* What does RFA stand for?
  + Answer: Request for Application
* How does the program work?
  + Answer: In partnership with DSHS, the sub-contractor assists individuals on Temporary Assistance for Needy Families (TANF) Workfirst Program acquire work experience, reduce employment barriers through case management, and increase job readiness/employability through a combination of work experience and other educational/training or job search activities. DSHS makes referrals to the sub-contractor. The sub-contractor meets with the client, assesses career readiness and interests, creates action plans to reduce employment barriers (i.e. child care, transportation, criminal history, etc), places the participant onto a temporary, transitional job for 20 hours per week, and engages them into other activities that can increase employability (GED/basic literacy, money management, job search and preparation classes, etc) for an additional 3 to 18 hours (depending on participants skill, ability and needs).
* How has the program been working in Okanagan County?
  + Answer: We receive referrals of participants that reside all over the county from Oroville to Brewster, from the Methow Valley to Grand Coulee. The spread and size of Okanogan requires a full time presence within the county to develop/maintain relationships with resources within the area that can assist participants in becoming self-sufficient. Last program year we served 10 participants, the year prior was 15, and prior to that 23.
* Why is OCCAC the only one to send in a letter of interest?
  + Answer: The RFA coordinator cannot answer for other agencies lack of interest nor assume their intentions.
* Why did you close the Career Path Services office in Okanagan? Was the closure a reflection of this program?
  + Answer: We discontinued our services to individuals referred to us by Developmental Disabilities Administration and Division of Vocational Rehabilitation – this led to our Omak office closure because that was our major funding stream in that area. The office closure had nothing to do with the Commerce Workfirst Programs we offer in the Okanogan County area.
* What are the community partners of this program? Are they already in place, or is that something we have to setup?
  + Answer: We have several community partnerships already in place to provide host work sites for participants; Career Path Services will provide OCCAC a list of host sites we’ve worked with for the past three years. It is incumbent upon the sub-contractor to maintain these relationships.

There is also a Local Planning Area (LPA) already in place in the area – the four core partners of the LPA are: DSHS, Dept. of Commerce (who will be represented by the contractor/sub-contractor), Employment Security, and Wenatchee Valley College North

* To clarify the process: someone goes into DSHS, applies for TANF, we receive a referral, we would take over and work with them on life skills needed for employment and assist them with temp job placement and any job training skills needed. Does that sound about how it will go?
  + Answer: Correct.
* How many clients do you serve per year? Why do you have a low number of people applying? Do you expect the participation to grow if you have someone full-time in place? Is the low number due to lack of service in the area currently or lack of potential referrals?
  + Answer: PY15 = 10 served, PY14 = 15 served, PY13 = 23. TANF/Workfirst caseloads have decreased year after year in part due to the growing/improving economy. There is still several individuals who need assistance finding employment and reducing employment barriers in Okanogan County. Per the 10/6/2016 TANF caseload review in OK County:
    - 52 individuals are on the TANF/Workfirst Caseload
    - 40 are required to participate in an activity
    - 5 are currently in paid employment of sometime (they are most likely in Work Study at the college)
    - 6 are in ESD job search
    - 1 is in a Commerce WF program
    - 4 are in an education component (stacked with Work Study most likely)
    - 14 are in a confidential component (which can be stacked with a Commerce WorkFirst component too)

This leaves around 14 to 28 individuals either without an activity or in need of additional activities. These could be potential referrals – and this can vary from day to day, week to week, month to month.

To answer the question if we expect growth with a full-time sub-contractor presence – yes we do.

