



Workforce Investment Act (WIA)

**INTENSIVE SERVICE PROVIDER APPLICATION *for*
JOB READINESS/SOFT SKILLS *with* EMPLOYER LINKAGE**

I. Overview

Purpose of this Application

The Milwaukee Area Workforce Investment Board, Inc. (MAWIB) administers WIA funds for Milwaukee County to promote workforce attachment, retention, career ladders and pathways to economic self-sufficiency.

The MAWIB is inviting new and current service providers to submit applications to join the Intensive Service Provider listing for the delivery of vouchered Workforce Investment Act (WIA) services in Milwaukee County to jobseekers and workers.

We welcome you to apply to be part of the MAWIB's WIA Intensive Service network of providers in the solicited category. The MAWIB is especially interested in agencies that offer these services in languages other than English.

WIA Background

The Milwaukee Area Workforce Investment Board offers a wide range of WIA services to Milwaukee County residents under the Youth, Adult and Dislocated Worker programs. The WIA Youth program serves individuals between the ages of 14 and 21 with employment and educational barriers. The WIA Adult program assists jobseekers and entry-level workers 21 and older to get and keep self-sustaining employment through job search assistance, education and training services. The WIA Dislocated Worker program assists those who have lost employment through layoff or downsizing to gain the skills necessary to compete in today's workforce.

The MAWIB is seeking providers of **short-term** services to help jobseekers remove barriers to employment and prepare to enter the workforce.

Intensive Service Provider Listing

The Intensive Service Provider listing will be used by WIA case-management entities to obtain services for customers of the WIA program who have been identified as having significant barriers to employment. The service that will be included in the Listing is:

- **Job Readiness/Soft Skills with Employer Linkage**

Service Strategy

WIA case managers refer customers to providers in the Intensive Services listing. When referrals are made, service providers receive the following information in the form of a ***Voucher for Services***:

- Service(s) to be provided
- Duration of service
- Unit cost
- Maximum reimbursement for voucher

Where appropriate, providers will also receive a signed release of information form and relevant background information on a referred customer. WIA case managers will have regular contact with service providers regarding customer attendance and progress.

Applicants who meet the criteria laid out in this application will be included in the listing of eligible WIA intensive-service providers. Providers will be contacted by WIA case managers for referrals, and vendors will begin providing services once an approved voucher is received from the MAWIB. Customers are referred on an “as needed” basis, determined jointly between the customer and WIA case manager. Providers will communicate directly with the WIA case-management entities regarding attendance and progress of customers. **MAWIB cannot guarantee vendors a specific volume of referrals from the Intensive Service Provider listing.**

To be selected for inclusion in the Intensive Service Provider listing, applicants must describe or demonstrate the following:

- Array of services to be provided
- Entity’s history of similar services
- Ability to provide gender, age and culturally responsive services
- Availability of services in Spanish, Hmong or other needed languages
- Cost effectiveness of services
- Staff qualifications, including appropriate licensures and certifications
- Fiscal strength

Vendor Selection and Terms

The MAWIB will enter into an agreement with approved Intensive Service Provider agencies that have been selected. The processes are as follows:

Selection Process and Criteria – An evaluation team that includes MAWIB staff and representatives from local public and private entities will review all Intensive Service Provider listing Applications. Reviews will take place on an on-going basis. Applications will be evaluated based upon the criteria set forth in this application. An organization that provides proof of certification as Disadvantaged Business Enterprise (DBE) will receive bonus points.

Payment Method -- Monthly invoicing using standardized forms will be required. Copies of the invoice forms will be provided upon request. If an invoice is complete and received by the 8th day of the month, agencies can expect payment within 30 days. Providers may not exceed the payment caps for service delivery as established by the MAWIB.

Monitoring of Providers – The MAWIB will conduct desk and on-site programmatic and fiscal monitoring reviews as it deems necessary. Providers will be evaluated on criteria including, but not limited to: service quality, timeliness, recordkeeping and compliance with WIA Federal, state and local policy. The MAWIB reserves the right to remove a provider from the listing, based on the monitoring results. Providers facing removal from the listing will have 30 days to formally appeal MAWIB’s decision.

