eligibility is true and accurate</p>
<p>Special Rule - 5%</p>	<p>Youth who are not low income eligible may participate if they meet one or more categories of individuals who face serious challenges to employment including:</p> <ul style="list-style-type: none"> • School dropouts • Basic skills deficient • Behind grade level • Pregnant or parenting • Disabled, including learning disability • Homeless or runaway youth • Offenders • Dependent in a single parent family <p><i>No more than 5% of youth participants can qualify under the Special Rule.</i></p>

Glossary of Terms

<p>Unemployed</p>	<ul style="list-style-type: none"> • An individual who is without a job, and wants and is available for work • An individual who did not work during the seven consecutive days prior to application, who made specific efforts to find a job within the past four weeks, and who was available for work during the seven consecutive days prior to application • An individual who did not work • An individual who was waiting to be called back to a job from which he/she had been laid off • An individual who was waiting to report to a new wage or salary job scheduled to start within 30 days
<p>Underemployed</p>	<p>Underemployment occurs when a worker is either overqualified for his or her job or is not working full time and is working fewer hours than desired. For example, a college graduate in microbiology can find no work in his or her field and ends up as a clerk in a department store</p>

WORKFORCE SOLUTIONS OFFICES

	Entire System		Astrodome			Bay City			Baytown			Columbus		
	2013	2012	2013	2012	2011	2013	2012	2011	2013	2012	2011	2013	2012	2011

Customers Served	190,227	410,871	405,639	16,511	33,322	32,333	2,214	4,768	8,984	7,645	16,917	16,588	746	1,484	1,956
Customers Directly Placed	11,214	27,938	30,002	1,214	3,042	2,453	202	474	1,060	534	1,208	1,106	62	126	163
Customers employed by the 1st Qtr After Exit	74.3%	69.9%	66.8%	71.6%	68.6%	66.3%	72.2%	70.9%	68.4%	74.6%	72.2%	69.5%	73.2%	72.4%	69.0%
Customers, unemployed at entrance, employed in the 1st Qtr After Exit	74.3%	65.1%	63.0%	71.6%	64.5%	62.1%	72.2%	65.6%	63.1%	71.5%	68.9%	66.0%	71.2%	67.5%	63.7%
Customers employed in the entrance quarter	59.7%	55.9%	55.7%	58.7%	55.3%	54.5%	62.4%	57.4%	54.5%	61.8%	60.2%	55.9%	63.0%	61.0%	56.6%
Number of customers employed in 2nd and 3rd Qtrs After Exit	60.9%	59.3%	57.1%	59.6%	56.7%	54.8%	78.4%	76.3%	73.3%	79.5%	76.3%	75.2%	77.8%	79.0%	78.4%
WIA Youth Placement in Employment or Education	63.2%	59%	57.4%	65.5%	46.7%	80.0%	59.1%	77.8%	66.7%	72.7%	63.6%	60.0%	60.0%	100.0%	

More Competitive Employers

Customers pursuing Education Credential that achieve one certificate/degree	22.4%	31.0%	40.8%	13.0%	27.0%	44.1%	12.8%	33.9%	45.0%	4.6%	22.0%	20.0%	0.0%	50.0%	0.0%
Customers enrolled in post-secondary who earn certificate/degree	26.2%	32.4%	40.1%	17.8%	29.7%	49.4%	17.7%	26.8%	53.8%	3.8%	21.0%	21.7%	0.0%	100.0%	0.0%
% of customers pursuing Education Credential who achieve one by end of third quarter after exit	71.0%	83.0%	87.5%	71.6%	86.5%	83.3%	81.0%	85.7%	90.3%	85.0%	67.1%	52.3%		100.0%	0.0%
% of customers, 14-21, not in school and deficient in basic skills at entrance, who increase functioning level after receiving 1 yr or less service	41.5%	35.8%	39%	75.0%	35.5%	20.0%	75.0%	63.6%	52.6%	33.6%	45.5%	0.0%		35.8%	0.0%

