

# **South Central TN Workforce Board**

## **Local Workforce Development Area 10**

### **Program Year 2016**

### **Transitional Local Plan**

Comprehensive Centers in Columbia and Lawrenceburg, TN  
Affiliate Centers in Pulaski, Centerville, Hohenwald, Lewisburg, Linden, and  
Waynesboro, TN

**April 3, 2017**

South Central Tennessee Workforce Alliance/Tennessee Department of Labor and Workforce Development does not discriminate on the basis of gender, race, color, religion, age, mental or physical activity, veteran status or national origin in educational and employment opportunities. Auxiliary aids and services are available upon request to individuals with disabilities. WIOA/LWDB is an Equal Opportunity Employer. Any inquiries and/or complaints should be directed to the Equal Opportunity Officer, South Central Tennessee Workforce Alliance, 5000 Northfield Lane, Suite 124, Spring Hill, TN 37174. Funding is provided under an agreement with the Tennessee Department of Labor and Workforce Development.

- 1. Describe the consortium agreements, as defined by WIOA 107(D)(11), in place between the local board and the TN Department of Human Services, Office of Rehabilitation Services with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination, [WIOA Sec. 108(b)(14)]***

The Memorandum Of Understanding between LWDB-10 and the TN Department of Human Services, Office of Rehabilitation Services establishes the partnership between the American Job Center and Vocational Rehabilitation. VR is located in both comprehensive American Job Centers (AJC).

For many years, LWDA 10 has used Vocational Rehabilitation's Business Employment Consultant's expertise to provide technical assistance in the areas of accessibility and program services to those with disabilities.

LWDA-10 has a strong track record in supporting people with the most significant disabilities to secure and maintain employment, by working with partners such as Vocational Rehabilitation, the Department of Intellectual & Developmental Disabilities, and Community Rehabilitation Providers such as Impact Centers and Centerstone. South Central TN Workforce Alliance has successfully implemented a model which promoted collaboration and resulted in people with the most significant disabilities securing and maintaining competitive employment. LWDA 10's past history also has included a Disability Navigator grant and a Disability Employment Initiative grant from August 2011 through March 12, 2015. During this time LWDA 10 met all the requirements for an Employment Network and has worked with the Ticket to Work program in assisting those drawing SSI and SSDI in securing employment.

An on-staff licensed psychological examiner is available to assess customers for any accommodations needed for the HiSET exam. There is also a certified benefits planner that floats between all eight AJC locations.

The (Americans with Disabilities Act) ADA checklist for each American Job Center in the LWDA-10 is completed once a year. This ensures that each AJC has the required accommodations to service people with disabilities on an equal basis with the rest of the general public. AJC buildings in LWDA-10's eight counties are accessible to any customers wanting labor market information, resume and job application assistance, job placement or training, for those who qualify.

Disabled Veterans Outreach Program (DVOP) in Maury County connects with veterans who have disabilities in the area and provides job search assistance. Local Veterans Employment Representative (LVER) connects with employers who hire veterans.

The Mobile Career Coach is used to reach people with disabilities who receive services through the Tennessee Rehabilitation Center and incarcerated customers who are located at various jails in our area and Turney Center. The Mobile Career Coach is also used for employer events such as hiring events.

Each center has braille Equal Opportunity and Grievance Procedure documents available and is equipped with the following accessible software or devices: adjustable desks, Windows On Screen keyboard, Windows Magnifier, Windows High Contrast, Windows Narrator, Windows On Screen Keyboard, Zoomtext, Screen Magnifier, and Sorensen (in Perry County).

Adult Education and SCTWA staffs work hand in hand to provide HiSET training and testing as well as job readiness to incarcerated youth and adults at Maury County jail. Adult Ed services are also provided at the Giles, Hickman, Lewis, Lawrence, Marshall and Wayne county jails. A Jail Transition Coordinator is also located inside the Maury County Jail to assist inmates in preparing for release into the workforce and connecting certain inmates with employers to secure work release positions in an effort to maintain employment once released.

Career Coach staff, as well as the Employer Services Team (Includes staff from WIOA, Mobile AJC, TDOLWD, Vocational Rehabilitation, Adult Ed, and the Local Veteran's Employment Representative), is available to work with customers and employers in all of LWDA-10's eight counties. Breakfast meetings annually serve as a listening tour to hear comments, services requested, and general discussion from employers and other community leaders about area. Employer Services Team leaders promote and coordinate service to employers in each community.