* Would we also be trying to develop job sites?
  + Answer: Yes – this is a continuous effort that requires relationship building and maintenance.
* Would there be a lot of cross-referrals to make this program work?
  + Answer: Cross-agency referrals can take place as long as the participant/client is able to meet the participation requirements of the Commerce Workfirst Program
* How will the program be handed off to sub-contractors?
  + Answer: All current host sites and partners would be introduced to the sub-contractor and specific training will be scheduled with the sub-contractor during the first two weeks of the hand-off.
* Is the 15% negotiable? What will we get out of the $50,000? Do we have an opportunity to get more than the base $50,000? Why start with $50,000?
  + Answer: The primary contractor is able to take up to 15% of revenues earned to cover the cost of administering and monitoring the sub-contract. A healthy pass-through to revenue ratio is 50/50 – you have the opportunity to generate 50% or more of the contract face value in revenue/performance payment points. If the sub-contractor is able to demonstrate there is additional need in the area and will need more than $50,000 we will review our capacity to provide additional dollars to the sub-contract to meet that need. We started with $50,000 based on the last three years’ worth of contract expenditures in the Okanogan area.
* What is the percentage of pass-through and percentage of payment points? What is Okanagan’s percentage?
  + Answer: Okanogan’s revenue to pass-through ratio - PY15 = 56% to 44% , PY14 = 53% to 47%, PY13 = 52% to 48%
* How many clients would need to be served to maximize the contract? How much time does it take to serve that amount of clients that we can expect?
  + Answer: Based on the last three years of data, around 12 to 15 clients would be served with a $50,000 contract. We have two programs, Community Jobs and Community Works. Community Jobs (CJ) is a six month program; Community Works program is a 12 month program. Past data reflects an average program length at 4.5 months. We carry clients into the new program year if they have not completed their program by the end of June (if contracts are renewed for the following program year).
* What would be a low client-time ratio for your contractors – how much staff time is needed to serve 12 clients per year?
  + Answer: At 12 clients per year, this would be a part time position. A FTE caseload will typically serve 70 to 100 clients per year or around 25 to 30 per month.
* Would we have to hire experts to operate this program? We can’t see this becoming a full-time FTE in 6 months. Are there any other startup costs in developing this program?
  + Answer: It is advised to utilize this funding to supplement a current part-time position to increase that position into a full time position. Expertise to consider for a position such as this: case management experience, demonstrated ability to develop relationships, demonstrated ability to work with a variety of people from a variety of backgrounds, demonstrated ability to identify and build resources, knowledge of the local labor market needs, job development skills, good attention to detail and documentation. There are no additional start-up costs – client payroll and support services are 100% covered by the primary contractor, training and ongoing consultation is covered by the 15% administrative fee reserved from payment point revenue.
* We want to see what your billing format looks like. Do you have one for us already?
  + Answer: We will provide an example of what we need in an invoice from our sub-contractors [provided on 10/6/2016]
* So the billing and payment takes how many days? And you don’t pay us until you get payment through first?
  + Answer: Billing is due to the Dept. of Commerce the 20th of the month for the previous month, they pay us within 30 days, we pay you as soon as we are paid by the Dept. of Commerce. You will submit your invoice in the interim so that our payment comes in we pay our sub-contractor.
* Do you come out and monitor us? How often? What do you look for when you monitor?
  + Answer: Yes, on a biennium. We ensure the sub-contractor is meeting the Commerce Scope of Work and Workfirst Guidelines as provided with the RFA application.
* We need to get a client a job in 10 days, and this is vital to the success of this program?
  + Answer: You place a client into a temporary, host site job to gain work experience within 10 business days of creating a plan with him/her. The host site is a pre-existing relationship, we will provide you with a list of host sites we have used in the past including any host sites currently hosting clients. Having pre-existing host site relationships is vital to the success of the program.
* Can you send us a host site list?
  + Answer: Yes
* How do we track and verify client hours?
  + Answer: We provide sub-contractors access to our web-based work hour timekeeping system, a copy of a paper time record if needed, and any other participation tracking logs needed to monitor a client’s participation.
* Do you contract with any other community action agencies?
  + Answer: No, however, Blue Mountain Action Council is one of the most tenured Commerce Workfirst Program contractor in the state if you would like to reach out to them to see how these programs work within Community Action Councils.
* Would it be a conflict of interest for us to host one of the program clients?
  + Answer: No, you may utilize your agency as a client “host site”
* We provide financial literacy classes to clients with a fee, do you pay it? Do we claim the payment point? When is it pass-through?
  + Answer: It will be up to your agency whether you would want to use support services to pay for the class, or to provide the service and claim a payment point for it.
    - Per the support service directory, you can charge up to $300 per each education support service request. You can claim a payment point for tracking the participants attendance hours
    - If you choose to provide the service and claim a payment point, it is also $300 ($150 to provide the services, $150 for tracking the hours)
    - You cannot pay for the service via support services and then claim the payment point for providing the service – example, pay $300 for the class, then claim $150 for providing the service. You can claim the $150 for entering the participants attendance hours however.
* What do you see as a starting date? When are applications also due?
  + Answer: We want to start the new sub-contractor on November 1st. The application due date is 10/13/2016 – please reach out if you have concerns with these timelines.
* Can we contact you if we need helping walking through the application process?
  + Answer: Yes, all questions should be directed to the RFA coordinator – Sarah Featherly, 509-343-1310 or [sfeatherly@careerpathservices.org](mailto:sfeatherly@careerpathservices.org).