A Better Educated and Skilled Workforce

Exiters with Earnings Gains of at least 20%	49.7%	48.9%	25.5%	51.4%	31.4%	26.3%	52.0%	34.4%	28.8%	52.7%	34.0%	28.8%	44.9%	30.4%	27.6%
Exiters employed in the 1st Qtr After Exit with Earnings Gains	63.5%	60.1%	35.1%	64.4%	39.9%	33.8%	65.8%	44.4%	36.6%	66.1%	43.4%	36.0%	57.7%	39.3%	35.5%

Higher Real Income

Job Postings Filled	24.2%	29.3%													
Staff Guided Entered Employment	72.5%	70.7%	66.5%	68.5%	71.7%	64.6%	88.0%	80.3%	79.7%	76.4%	83.2%	74.1%	72.4%	71.9%	65.8%
At Risk Employment Retention	78.4%	77.5%	75.6%	78.1%	76.2%	74.0%	76.9%	75.4%	76.0%	78.6%	76.7%	77.1%	72.7%	74.4%	71.8%
Placement of Registered Claimants in 10 Wks	53.3%	52.5%	48.0%	52.4%	51.4%	48.4%	55.6%	52.4%	47.6%	62.0%	59.8%	54.8%	54.4%	47.9%	41.8%
Choices Full Work Rate	33.7%	20.2%		26.2%	14.9%		21.3%	27.5%		44.6%	27.3%		35.8%	15.0%	

Production Measures

2013 data through March 2013

Performance not met

Performance measure did not apply that contract year

There were no customers in this measure for this office

V 1 Career Office /Helping Young People Performance

	Comice			Cypress Station			East End			Hobby			Humble			Huntsville		
	2013	2012	2011	2013	2012	2011	2013	2012	2011	2013	2012	2011	2013	2012	2011	2013	2012	2011

8,523	17,710	20,638	18,853	44,068	51,241	9,239	25,486	72,118	13,642	30,091	31,206	11,388	20,040	21,895	2,298	4,533	6,124
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368	598	762	831	1,825	2,227	405	2,024	4,079	537	1,771	1,818	699	1,173	1,317	229	824	637
72.2%	70.9%	61.6%	72.4%	70.6%	69.5%	72.1%	70.8%	66.4%	72.3%	69.8%	67.4%	70.9%	67.1%	67.7%	70.4%	71.6%	68.2%
7.2%	65.3%	63.4%	72.1%	68.0%	66.0%	72.1%	66.9%	65.7%	72.3%	65.7%	64.5%	73.5%	67.3%	68.8%	70.1%	65.6%	62.2%
61.5%	60.9%	57.0%	59.8%	59.7%	53.1%	59.8%	59.2%	53.6%	53.8%	58.5%	55.5%	60.9%	59.0%	55.7%	60.7%	57.1%	54.3%
60.8%	79.5%	77.4%	80.7%	80.1%	77.3%	81.6%	80.8%	75.0%	80.7%	79.1%	77.0%	80.7%	79.1%	76.5%	81.7%	79.9%	78.2%
61.9%	70.6%	90.0%	52.9%	18.6%	15.6%	81.8%	71.4%	74.4%	81.0%	50.0%	55.3%	76.5%	70.0%	36.3%	61.1%	43.8%	55.3%

20.2%	25.9%	38.7%	18.1%	26.2%	36.4%	47.7%	41.0%	38.7%	23.6%	37.4%	28.8%	21.3%	37.2%	40.1%	24.3%	41.0%	24.6%
19.2%	26.1%	44.3%	18.4%	26.5%	38.4%	53.8%	47.8%	42.2%	25.3%	46.8%	35.9%	20.9%	37.5%	41.3%	26.5%	38.5%	26.1%
62.9%	77.2%	83.5%	60.9%	79.1%	78.9%	70.1%	84.3%	78.6%	77.7%	82.6%	88.6%	82.1%	76.7%	91.4%	90.3%	92.9%	93.3%
62.5%	40.0%	0.0%	55.6%	16.7%	0.0%	60.0%	34.0%	100.0%		25.6%	33.3%	54.5%	22.7%	46.9%	50.0%	35.7%	35.0%