ISPA Review Criteria

- Organizational History
- Agency Capacity
- Description of Services
- Cost Effectiveness
- Bonus points for DBE Status

Maximum Points

25
25
35
15
5

Total

105

Applying for DBE Status

For-Profit businesses whose primary ownership, management and control are held by certain minority individuals and/or women may meet the federal definition of “disadvantaged.” Disadvantaged Business Enterprise (DBE) status can be helpful when a business competes to provide services to some federally and locally financed projects. For further information on how to apply for DBE status in Milwaukee County, please contact the following office:

Milwaukee County Disadvantaged Business Development Program
 2711 W Wells St., Suite 830
 Milwaukee, WI 53208
 (414) 278-5248

II. Description of Services to be Provided

Job Readiness/Soft Skills with Employer Linkage are services such as, but not limited to:

- Communication skills
- Interviewing skills
- Punctuality
- Professional conduct
- Job retention skills
- Employer expectations
- Good work habits
- Money management
- Conflict resolution

An employer must be committed in writing to hire the successful completers of a program that includes elements as described above.

III. Requirements of Intensive Service Provider Applicants

1. **Fiscal Soundness** – All applicant financial information will be reviewed by the MAWIB’s Fiscal Department for proof of stability and capacity to serve as a MAWIB vendor. **Any organization failing the fiscal review will not be considered for the ISP listing.**
2. **Proof of Current Insurance Coverage** – All vendors must show proof of current adequate insurance coverage (declaration page). Applicants failing to provide proof of proper coverage will not be considered for the ISP listing. The MAWIB requires the following insurance coverage, at a minimum:

Type of Coverage	Minimum Limits
Commercial General Liability, including Premises and Operations.....	\$500,000 each occurrence
Bodily Injury.....	\$500,000 aggregated/\$250,000 each occurrence
Property Damage.....	\$250,000 aggregated/\$250,000 each occurrence
Combined Single Limit.....	\$500,000 each occurrence
Automobile Liability Insurance (owned, hired, non-owned) Split Limits.....	\$250,000 each person/\$500,000 each occurrence
Property Damage.....	\$100,000 each occurrence
Combined Single Limit.....	\$500,000
Wisconsin Workers’ Compensation.....	Statutory
Employers’ Liability.....	\$100,000

3. **State Licenses/Certifications** – For AODA and Mental Health services, providers must identify all Wisconsin HFS 75, HFS 63 and HFS 61 program certifications and include copies of all certifications with the application. For other types of services, vendors must identify all certifications, licensures and accreditations that qualify their agencies and/or staff to provide the service.
4. **Criminal Background Checks** – All agency staff must be in compliance with background checks and any other requirements of the Wisconsin State Caregivers Act.
5. **Referrals** – Referrals to vendors will be made on an as-needed basis, as determined jointly by the WIA case manager and the customer. **The MAWIB cannot guarantee a specific volume of referrals for any provider on the Intensive Service Provider list.**
6. **Reporting and Billing** – Providers will not exceed the total duration and cost of services as detailed on the voucher. Should an individual need additional services, the Provider must ask the WIA case-management entity for an additional voucher, not to exceed the payment cap for the particular service. **Providers will deliver the services outlined on the MAWIB signed and approved voucher.**

A release of information must be signed by the customer to allow the WIA case-management entity and the provider to communicate regarding the customer's service needs, customer progress and service outcomes.

7. **Monitoring** – Participation in the Intensive Service Provider listing constitutes the provider's approval to allow authorized representatives of the MAWIB to have access to all relevant program and fiscal records. Reviews shall be done in accordance with established WIA monitoring procedures.
8. **Equal Employment Opportunity and Non-Discrimination** – Agencies that are selected as vendors will be required to comply with EEOC regulations and all Federal and State non-discrimination laws and regulations.
9. **Debarment** – Agencies that have been debarred by any court or governmental agency are not eligible to be part of the Listing.
10. **Lobbying** – Vendor services will be paid with WIA federal funds. Therefore, all vendors will be required to attest to their compliance with federal regulations regarding lobbying.
11. **Conflict of Interest** – If selected, agencies will be required to divulge any potential conflicts of interest with the Milwaukee Area Workforce Investment Board, Inc.
12. **Confidentiality** – The provider agency and its staff must be aware of and maintain full compliance with all of the confidentiality requirements that apply to the WIA program.