Partners share information regarding their targeted population and outreach efforts in quarterly consortium meetings.

Workforce Essentials provides services such as Job assistance, career planning and supportive services to single mothers.

Adult Education targets its population on those who lack high school diplomas and offer ESL services.

Vocational Rehabilitation provides services to those with disabilities. They receive referrals from other agencies, mental health, high schools. They determine eligibility for services.

NAIA (Native American Indian Association) provides outreach with schools and American Job centers. Their primary service is training.

TN Department of Labor & Workforce Development works with all individuals with barriers to employment. They also provide RESEA services to the unemployed.

American Job Centers work with any job seeker, as well as, in-school youth and out-of-school youth, adults and dislocated workers. A job center is located in the Maury County Jail. The AJC also provides rapid response services to companies that close.

Cross training is encouraged so that all partner staff receives the same training. Procedures and policies are developed for all services so that the customer needs can be met in a seamless manner. Consortium meetings are held on a quarterly basis to prevent duplication and stream line delivery of services across all partners. Planning and activities include:

- Cross training front line staff to assist customers with basic career services, including effective customer service and working with people with disabilities.
- Designing a One Stop orientation for customers
- Coordinating with all staff regarding job search workshops, so these services are not duplicated.
- Using [www.jobs4tn.gov](http://www.jobs4tn.gov) as the universal application for customers to complete that is shared with all AJC staff

**2. *Identify the entity responsible for the disbursement of grant funds. [WIOA Sec. 108(b)(10)]***

The responsible entity for disbursement of grant funds for LWDA-10 is the South Central Tennessee Workforce Alliance, 5000 Northfield Lane-Suite 124, Spring Hill, TN 37174. This

is determined through the consortium agreement between the Chief Local Elected Officials for the eight counties that make up LWDA-10.

- 3. Describe the competitive and non-competitive processes, as well as the process for sole-sourcing, used for procuring goods and services within the local area. This includes, but is not limited to, the process used to award funds to a regional operator and other sub-recipients/contractors of WIOA Title I adult, dislocated worker, and youth services. [WIOA Sec. 108(b)(16)]**

## **PROCUREMENT GUIDELINES**

South Central Tennessee Workforce Alliance

Procurements shall be in compliance with all applicable federal and state regulations.

### *Competitive Bidding Process:*

A small purchase is the acquisition of goods or services that do not cost more than \$50,000 in the aggregate. The following defines the number of quotes required for the specified dollar range:

Dollar Range of Purchase	Contacts and Methods
\$0 - \$ 4,999.99	One quote or price
\$5,000 - \$24,999.99	Two documented quotes
\$25,000 - \$49,999.99	Three written quotes using a Request for Quotation
\$50,000 +	Sealed bids using a Request For Proposal (RFP)

For three written quotes, a Request for Quotation (RFQ) is required. The RFQ should specify the quantity, time frames, and all the requirements of the product or service.

Sealed bids will be used for purchases over \$50,000. Sealed bids are publicly solicited procurements for which a firm fixed-price award (lump sum or unit price) or other fixed-price arrangement is awarded. For sealed bids, a Request For Proposal (RFP) is required. The RFP should incorporate a clear and accurate description of the technical requirements for the material, product, or service to be procured, identify all requirements which responding entities must fulfill and all other factors to be used in evaluating bids.

Purchase of goods or services, for which the State of Tennessee Department of General Services, Purchasing Division, has awarded a statewide contract (SWC) to a vendor through the competitive bidding process will be made without adherence to the competitive bidding process above, provided the vendor meets the bid specifications and is willing to quote the SWC price. This section does not preclude the use of the SWC as a bid in accordance with the competitive bidding process, if so desired.

*Non-Competitive Negotiation for Sole-Source Procurement Process:* (the negotiation of the terms of a contract with only one provider)

- Personal, professional and consultant service contracts may be obtained by non-competitive negotiation when the contractor is a state agency, a political subdivision of the state, and any other public entity in Tennessee, or an entity of the federal government.
- Sole source or proprietary purchases may be allowed pursuant to the following:
  - Sole Source Procurement – Sole source purchases are made only when

items are unique and possess specific characteristics that can be filled by only one source. The vendor must furnish a letter indicating that it is the sole source and the letter must be signed by an authorized company representative.