49.0%	31.4%	26.2%	50.6%	32.8%	25.9%	51.2%	31.8%	25.7%	52.7%	32.6%	26.2%	52.3%	32.7%	28.6%	76.5%	33.3%	30.8%
62.7%	53.9%	53.7%	63.8%	40.7%	33.2%	65.1%	40.3%	33.3%	66.2%	41.5%	33.5%	65.3%	33.8%	34.2%	100.0%	42.2%	39.4%

69.4%	76.4%	65.2%	76.0%	71.0%	70.2%	76.0%	69.1%	60.4%	68.9%	69.9%	65.6%	70.3%	70.7%	62.5%	84.6%	77.2%	67.3%
78.3%	75.9%	74.6%	77.4%	76.9%	74.2%	80.0%	78.3%	74.7%	79.9%	78.9%	77.1%	77.4%	75.8%	74.1%	68.3%	74.1%	71.8%
51.3%	47.7%	43.5%	51.7%	49.3%	42.9%	52.5%	55.7%	64.9%	54.0%	53.4%	49.3%	53.3%	50.9%	46.6%	53.8%	54.6%	51.8%
36.3%	24.2%		43.8%	19.0%		19.3%	12.1%		29.4%	15.8%		51.0%	26.8%		30.9%	27.3%	

	Katy Mills			Lake Jackson			Liberty			Northeast			Northline			Northshore			Pasadena		
	2013	2012	2011	2013	2012	2011	2013	2012	2011	2013	2012	2011	2013	2012	2011	2013	2012	2011	2013	2012	2011
2,730	3,512	4,770	10,289	11,371	2,792	5,924	6,422	3,687	6,004	18,024	45,124	46,438	9,405	23,438	25,761	15,414	33,958	37,139			
365	355	406	1,051	1,033	161	347	528	55	368	579	3,469	3,809	501	1,445	620	1,471	1,758				
73.8%	71.8%	73.9%	72.4%	71.2%	70.4%	69.2%	68.3%	69.2%	71.9%	70.9%	67.9%	63.2%	74.0%	70.7%	67.1%	74.7%	73.5%	73.8%			
79.8%	68.2%	73.9%	68.1%	66.9%	70.4%	63.3%	62.4%	69.2%	63.8%	70.5%	65.5%	61.1%	74.0%	66.7%	63.4%	74.7%	70.0%	67.7%			
54.4%	58.5%	51.0%	51.0%	53.9%	59.3%	53.9%	53.6%	55.4%	50.6%	56.9%	56.0%	51.7%	62.2%	59.5%	63.8%	62.7%	60.8%				
81.2%	79.5%	80.6%	79.6%	78.4%	78.0%	74.6%	78.5%	78.5%	76.1%	78.6%	77.6%	75.0%	80.9%	77.4%	81.5%	80.9%	78.4%				
		74.7%	71.4%	60.6%	50.0%	50.0%	50.0%		100.0%	68.4%	57.4%	53.4%	76.9%	100.0%	28.6%	71.9%	86.7%	50.0%			
0.0%	0.0%	6.4%	29.6%	36.8%	0.0%	33.3%	58.8%			24.1%	22.5%	38.4%	10.4%	23.6%	41.8%	35.1%	37.7%	47.0%			
		11.6%	41.3%	36.8%		0.0%	62.5%			25.2%	23.3%	41.0%	15.4%	25.9%	51.6%	37.9%	39.4%	48.5%			
		87.8%	85.9%	85.8%	85.7%	75.0%	75.0%	100.0%		67.4%	71.9%	79.9%	88.3%	88.5%	68.5%	82.0%	91.2%	90.0%			
		100.0%	50.0%	50.0%	25.0%	0.0%	50.0%			62.5%	37.9%	100.0%		42.9%	100.0%	50.0%	45.7%	100.0%			
53.1%	55.9%	50.5%	35.0%	28.7%	51.9%	34.4%	27.2%	56.0%	33.8%	53.6%	32.1%	25.5%	54.1%	33.6%	27.0%	49.6%	33.5%	27.0%			
66.7%	65.0%	65.4%	44.0%	36.6%	66.2%	43.1%	34.9%	68.4%	42.2%	66.3%	40.7%	32.4%	67.5%	33.2%	34.3%	64.1%	42.8%	34.9%			
68.1%	80.0%	66.7%	60.2%	74.0%	80.0%	74.8%	61.4%	66.8%	68.0%	69.1%	71.3%	65.4%	71.2%	71.8%	69.5%	77.8%	73.0%	69.1%			
81.9%	74.4%	77.8%	76.0%	75.5%	77.4%	75.0%	70.2%	77.2%	75.2%	78.0%	77.5%	73.5%	81.2%	81.1%	77.4%	81.3%	81.4%	79.3%			
87.3%	76.4%	54.3%	54.0%	49.7%	52.6%	53.5%	48.8%	51.4%	47.4%	51.4%	51.7%	45.8%	56.3%	58.1%	52.5%	58.7%	55.3%	50.5%			
		80.8%	30.7%		30.0%	0.0%	30.0%			82.5%	17.0%		47.2%	24.4%		35.8%	25.8%				