V. **Application Submission**

A hard copy of this Intensive Service Provider Application (ISPA) is available at the MAWIB offices, 2338 N. 27th St., Milwaukee, WI 53210. The Application may also be downloaded from our website, www.milwaukeeiwib.org. A complete application consists of an original **and four (4) copies of your Intensive Service Provider Application for each area solicited, as well as an original and one (1) copy of your financial and insurance documents.**

Applications will be received by MAWIB on an ongoing basis.

If you would like to receive a Microsoft Word version of the ISPA, send an e-mail request to Amy Pringle at amy.pringle@milwaukeeewib.org with the subject “ISPA.”

All applications must be mailed or delivered to:

Sue Wile
Milwaukee Area
Workforce Investment Board, Inc.
2338 N. 27th Street
Milwaukee, WI 53210

For additional information regarding this application, please contact Sue Wile at (414) 270-1725.

IV. Contents of a Completed Application

Each Intensive Service Provider application must include the following completed sections:

- **Cover Page for each Service Area solicited** (Include any certifications specific to that service.)
- **Narrative for each Service Area solicited**
- **Attachments** (Include any licenses and/or certifications for the agency as a whole)
- **Employer Information Form with commitment to hire**

WIA Intensive Service Provider Application - 2007

COVER PAGE

Submit a separate cover page and narrative for each service area you propose to provide. Please put the Cover Page on top of your Narrative.

AGENCY INFORMATION

Service Area

	Job Readiness/Soft Skills with Employer Linkage	

Agency Name: _____

Address: _____

Contact Person: _____

Title: _____

Phone: _____

E-mail: _____

SERVICE OVERVIEW

Brief Description of Services: _____

Hours and Days of Week Offered: _____

Hourly Rate or Cost per Unit: _____

Estimated Length of Service per Participant: _____

FACILITY ACCESSIBILITY (check box if YES)

- Offers American Sign Language interpretation
- TDD/TTY If yes, list number: _____
- Offers handicapped parking
- Is wheelchair accessible
- Has a location near public transportation

LANGUAGE CAPACITY (check box if YES)

Spanish Bilingual interpretation Bicultural staff Written materials

Hmong Bilingual interpretation Bicultural staff Written materials

Other (please specify) _____

- Bilingual interpretation Bicultural staff Written materials

Cover Page and Narrative — Submit an original and four (4) copies of the Cover Page and Narrative.

A. Narrative Response Items

Please submit a narrative for Job Readiness/Soft Skills with Employer Linkage. The narrative should address each of the response items and be no more than five (5) pages in length, typed in 12-point font, not including the Organizational Chart.

Response Item 1: Organizational History

- Describe your agency's main mission and primary activities.
- Describe the target population(s) that your agency serves.
- Describe your agency's current capacity to provide proposed services, including numbers served. List the licensing or certifications that qualify your agency to provide this service; attach a copy of each to this application.
- How long has your agency been providing the same or similar services?
- What are your proven results? How are they measured? What type of proof do you give participants who complete required activities?

Response Item 2: Agency Capacity

- Provide an Organizational Chart that demonstrates your staff's capacity to deliver adequate services.
- Include brief (1-2 line) resumes of key staff (name, job title, education, years of experience delivering same or similar services, expertise in any specialized areas). If you will be hiring individuals to staff your service, provide a job description.
- Describe the main duties of key staff that will be delivering the proposed service.
- List the licensing and certifications that employees possess which qualify them to provide this service; attach a copy of each to cover page.
- Describe your agency's experience with data collection and reporting.

Response Item 3: Service to be Provided

- Describe the service you will provide as clearly as possible. Explain the approach and methodology you will use. Explain how your services address the employment barriers of WIA participants.
- Describe your agency's strategy for serving a diverse population, including language capacity and competence relative to gender, age and ethnic/racial diversity.
- Explain how your service is designed to be effective on a short-term basis.
- Describe how you will assess participants referred to your program in order to determine the level and type of services needed.
- Explain what and how frequently you will communicate with WIA case managers regarding participants' attendance and progress.
- Describe how you measure participant success or outcomes and what certificates or other proof of completion you will supply to participants.