- Proprietary Purchase – A proprietary product is one that is manufactured and marketed by a person or persons having the exclusive right to manufacture and sell the product. Marketing is generally controlled by the franchises that may include competitive sales at wholesale or retail levels. When it is found that bids may be obtained from different franchises, bid invitations must be issued unless the estimated purchase is less than \$10,000.
- Factors to be considered in sole source and proprietary purchases include the following:
  - Whether the vendor possesses exclusive and/or predominant capabilities or the items contain a patented feature providing superior utility not obtainable from similar products.
  - Whether the product or service is unique and easily established as one of a kind.
  - Whether the program requirements can be modified so that competitive products or services may be used.
  - Whether the product is available from only one source and not merchandised through wholesalers, jobbers, and retailers.
  - Whether items must be interchangeable or compatible with in-place items.
  - Whether the cost of conversion, including but not limited to disruption, re-training, and replacement precludes bidding competitively.
  - Whether the product is to be used in an instructional setting and the intent is to provide instruction on the specific product or diversity of products.
  - For personal, professional and consultant services, whether the use of non-competitive negotiation is in the best interests of the institution.
  - Other justifications as approved by the administrative entity Executive Director.
- Only authorized sole source may be procured utilizing non-competitive negotiation and a completed non-competitive justification form.
- Whenever specifications are not so worded or designed to provide competitive bidding, or specify a single brand, the person responsible for the recommendation shall be required to justify the necessity for the specification in writing, and the request shall be approved by the administrative entity Executive Director.

The following is included as an example of how the RFP procedure is followed.

*RFP procedure:*

Procedures must meet all applicable rules

Research Best Practices

Include procedures for all aspects of the RFP process

- Development of the RFP documents
- RFP Issuance (advertisement and distribution)
- Bidders Conference

- Proposal Submission
- Screening and Evaluation
- Negotiation and Award

Develop a Timeline

- Include all necessary parties
- Consider how timeline will fit with scheduled events...i.e. Youth Committee & Workforce Development Board (WDB) Meetings
- Include RFP milestone (event to occur), completion date and any notes for that event

Example:

<u>RFP Milestone</u>	<u>Completion Date</u>	<u>Notes:</u>
Due date for proposals	January 31, 2015	Allow 6 weeks for response

Establish complete state and local organization policies, procedures and guidelines  
 Receive any necessary approvals

**Organization of the RFP**

Information necessary for RFP response:

- Background and general information
- Scope of the RFP Service
- Evaluation criterion and rating system
- Terms and Conditions

**RFP Issuance**

Foster competition

Send RFP to as many potential vendors as possible

- WDB and Youth Committee members
- Existing program providers
- Vendors on established bidder's list

Insure wide distribution of RFP through website, social media, press release, and emails to bidder list

Instruction on Submission

- General submission and format instructions
- Proposal narrative instructions
- Proposal budget and program planning instructions

**After RFP Issuance**

Host Bidders Conference

- Have sign in sheet
- Require questions in advance but allow follow up questions
- Take precise notes or record conference on tape

Issue a report that summarizes the Q & As

Send to (or make available to) all potential bidders

Screen and Evaluate Contracts

Screening checklist

Eliminate proposals not in compliance

Evaluate remaining proposals

- At least three reviewers
- Combine and average scores

Contract Negotiations

Conduct negotiations on cost, service levels and performance issues

Contract Issuance

All procurement contracts between Local Boards and units of State or local Governments must be conducted on a cost reimbursement or performance base basis

Necessary statements, requirements and assurances

**4. Describe the local area’s negotiated local levels of performance for the federal measures and their implications upon the local workforce system, to include attaching the completed Performance Targets Table**

LWDA-10’s negotiated performance targets for PY 2016-2017 were negotiated September 2016 (see below). These performance targets were based on the new WIOA metrics and are focusing on employment rate, 2<sup>nd</sup> and 4<sup>th</sup> quarter after customer exit, and all funding sources. In addition, for adult and dislocated worker funding the metrics include median earnings in the 2<sup>nd</sup> quarter after customer exit. Also new to the performance targets in all funding sources is measurement of credential attainment within (4) quarters after customer exit.