	Rosenberg			Sealy			Southwest			Texas City			Waller			Westheimer			Wharton		
	2013	2012	2011	2013	2012	2011	2013	2012	2011	2013	2012	2011	2013	2012	2011	2013	2012	2011	2013	2012	2011
14,798	31,939	37,360	1,200	3,468	4,143	16,921	35,839	37,184	15,375	30,553	33,170	2,742	5,569	4,512	14,712	33,951	27,224	1,672	3,164		
361	572	503	195	315	311	987	2,498	2,266	595	1,282	1,408	51	133	128	922	1,077	185	473			
71.0%	69.7%	66.9%	65.3%	76.2%	69.0%	71.3%	69.6%	66.0%	71.8%	69.4%	67.9%	73.2%	70.7%	68.2%	71.8%	70.0%	76.4%	70.7%			
71.0%	66.3%	62.8%	75.3%	72.8%	64.8%	71.3%	64.8%	62.2%	71.8%	65.3%	63.9%	73.2%	67.6%	66.0%	71.8%	66.2%	76.4%	65.8%			
60.1%	60.4%	57.8%	66.1%	63.9%	60.3%	59.3%	57.5%	54.8%	59.6%	60.0%	56.2%	61.8%	62.4%	58.0%	62.1%	60.2%	59.0%	58.7%			
83.1%	81.5%	79.1%	79.6%	78.9%	78.1%	80.5%	79.3%	77.2%	80.3%	79.3%	78.9%	81.5%	80.4%	77.6%	81.1%	80.6%	80.3%	77.5%			
12.5%	53.8%	30.0%	50.0%	100.0%	100.0%	33.3%	56.8%	14.3%	66.8%	56.7%	40.0%				75.0%	47.7%	60.0%	33.3%	100.0%		
11.9%	30.2%	40.5%	33.3%	51.9%	6.5%	25.3%	18.6%	41.1%	31.1%	13.9%	30.3%	29.5%	25.4%	38.3%	29.7%	29.6%	22.4%	30.0%	33.3%		
17.5%	36.6%	40.6%	33.3%	51.2%	0.0%	28.4%	23.6%	47.7%	33.6%	14.7%	39.0%	29.5%	25.1%	39.1%	28.4%	29.4%	25.4%	10.0%	10.0%		
70.7%	74.3%	83.0%	96.0%	66.7%	66.7%	55.9%	86.5%	92.3%	56.4%	72.2%	66.5%	80.0%	94.1%	70.0%	63.6%	79.0%	84.6%	20.0%	100.0%		
12.5%	40.0%	40.0%	0.0%	100.0%		44.4%	32.1%	33.3%	10.0%	0.0%	0.0%	100.0%			69.6%	59.0%	14.3%	0.0%	18.2%		
46.3%	29.2%	24.9%	49.5%	34.4%	24.9%	51.6%	31.5%	26.3%	47.3%	30.8%	27.2%	47.7%	28.6%	22.8%	50.6%	32.0%	27.1%	50.6%	32.8%		
60.9%	38.0%	31.5%	62.3%	43.2%	31.4%	64.5%	40.0%	33.4%	61.5%	39.6%	35.2%	59.7%	37.6%	29.6%	94.6%	40.9%	34.4%	63.9%	42.4%		
73.8%	72.7%	68.5%	90.9%	60.0%	67.6%	65.7%	71.5%	68.6%	76.3%	72.6%	67.9%	75.3%	81.4%	70.2%	76.2%	72.6%	72.0%	92.9%	76.2%		
80.5%	78.4%	75.9%	79.6%	76.0%	77.8%	78.2%	77.9%	76.9%	78.1%	75.4%	75.6%	79.2%	74.4%	72.7%	80.2%	78.7%	77.0%	73.7%	74.2%		
45.7%	45.2%	40.6%	50.0%	49.9%	42.4%	50.6%	49.6%	46.4%	52.8%	49.6%	45.6%	47.3%	43.4%	40.5%	51.0%	43.9%	43.9%	51.3%	48.6%		
16.7%	19.9%		43.1%	35.0%		24.9%	18.9%		31.1%	20.0%		51.9%	32.3%		40.7%	23.7%					

