

# DEPARTMENT OF PUBLIC SOCIAL SERVICES



## REQUEST FOR INFORMATION RFI#WTW24001

## WELFARE-TO-WORK VOCATIONAL INTERMEDIARY AND DIRECT SERVICES

**June 3, 2024**

**Prepared By**  
County of Los Angeles  
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**REQUEST FOR INFORMATION  
WELFARE-TO-WORK VOCATIONAL INTERMEDIARY AND DIRECT SERVICES**

**1.0 PURPOSE**

The County of Los Angeles (County) Department of Public Social Services (DPSS) is issuing this Request for Information (RFI) to determine the extent of interest from agencies and gather relevant information from service providers in providing the services listed in Section 3.0.

This is a RFI only; it is not a competitive solicitation. The information received in response to the RFI may be used by the County for planning purposes and to gather relevant information from service providers. Vendors are advised that the County reserves the right to use any information gathered in response to this RFI to develop future solicitations.

The County is not responsible and shall not pay for any information or administrative cost incurred in response to this RFI. The County reserves the right, at its sole discretion, to invite any responding vendors to this RFI to provide a non-competitive presentation for information gathering purposes only, as part of this RFI process.

DPSS will review the responses to this RFI, which may subsequently lead to further inquiry. DPSS reserves the right to amend this RFI by written addendum.

**2.0 INTRODUCTION**

2.1 DPSS serves a county of more than 10 million residents with an area of 4,753 square miles, encompassing 88 cities. DPSS serves the needs of an ethnically and culturally diverse community through programs designed to both alleviate hardship and promote health, personal responsibility, and economic independence.

2.2 The goal of the Welfare-to-Work (WtW) Vocational Intermediary and Direct Services program is to provide the opportunity for participants to engage in workforce readiness and subsidized employment activities such as Paid Work Experience, On-the-Job Training, Classroom Training, and work readiness training. Other services provided as part of the contract for the WtW Vocational Intermediary and Direct Services include maintenance of the California Statewide Automated Welfare System (CalSAWS) Resource Databank; coordination of the Work Study Program for local community colleges, including payroll processing, worker's compensation and benefits; administration of the Transitional Age Youth (TAY) Subsidized Employment Programs and the Skills and Training to Achieve Readiness for Tomorrow (START) TAYportunity Program. The populations who receive subsidized employment and vocational services under this contract include California Work Opportunity and Responsibility to Kids (CalWORKs) WtW, non-CalWORKs refugees, START participants, and eligible TAY.

### **3.0 OVERVIEW OF SERVICES**

#### **DPSS is looking for interested agencies that can provide the following services:**

- 3.1 Provide subsidized employment opportunities to WtW populations including job readiness trainings, ongoing case management and assistance with unsubsidized employment.
- 3.2 Act as the employer of record for the Transitional Subsidized Employment (TSE) Program and the CalWORKs Work Study Program and provide payroll services; worker's compensation coverage; investigation of allegations of misconduct; and monitoring worksites, etc., for WtW populations.
- 3.3 Act as an intermediary between the County, Community Colleges, and work experience providers. Also, act as an intermediary between the County and America's Job Centers of California (AJCCs)/Community-Based Organizations (CBOs). These Centers are funded by local workforce development boards and provide job search and career-related information and services.
- 3.4 Develop and maintain relationships with employers that are committed to training/hiring WtW populations in a variety of subsidized and unsubsidized employment activities.
- 3.5 Maintain a network of vocational training providers that offer short-term vocational trainings throughout the County.
- 3.6 Update and maintain a large-scale inventory of various providers (e.g., training, educational, mental health, and other services, etc.) on the CalSAWS, which holds a statewide resource data bank for multiple programs.
- 3.7 Coordinate, maintain, and distribute vocational education and training provider directories to Greater Avenues for Independence (GAIN)/Refugee Employment Program (REP) regional, sub-regional offices, and vocational assessors throughout the County.

### **4.0 INFORMATION REQUESTED**

In order to assist the County to obtain data, DPSS is requesting the completion of an Introduction Letter and the WtW Vocational Intermediary and Direct Services Questionnaire (Appendix A) from agencies.

#### 4.1 Introduction Letter

An Introduction Letter should be on the agency's letterhead, be brief, concise, no more than two pages, typed, Arial 12 pt. font, and single spaced. The Introduction Letter must include: 1) agency's exact legal name and type of organization; 2) agency's Director's name; 3) name and telephone number of the person who is authorized to act on behalf of the agency in connection with this RFI;

4) short introduction of the agency and history; and 5) current contracts that provide the same or similar services with the County of Los Angeles, any surrounding Counties or other agency, and if applicable, the geographic areas the agency currently serves, and in what language(s) are services provided. The Introduction Letter should be emailed to:

[TSERFI2024@dpss.lacounty.gov](mailto:TSERFI2024@dpss.lacounty.gov)

No other forms of submission, such as facsimile or mail-in will be accepted.

#### 4.2 Request for Information WtW Vocational Intermediary and Direct Services Questionnaire (Appendix A)

Agencies are to complete the Request for WtW Vocational Intermediary and Direct Services Questionnaire (Appendix A) and attach it with the Introduction Letter when submitting a response. All agencies shall provide a projected Monthly Firm-Fixed Fee for a caseload of up to 2,500 participants. Responses should be based on the agency's current practice, experience, services criteria, and familiarity with the TSE program and service delivery. If you do not have a response to a particular question, please indicate "No Response".

If you need additional space to write your response, please attach an additional page, typed, Arial 12 pt. font, single spaced, and indicate the name of the agency on the top of the page and include the question number that you are responding to.