Not included in the negotiated performance targets for PY 2016-2017, but will be part of future negotiations are the measurable skill gains and effectiveness in serving employers.

**LWDB 10 Performance Targets  
PY 2016 and 2017**

WIOA Performance Metrics	LWDA-10 Agreed Target PY 2016	LWDA-10 Agreed Target PY 2017
<b>Adult Measures</b>		
Employment Rate 2 <sup>nd</sup> Quarter after exit	80%	81%
Employment Rate 4 <sup>th</sup> Quarter after exit	78%	79%
Median Earnings 2 <sup>nd</sup> Quarter after exit	\$7,000	\$7,100
Credential Attainment within 4 Quarters after exit	72.5%	73%

WIOA Performance Metrics	LWDA-10 Agreed Target PY 2016	LWDA-10 Agreed Target PY 2017
<b>Dislocated Worker Measures</b>		
Employment Rate 2 <sup>nd</sup> Quarter after exit	84%	85%
Employment Rate 4 <sup>th</sup> Quarter after exit	80%	81%
Median Earnings 2 <sup>nd</sup> Quarter after exit	\$7,100	\$7,500
Credential Attainment within 4 Quarters after exit	76.5%	77%

WIOA Performance Metrics	LWDA-10 Agreed Target PY 2016	LWDA-10 Agreed Target PY 2017
<b>Youth Common Measures</b>		
Employment Rate 2 <sup>nd</sup> Quarter after exit	76%	77%
Employment Rate 4 <sup>th</sup> Quarter after exit	78%	78.5%
Credential Attainment within 4 Quarters after exit	78.5%	79%

5. *Describe the indicators used by the local board to measure performance and effectiveness of the local fiscal agent, eligible providers and the AJC delivery system, in the local area. [WIOA Sec. 108(b)(17)]*

*Note: This description may include how and by whom the indicators are being deployed; and if the measured performance and effectiveness are used in the continuous improvement process.*

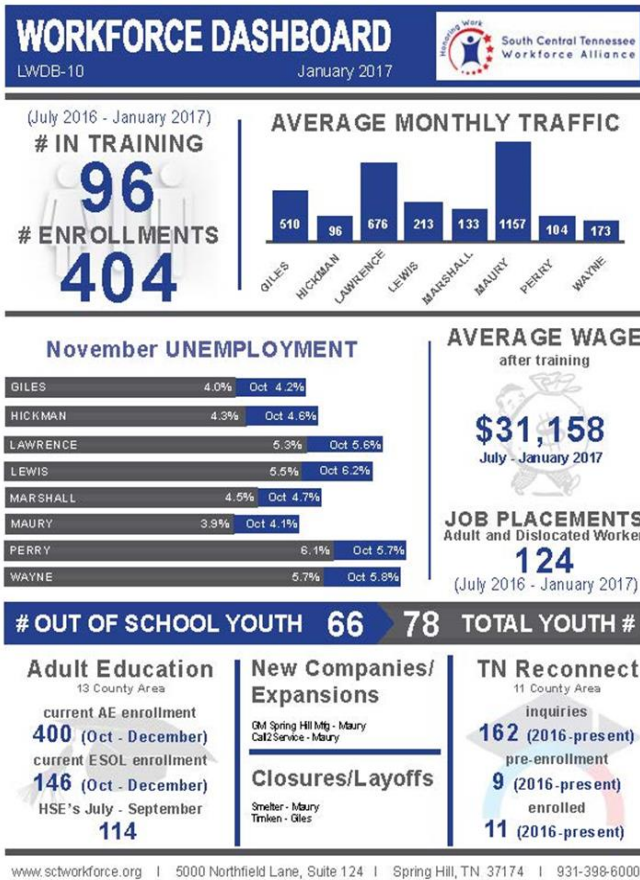
### **Fiscal Agent**

To measure the performance of the local fiscal agent, yearly audits are performed by the Comptroller of the Treasury Division of State Audit, as well as, a private auditing firm. Fiscal agent is also monitored yearly by the Tennessee Department of Labor & Workforce Development PAR (Program Accountability Review). Appropriate fiscal reports are reviewed at LWDB-10 Workforce Board meetings, County Mayor Consortium meetings, and partner meetings where the opportunity to review, discuss, and ensure fiscal compliance is met in any cross-program policy or operations.