Willowbrook			
2013	2012	2011	

7,588	14,247		
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156	356		
76.3%	74.0%		
76.3%	70.2%		
61.0%	66.0%		
83.7%	81.6%		

100.0%	100.0%		
0.0%	0.0%		
100.0%			

50.9%	35.6%		
65.5%	44.5%		

60.0%	50.0%		
81.2%	82.3%		
45.5%	47.0%		
31.7%	16.8%		

EMPLOYER SERVICE PERFORMANCE HISTORY

	CY 13*	CY12	CY 11**
Market Share	10.5%	17.1%	32.0%
Customer Loyalty	37.1%	51.6%	78.0%

CHILD CARE PAYMENT PERFORMANCE HISTORY

	CY 13*	CY 12	CY11
Average Number of Children Served Per Day	18,854	24,596	24,506

* 2013 data through January 2013

** Market Share & Customer Loyalty data included LMI services

Performance not met

Workforce Solutions Alert for April 8, 2013

Financial Aid Type	Child Care and Development Fund	Local Match Child Care	WIA Adult	WIA Youth in School	WIA Youth out of School	WIA Dislocated Worker	Trade Adjustment Assistance
Child Care	☒	☒	☒	☒	☒	☒	☒
Work Support -Clothing, tools -Emergency housing -Transportation -Other							
Scholarships -Tuition/fees -Books -Other							

 Funding Available
 Spending Caution – see notes
 Stop Spending
 N/A

Financial Aid Type	TANF (Choices, TANF Applicant Choices Plus)	SNAP/EBT	Wagner Peysot	TANF Choices MCP (Non-Custodial Parent)	WIA Dislocated Worker-NEG Multi-Company	WIA Dislocated Non-NEG Interstate and BAF	WIA Additional Assistance AIC
Child Care	☒	☒				☒	
Work Support -Clothing, tools -Emergency housing -Transportation -Other	☒	☒					☒
Scholarships -Tuition/fees -Books -Other	☒	☒					☒
Other -Translation services			☒				

Workforce Solutions Alert for April 8, 2013

Financial Aid: CHILD CARE	
CCDF:	
Fund	
SNAP E&T	
Workforce Applicant	
Choices	
Transitional	
Low Income	
PRS:	
Fund	
In-Home	
Title IV-E	
Title IV-B	
Relative Care	
WIA:	
Fund	
WIA Adult	
WIA Youth –Out of School	
WIA Youth – In School	
WIA Dislocated Workers	
CCM:	
Fund	
Aldine ISD	
Alief ISD- <i>Parents of AISD Students</i>	
Brazosport College- <i>Students and Staff</i>	
	Contact & Phone#
	Tammie Woolwright 713-334-5908
	Nicole Quintero 713-334-5941
	Sandra Pierce 713-268-1201