Response Item 4: Unit Cost

- Clearly describe how you define one unit of service.
- Explain what length of time is required to complete a unit of service. Break this down into individual session, classes or activities, if possible. Describe your agency's reason for choosing this length of time to complete the service being delivered.
- Show the detailed calculations used to determine the hourly rate or cost per unit you included on the Cover Page. Depending on the proposed service, this may include overhead, supplies, handouts, instructor/counselor time, per-class/session cost multiplied by total number of meetings, etc.
- Fully describe any other justifications for your per-unit or hourly cost not covered above.

B. Attachments

Please enclose an original and one (1) copy of the attachments in the following order:

- Agency Identification Page (Attachment A)
- Applicant Signature and Declaration Page (Attachment B)
- Acknowledgment of MAWIB Sectarian Policy (Attachment C)
Attachments B and C should have the original signature of an authorized representative for your agency
- Proof of Licensing and/or Certification for Agency (if applicable)
- Certificate of DBE status (if applicable)
- Agency Information
*Copy of most recent audit, if available, or current profit-and-loss statement and balance sheet
Current Certificates of Insurance (Declaration Page)*
- Required Elements Checklist (Attachment D)
- Employer Information Form

Employer Information Form

(Please Print/Type)

Company Name: _____

Contact Person: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____ Fax Number: _____

E-Mail: _____

Type of Business: _____ Years in business*: _____

****If in business less than one (1) year - please attach copy of business plan.***

Federal Tax ID Number: _____ Avg. F/T Employment: _____

Annual Sales: \$ _____

Number of positions to be filled: _____ Starting wage per hour: \$ _____

Title(s) of position(s) to be filled: _____

Minimum Qualifications for position(s): _____

Fringe Benefits provided: _____

Eligibility time required for benefits: 30 days _____ 90 days _____ Other _____

I certify that the above information is true, complete and accurate to the best of my knowledge, and that my company will hire (insert number) _____ participants who successfully complete the required training and meet the minimum qualifications for employment.

Signature: _____ Date: _____

Title: _____

ATTACHMENT A

Agency Identification Page

1	Service Provider Name and Address:			
2	Federal Employer Identification Number (FEIN):			
		Name, Official Title, and Mailing Address	Phone/FAX Numbers	INTERNET E-mail address
3	Service Provider Director		Phone: Fax:	Email:
4	Person responsible for programmatic, day-to-day operations		Phone: Fax:	Email:
5	Person responsible for fiscal day-to-day operations		Phone: Fax:	Email:

ORGANIZATION TYPE (check box if YES)

For-Profit Non-Profit Government/Public Faith-Based Organization

Religious affiliation: _____

Disadvantaged Business Enterprise (DBE)

TARGET POPULATION (check all that apply)

Youth Adults/Dislocated Workers

ATTACHMENT B

MILWAUKEE AREA WORKFORCE INVESTMENT BOARD, INC.

Applicant Signature and Declaration Page

I attest that all information included in this application is true and correct and that I understand and agree to the application information and the “Requirements of Intensive Service Provider Applicants” set forth in Section III.

I further acknowledge that the information in this application is subject to periodic verification without notice and that any misrepresentation on this form may result in disqualification from participation in the Intensive Service Provider listing, and legal action or fiscal sanctions may be taken as determined appropriate by the Milwaukee Area Workforce Investment Board, Inc. or its designated representative(s) in accordance with applicable law and policies.

Provider Authorized Signature: _____ Date: _____

Print Name: _____ Title: _____

Guidelines and Regulations Concerning the Use of Federal Funds for Religious and Sectarian Activities

On January 29, 2001, President George W. Bush issued Executive Order 13198, creating the Office for Faith-Based and Community Initiatives in the White House to facilitate, in part, the opportunity for these organizations to compete for federal funding under the Workforce Investment Act (WIA). The Milwaukee Area Workforce Investment Board, Inc. (MAWIB) is the Workforce Development Board in this region responsible for administering WIA funds.