### **Eligible Providers**

Eligible provider's performance and effectiveness is measured on a contract by contract basis. Each contract's compliance is reviewed and measured to ensure that performance criteria are being met. At least (1) internal monitoring visit is conducted for all contracts and will measure compliance and insure that contract expectations are fulfilled.





## AJC Delivery System

- Performance Standards are reviewed monthly using VOS reports.
- Workforce Dashboard (See LEFT ) is shared with partners to demonstrate referrals, collaborations, and service delivery to customers. Additional partner metrics are being developed.
  - Regular consortium meetings are held to review the dashboard numbers and add additional metrics.
  - Dashboard information is shared with our local board and posted to [www.sctworkforce.org](http://www.sctworkforce.org) for partners and the general public to view.

Performance and effectiveness results are used in the continuous improvement process within the AJC system.

6. *Describe the process used by the local board for the receipt and consideration of input into the development of the local plan in compliance with WIOA section 108(d). Describe the process to provide an opportunity for public comment prior to submission of the local plan. Be sure to address how members of the public, including representatives of business, labor organizations, and education were given an opportunity to provide comments on the local plan. [WIOA Sec. 108(b)(20)]*

The process used by LWDB-10 for the receipt and consideration of input into the development of the local plan is as follows:

- Local Plan template provided by the Tennessee Department of Labor & Workforce Development is completed by SCTWA staff.
- LWDA-10 Local Transitional Plan is posted for a public comment period of 30 days via: website, social media, press release, public service announcement, and emailed to various entities (i.e. chambers of commerce, economic & community development, labor organizations, educational institutions, workforce board, county mayors).
- During the 30 day public comment period, individuals are instructed to submit comments to: South Central TN Workforce Alliance, Attn: Patricia Lymon, 5000 Northfield Lane-Suite 124, Spring Hill, TN 37174

**7. Prior to the date on which the local board submits a proposed local plan, the proposed local plan must be made available to members of the public through electronic and other means.**

- **Describe how the local board made the proposed local plan available for public comment. [WIOA Sec. 108(d)(1)];**

The 2017 Middle Tennessee Regional Plan was presented to and approved by the LWDB-10 Board at the January 2017 board meeting.

LWDA-10 Local Transitional Plan is developed under the umbrella of the Regional Plan and is presented for review, comments, and approval to the LWDB-10 Board prior to the May 3, 2017 deadline.

LWDA-10 Local Transitional Plan is posted for a public comment period of 30 days via: website, social media, press release, public service announcement, and emailed to various entities (i.e. chambers of commerce, economic & community development, labor organizations, educational institutions, workforce board, county mayors).

- **Describe how the local board collected and considered public comments for inclusion in the proposed local plan. [WIOA Sec. 108(d)(2)]; and**

During the 30 day public comment period, individuals are instructed to submit comments to: South Central TN Workforce Alliance, Attn: Patricia Lymon, 5000 Northfield Lane-Suite 124, Spring Hill, TN 37174

- **If any comments were received that represent disagreement with the proposed local plan, include such comments within the local plan's attachments. [WIOA Sec. 108(d)(3)]**

These comments will be included with the final plan submission after the comment period has concluded.

**8. List the name, organization, and contact information for the designated equal opportunity officer for each AJC partner in the AJC within the local area.**

**SCTWA (WIOA)** - Jennifer Lewis, 5000 Northfield Lane-Suite 124, Spring Hill, TN 37091  
931-398-6033

**TDOLWD** – Evelyn Gaines Guzman, 220 French Landing Drive, Nashville, TN 37243  
615-253-1331

**Workforce Essentials** – Barbara Unruh, 523 Madison Street-Suite A, Clarksville, TN 37040  
931-551-9110

**Vocational Rehabilitation** – Jeffrey Blackshears, 400 Deaderick Street, Nashville, TN 37243  
615-313-5711

**NAIA** – Ray Emanuel, 230 Spence Lane, Nashville, TN 37210  
615-232-9779

**Job Corp/CHP International** – Bob Worobow, 1048 N. Blvd, Oak Park, IL 60301  
708-848-9650