

Career Services/Case Management RFP Questions and Answers

1. What is the current case load ratio of participants to case manager?
 - 114 per Career Facilitator in the career centers
 - 103 per Career Facilitator within the technical college contracts currently running (the technical colleges will be the responsibility of the contractor who receives the bid for Career Services).
2. Can you please provide the number of Adult and Dislocated Worker participants served in PY15 and PY16 YTD?
 - PY15: 680
 - PY16: 934 as of 2/21/2017
3. At present how many participants are Active and how many are in follow-up by Adult and Dislocated Worker?
 - 934 individuals are active as of 2/21/17
 - 500 (approx.) individuals are in follow-up as of 2/21/2017
4. How many staff are at each location and what are their job titles?
 - There are two staff members at each location, and their job titles are Resource Specialist and Career Facilitator
5. What is the average annual salary for the case management staff?
 - \$35,000
6. What are your current PY16 Performance Measures?

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	73	74
Employment Rate 4 th Quarter After Exit	72	75
Median Earnings 2 nd Quarter After Exit	4823	5123
Credential Attainment within 4 Quarters After Exit	62	64
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	73	74
Employment Rate 4 th Quarter After Exit	72	73
Median Earnings 2 nd Quarter After Exit	5366	5550
Credential Attainment within 4 Quarters After Exit	56	57.5
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	65.5	67
Employment Rate 4 th Quarter After Exit	73	76
Credential Attainment within 4 Quarters After Exit	70.5	73.5

7. Section 7 performance standards – what are examples of the marketing events are referenced in this section?
 - The contractor should participate in marketing events that are directly related to program services and outcomes. These include, but are not limited to: job fairs, resource fairs, health fairs, veterans events, events held by mandatory partners and all other events identified within the community being served by the contractor that will reach the target population for career services under the contract.

8. What are the limitations if any surrounding the program as far as logos and branding?
 - The WorkSource branding should be visible on all materials used for outreach. Guidance regarding the use of this logo can be found at: <http://www.georgia.org/wp-content/uploads/2015/06/WIG-PS-16-002-WORKSOUCE-GEORGIA-UNIFIED-BRANDING-STANDARDS.pdf>

General IT Questions:

1. If applicable, please identify any data systems required to be utilized and if they are web-based applications.
Georgia Work Ready Systems
2. For all applicable web-based data systems please identify any web-browser requirements and limitations (IE, Chrome, Firefox, etc.).
The recommended browser for Georgia Work Ready System is Chrome, but FireFox is also supported.
3. Will any required technology assets be provided as part of this contract and if so then please stipulate any cost limitations or requirements for the assets?
No requirements at this time.
4. Are there any special technology needs required to support this contract?
No requirements at this time.
5. If physical facilities are provided as part of the contract award, please identify any existing technology infrastructure that is in place and will be required to be utilized.
No requirements at this time
6. Are there any special software solutions/packages, including mobile applications, that are required to be utilized in support of this contract? If so, please identify them.
Microsoft Office Suite
7. Identify any applicable technology related compliance requirements (PCI, HIPPA, PHI, etc.).
Individuals that require access to Georgia Work Ready Systems will have to submit a portal request form provided by Three Rivers Regional Commission. All employees must be full-time; no temporary employee will be granted access.