MAWIB has compiled the following list of guidelines and regulations concerning religious and sectarian activities that offer direction, and apply to, organizations receiving federal funds.

The government is prohibited from directly funding religious activity. These grants may not be used for religious instruction, worship, prayer, proselytizing or other inherently religious practices. Neutral, secular criteria that neither favor nor disfavor religion must be employed in the selection of grant and sub-grant recipients. In addition, under the WIA and DOL regulations implementing the Workforce Investment Act, a recipient may not train a participant in religious activities, or permit participants to construct, operate, or maintain any part of a facility that is primarily used or devoted to religious instruction or worship. Under WIA, "no individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with, any such program or activity because of race, color, religion, sex (except as otherwise permitted under Title IX of the Education Amendments of 1972), national origin, age, disability, or political affiliation or belief."

*Federal Register / Vol. 68, No. 75 / Friday, April 18, 2003: Legal Rules That Apply to
Faith-based Organizations That Receive Government Funds*

The United States Supreme Court has said that faith-based organizations may not use direct government support to support "inherently religious" activities... it means you cannot use any part of a direct Federal grant to fund religious worship, instruction, or proselytization. Instead, organizations may use government money only to support the non-religious social services that they provide. Therefore, faith-based organizations that receive direct governmental funds should take steps to separate, in time or location, their inherently religious activities from the government-funded services that they offer. Such organizations should also carefully account for their use of all government money.

Guidance to Faith-Based and Community Organizations on Partnering with the Federal Government, WHITE HOUSE
FAITH-BASED AND COMMUNITY INITIATIVES

PROHIBITION ON ASSISTANCE FOR FACILITIES FOR SECTARIAN INSTRUCTION OR RELIGIOUS WORSHIP. Participants shall not be employed under this title to carry out the construction, operation, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place for religious worship (except with respect to the maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship, in a case in which the organization operating the facility is part of a program or activity providing services to participants).

Workforce Investment Act §188(a)(3)

Sectarian Activities. DWE funds may not be used to attempt to support either religious or anti-religious activities. Grants that are issued to 'faith based' organizations must document the nonsectarian nature of the activity.

Workforce Programs Guide, Division of Workforce Solutions, Part 1, Administration of Workforce Programs Policy and Procedures Manual, II (E) (9)

WIA title I financial assistance may not be spent on the employment or training of participants in sectarian activities. This limitation is more fully described at 29 CFR 37.6(f)(1).

20 CFR 667.266(b)(1)

A recipient must not permit participants to be employed or trained in sectarian activities.

29 CFR 37.6(f)(1)

Please be advised that any and all complaints that allege violations of any of these guidelines, regulations, or laws will be thoroughly investigated by the MAWIB staff. If violations are found to have occurred, the MAWIB's relationship with the provider may be terminated without further notice.

If you would like additional information on this topic, please contact Paul Wechter, Legal Affairs Coordinator, at 414 270-1767.

ATTACHMENT C

MILWAUKEE AREA WORKFORCE INVESTMENT BOARD, INC.

ACKNOWLEDGMENT

I acknowledge that I have received, read and understood the MAWIB Guidelines and Regulations Concerning the Use of Federal Funds for Religious and Sectarian Activities.

(Signature)

(Date)

(Print Name)

(Title)

ATTACHMENT D

Required Elements Checklist

Agency Name: _____

Please indicate with a check mark whether you have included each required element in your Intensive Service Provider application.

NOTE: Incomplete applications will not be considered.

Required Element	<i>Included/Attached</i>
Service Area Application	
Cover Page for each area solicited	
Narrative	
Description of agency's experience, including numbers served/results	
Organizational chart	
Brief biographical data for key staff	
Copy of licensing/certification for key personnel (if applicable)	
Description of services to be provided	
Attachments	
Attachment A – Agency Identification Page	
Attachment B – Applicant Signature and Declaration Page	
Attachment C – Sign-off Sheet for MAWIB Sectarian Policy	
Copy of licensing/certification for agency (if applicable)	
DBE Certificate, if applicable	
Most recent audit w/ management letter <i>or</i> P&L and balance sheet	
Proof of current liability insurance coverage (declaration pages)	
Employer Information Form	
Attachment D – Required Elements Checklist	