

Provider
WIOA FUNDED YOUTH/YOUNG ADULT SERVICES
 July 1, 2016– June 30, 2017

General Expectations

Provider is responsible for, in collaboration with CWI, the staffing, day to day management, recruitment, promotion, data management, fiscal management, and all levels of customer services for WIOA Youth/Young Adult, Out-of-School programs and JAG out of school model program in Gary Indiana. The provider should perform work with the following key overarching principles:

- A. High commitment to oversight, compliance, and deployment of federal, state, and local requirements for the contracted Youth/Young Adult services
- B. Responsible for selection, training, and inspiring high quality individuals to staff the services
- C. Administer programs and services in a paperless environment using the online case management system with all staff committed to integrity, confidentiality, and real-time data entry.
- D. Deliver prompt and accurate reports both scheduled and requested
- E. Meet or exceed the performance targets as outlined in this contract and as issued by federal, state, and regional
- F. Carry out services as a part of the WorkOne System Collaborating with all WIOA Partners and adhering to WorkOne Branding
- G. Carry out all functions with the highest quality standards and approaching customers and colleagues with professionalism and courtesy

A. Designated Service Area:

Manage WIOA Youth/Young Adult Services: Designated WorkOne offices in Jasper, Newton, Pulaski, and Starke Counties. CWI Adult ED Sites, and JAG Programs at AK Smith Area Career Center/Michigan City High School, Calumet New Tech High School, East Chicago Central High School, Roosevelt College & Career Academy, West Side Leadership Academy, Wirt/Emerson VPA, Hammond High School, and Knox High School with enrollment goal of 250 for out of school youth and 360 for in-school youth through the JAG Program.

B. Program and Service Delivery Requirements:

Recruit, Pre-screen, and determine eligibility for Youth/Young Adults desiring to participate in program services.	Provide individualized assessment using an instrument as required by DWD and/or CWI to determine interests, barriers, skills, special needs or related information.
Offer the 14 program elements as defined in the WIOA legislation	All placement activity will be coordinated with the Regional WorkOne Business Services Manager.

C. Technology

Staff must have high proficiency in: data entry; Internet usage; Microsoft Office Suite; and all other cloud based services requested by CWI or DWD	All equipment must be operated in compliance with the Region One IT Policy. Software will be loaded only upon approval from the Regional IT Manager. Technology or software purchase or use of personal or mobile devices for business requires Senior Vice President approval
Staff must use the gotoworkonenw.com email address	The Region 1 Ticketing system will be used for all technology and MIS questions and requests.

D. MIS:

Oversee all data collection, entry, and tracking performed by all staff assigned to this contract.	No paper files or documents are authorized for any level of the system except for those
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	required by the JAG Program.
Staff must conform to the document naming conventions established by Region 1 as a uniform standard.	Customer records and references must be done using Case Management or Database ID as opposed to SSN.
All document storage, retention or destruction, and security will be maintained and follow outlined document security process.	All training and support accounts, obligations, and de-obligations, and all other programs database requirements must be executed and entered in real time, avoiding delayed or delinquent entry

E. Facilities

Comply with all policies related to the operations and maintenance of the facility.	Respect the environment and culture of any out-stationed delivery point.
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F. Communications:

All formal and public communication must follow guidelines set forth by CWI's marketing department. Permission is required for any public distribution of material. Social media is prohibited unless written permission is obtained from CWI. All media inquiries need to be referred to Regional Communications Manager.	All materials created by the Region 1 are the property of CWI, as the One Stop Operator of the NWI Workforce Board. Copyright is enforced and use of documents requires approval.
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G. Staffing Requirements:

All staff either working at the WorkOne Centers or off site will be professionally dressed at all times.	No Field Staff dedicated to this proposal shall be engaged in fee for service projects or deliver services for a fee without the approval of CWI
Notify CWI about changes of contracted staff within one business day. All vacancies will be posted and filled within 30 days.	Notify CWI of any meetings that take staff away from their regular duties as soon as possible but no less than 2 weeks in advance.

H. Reporting Requirements:

Submit program reports by the 5th calendar day of each month. All fiscal reports containing items established by CWI's fiscal departmental reporting are due by the 7 th of each month	Submit completed audit by January 10, 2017 along with a 990 report.
Track performance measures on a monthly basis	Respond to requests for information or input within 48 hours or otherwise required timeframe.

I. Performance Outcomes:

Consistently deliver, meet, and/or exceed all common measures, JAG, and all other performance as indicated in this contract.	Minimum Expenditures: 95%
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J. Fiscal Requirements:

All reasonable use of supplies, including postage, are cost-shared when working out of a WorkOne Center.	Re-prioritizing or redirecting unused contracted funds must be approved by CWI first
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<p>Contracted funds will be planned and managed in order to provide for year round operations within the hours and days of operations as determined by CWI</p>	<p>Maintain an inventory listing of all property as well, as insurance for property contents and follow all applicable DWD and DOL policies regarding property management</p>
<p>Assure that customer designated funds are managed in conjunction with CWI to ensure that targeted expenditure levels are met but not exceeded, and remain available to customers throughout the program year.</p>	<p>No WIOA or other public grant funds given by the One Stop Operator may be used to support any case management systems other than the state approved system. No funding authorized via this contract can be used to support websites outside of the nwi.gotoworkone.com.</p>
<p>Responsible for assets purchased under this contract and all assets allocated to them at the time of contract execution. An accurate inventory will be kept on these assets at all times.</p>	<p>Accept liability for all aspects of any funds under contract with CWI. Such liability includes allow-ability of costs as well as the appropriate allocation of costs.</p>
<p>Work with the CWI Fiscal Department to establish procedures and the training of staff on those procedures, which will provide for the approval of costs and enrollments, as appropriate, within an integrated system of service in a timely manner while protecting the exposure of the Provider to disallowed costs.</p>	<p>To protect against disallowed cost, the provider will maintain 1% of the total grant funds of this contract as undesignated/unrestricted non grant funds as submitted previously.</p>
<p>The Grantee must request CWI to obtain prior approval from the Indiana DWD and from USDOL before holding any conference which has any type of expenditure of funds from this contract (conference is defined as a meeting, retreat, seminar, symposium, training activity, or similar event held in any place including a WorkOne in Region One, any other site or at the Regional Offices of the One Stop Operator), or any activity related to holding a conference, including, but not limited to, obligating or expending federal funds, signing contracts for space or services, announcing the involvement of CWI, NWIWB, Indiana DWD, and/or USDO's involvement in any conference, and using CWI, NWIWB, Indiana DWD and/or USDOL staff or official's name or logo. CWI and Indiana DWD retain the right to obtain information from the grantee about any conference that is funded in whole or in part with these funds.</p>	<p>Management Costs will include all costs associated with management staffing within the region and located outside the region. These costs include salaries for Executive Director, President or Chief Executive Officer; Vice President, Chief Financial Officer, Program Manager Controller or Accountant; Quality Control; Human Resources, or Consultants, any other job title used to deliver the function of the above positions, or who would fill those positions; and support staff to the previously mentioned positions, fringe benefits, rent, equipment, travel, staff training, supplies, accounting, audit, monitoring and all other management costs not associated with direct service to clients.</p>