Workforce Solutions Alert for April 8, 2013

Channelview ISD		Sandra Pierce 713-268-1201
City of Houston		Diane Fortune 713-334-5946
City of Houston - ASAP		Diane Fortune 713-334-5946
Clear Creek ISD- Teen Parents and Staff		Sandra Pierce 713-268-1201
College of The Mainland- Students and Staff		Sandra Pierce 713-268-1201
Conroe ISD-Teen Parents		Nicole Quintero 713-334-5941
Cypress Fairbanks ISD- Teen Parents		Nicole Quintero 713-334-5941
Fort Bend ISD-Teen Parents		Sandra Pierce 713-268-1201
Galena Park ISD-Teen Parents		Nicole Quintero 713-334-5941
Galveston ISD-Teen Parents		Sandra Pierce 713-268-1201
Goose Creek ISD- Teen Parents		Sandra Pierce 713-268-1201
HCC System Cert- Students and Staff		Nicole Quintero 713-334-5941
Houston ISD-Teen Parents		Nicole Quintero 713-334-5941
Katy ISD- Teen Parents and Staff		Sandra Pierce 713-268-1201
Klein ISD- Teen Parents and Staff		Nicole Quintero 713-334-5941
Lamar Consolidated ISD-Teen Parents		Sandra Pierce 713-268-1201
San Jac CC District- Students and Staff		Sandra Pierce 713-268-1201

Workforce Solutions Alert for April 8, 2013

Spring ISD-Teen Parents		Edith Melendez 713-334-5907
Spring Branch ISD-Teen Parents		Edith Melendez 713-334-5907
TSU-Students and Staff		Nicole Quintero 713-334-5941
UH-Students and Staff		Angela Kidd 713-334-5945
Wharton County Jr. College		Sandra Pierce 713-268-1201

Workforce Solutions Alert for April 8, 2013

Notes for the Week (new or changed items from the last alert are underlined)

- WIA Additional Assistance ATC funds are available to eligible Aerospace and BAE customers effective January 11 until fully expended or through June 30, 2013.
- Effective Wednesday, March 20, 2013, WIA Adult is closed to all new applications for Scholarship, Education Expenses, Work Support and Other Supportive Services. WIA Adult is available only for financial aid of \$200 and below.
- Customers interested in a scholarship should be placed on the scholarship registry. Refer to Workforce Solutions Issuance 13 –10, for more information regarding the scholarship registry.
- Call center staff can process financial aid applications with pre-commitments in FAMS prior to Wednesday, March 20, 2013.
- Effective Tuesday, April 9, 2013, WIA Youth is closed to all new applications for Scholarship, Education Expenses, Work Support and Other Supportive Services. WIA Youth is available only for financial aid of \$200 and below.

Customers interested in a scholarship should be placed on the scholarship registry. Refer to Workforce Solutions Issuance 13 – 10, for more information regarding the scholarship registry.

Call center staff can process financial aid applications with pre-commitments in FAMS prior to Tuesday, April 9, 2013.

- TIME FOR CALL CENTERS TO SCREEN FINANCIAL AID APPLICATIONS

DATE: WEEK OF 4/8/13

DAYS TO FIRST CUSTOMER CONTACT: RESCARE – 7 DAYS
INTERFAITH – 9 DAYS

Please tell customers submitting a financial aid application during this week that the call center will contact them within the number of days noted above to let them know if/what we need to prove eligibility for the requested financial aid.

Workforce Solutions Alert for April 8, 2013

Scholarship / Education Services

- NEG {National Emergency Grant} Multi Company funds for Aerospace and BAE customers closed effective November 2, 2012.
 - WIA Additional Assistance ATC funds are available to eligible Aerospace and BAE customers effective January 11 until fully expended or through June 30, 2013.
 - Effective Wednesday, March 20, 2013, WIA Adult is closed to all new applications for Scholarship, Education Expenses, Work Support and Other Supportive Services. WIA Adult is available only for financial aid of \$200 and below.
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Call center staff can process financial aid applications with pre-commitments in FAMS prior to Tuesday, April 9, 2013.

Work and Other Support Services

- NEG {National Emergency Grant} Multi Company funds for Aerospace and BAE customers closed effective November 2, 2012.
- Work Support and other services are not an allowable expense for Trade Adjustment Act.
- Wagner Peyser fund stream is open for translation and interpreter services only.
- WIA Additional Assistance ATC funds are available to eligible Aerospace and BAE customers effective January 11 until fully expended or through June 30, 2013.

Workforce Solutions Alert for April 8, 2013

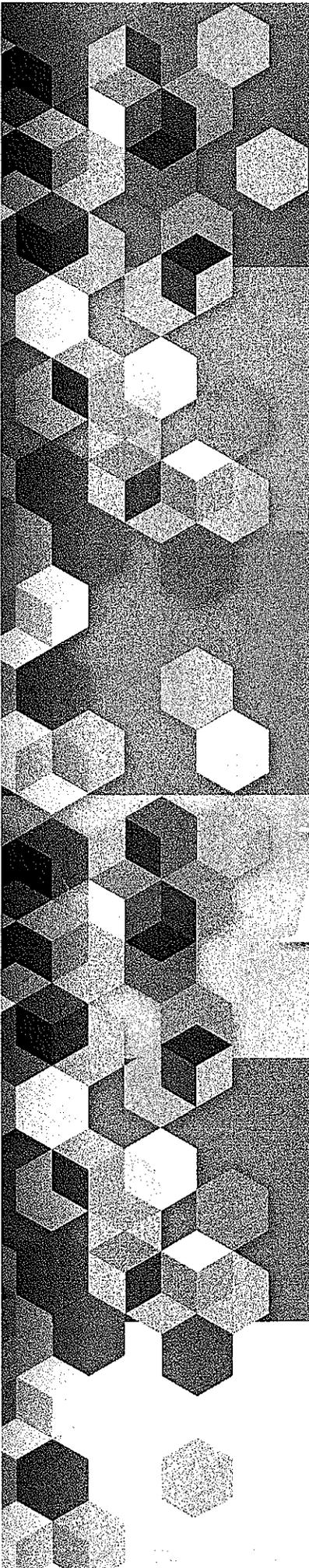
- Effective Wednesday, March 20, 2013, WIA Adult is closed to all new applications for Scholarship, Education Expenses, Work Support and Other Supportive Services. WIA Adult is available only for financial aid of \$200 and below.
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- Customers interested in a scholarship should be placed on the scholarship registry. Refer to Workforce Solutions Issuance 13 – 10, for more information regarding the scholarship registry.
- Call center staff can process financial aid applications with pre-commitments in FAMS prior to Tuesday, April 9, 2013.

Change in Status for Vendors

- Goodwill Industries of Houston Academy of Career Development is no longer an ETPS vendor.

Reminders

- Please select correct payment type for Career Uniform (voucher vendor not payment request vendor).
- Please do not select closed funding streams such as ARRA or RIO for commitments and cash subs.
- Please remember to add the alternate funding stream(s) to all commitments if the customer is eligible.
- All commitments for Scholarship and Education expenses should be created by semesters and should not exceed a 6 month timeframe. If the customer is eligible / approved for multiple semesters, create separate commitments for each semester. If the course is not offered by semester hours, please make note on the commitment in the Memo Field.



I AM WORKFORCE
Solutions
to *my* customer

I ^{see} customer's
IS PERSPECTIVE
to guide *my* work

I UNDER-
STAND ^{the} RESOURCES
AVAILABLE
throughout *our* system

I ^{can} always
HELP ^{my} customer—
EVEN ^{when I have}
no idea

I ^{learn} FROM
LEARN AND GAIN A BETTER
FROM **UNDERSTANDING**
^{my} mistakes of how to help *my* customer

Workforce Solutions

WORKFORCE SOLUTIONS