### **5.0 RESPONSE METHOD AND DEADLINE**

- 5.1 DPSS encourages all agencies to submit a response consistent with the content and instructions provided in this RFI. Submission format must be an Adobe PDF version of the Introduction Letter and an Adobe PDF version of the WtW Vocational Intermediary and Direct Services Questionnaire (Appendix A).
- 5.2 Response deadline is **Monday, July 1, 2024, at 12:00 P.M. (Pacific Standard Time)**.
- 5.3 Responses to this RFI should be emailed **ONLY** to [TSERFI2024@dpss.lacounty.gov](mailto:TSERFI2024@dpss.lacounty.gov). Hard copies or facsimile will not be accepted.
- 5.4 Subject line of the email response shall be clearly marked, "**Welfare-to-Work Vocational Intermediary and Direct Services RFI**".

### **6.0 DISCLAIMER**

- 6.1 The County and DPSS shall not be liable or responsible for costs incurred in responding to this RFI.
- 6.2 Response to this RFI shall become the exclusive property of the County. Responses to this RFI become a matter of public record, with exception to those

parts of a response which are justifiably defined as business or trade secrets, and, if by the respondent, plainly marked as “Trade Secret,” “Confidential,” or “Proprietary” as defined in the California Government Code, Section 6250 et seq. (Public Records Act).

- 6.3 The County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. A blank statement of confidentiality or the marking of each page of the response as confidential shall not be deemed sufficient notice of exception. Respondents must specifically label only those provisions of their respective response which are “Trade Secret,” “Confidential,” or “Proprietary,” in nature.
- 6.4 This is a request for information only. This is **not** a solicitation.

**Request For Information  
Welfare-To-Work Vocational Intermediary And Direct Services  
Questionnaire**

Date: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Address of Agency Headquarters: \_\_\_\_\_  
\_\_\_\_\_

Name of Contact Person: \_\_\_\_\_

Title of Contact Person: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

FAX Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Number of staff employed by agency to provide Transitional Subsidized Employment (TSE) services: \_\_\_\_\_  
\_\_\_\_\_

**Populations Served**

1. What is your agency's current monthly caseload? \_\_\_\_\_
  
2. Does your agency have experience in providing the following services to Los Angeles County residents?
  - Single parents with minor children receiving public assistance or who are low-income? \_\_\_Yes \_\_\_No. If yes, how many years? \_\_\_
  
  - Refugees or other immigrant populations? \_\_\_Yes \_\_\_No. If yes, how many years? \_\_\_
  
  - Single adults with multiple barriers? \_\_\_Yes \_\_\_No. If yes, how many years? \_\_\_

- CalFresh Employment and Training?

Yes  No. If yes, how many years?

- Barrier Reduction (e.g., justice impacted, disabilities (visible and non-visible)?

Yes  No. If yes, how many years?

3. Has your agency worked with Los Angeles County Department of Children and Family Services and Probation Youth?

Yes  No. If yes, which one and in what capacity?

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4. Is your agency familiar with the Los Angeles County TSE Program?

Yes  No.

5. Has your agency partnered with the TSE Program before?

Yes  No. If yes, in what capacity and explain your role.

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6. Does your agency have experience providing industry-recognized pre-apprenticeships/apprenticeships to WtW populations?

Yes  No. If yes, please complete questions a-c below.

- a. Please describe your pre-apprenticeship and apprenticeship programs.

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- b. Are your pre-apprenticeships and apprenticeships approved by the Department of Labor or a State Apprenticeship Agency?  Yes  No.

- c. What are the industries represented in your pre-apprenticeships and apprenticeships programs?

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7. Is your agency familiar with the Subsidized Work-Based Learning (SWBL) model created by the Food and Nutrition Service? \_\_\_Yes \_\_\_No.

a. If yes, has your agency administered SWBL programs before? \_\_\_Yes \_\_\_No.

8. Does your agency incorporate a curriculum in your subsidized employment programs? \_\_\_Yes \_\_\_No.

a. If yes, is the curriculum structured and follows an instructor’s plan for providing training and skill development? \_\_\_Yes \_\_\_No.

b. Does the curriculum provide WtW populations with certifications and credentials that employers use to make hiring decisions? \_\_\_Yes \_\_\_No.

9. Does your agency have existing relationships with employers that are willing to provide a learning environment for WtW populations? \_\_\_Yes \_\_\_No. If yes, how many employers? \_\_\_\_\_

10. Explain how your agency outreaches to new employers that are willing to train/hire WtW populations in subsidized employment positions that lead to a living wage.

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11. Explain how your agency successfully engages employers that commit to providing on-the-job training opportunities for WtW populations.

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a. Are your on-the-job training positions industry-specific for in-demand occupations that pay a living wage? \_\_\_Yes \_\_\_No. If yes, please explain.

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b. Provide placement and outcome data for subsidized employment and on-the-job training placements.

### **Work Study/Community Colleges**

12. Does your agency have experience administering the CalWORKs Work Study Program (in Community Colleges)? \_\_\_Yes \_\_\_No. Please explain.



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- a. If not, would your agency be willing to administer the CalWORKs Work Study Program and have the capacity to act as the employer of record?

\_\_\_ Yes \_\_\_ No.

### **Classroom Training (Short-Term Vocational Training)**

13. Does your agency have experience administering short-term vocational training programs that lead to career pathways that lead to a living wage? This would include, but not be limited to identifying vocational training programs, and placing WtW populations. \_\_\_ Yes \_\_\_ No. If yes, please explain.

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- a. If not, would your agency be willing and have the capacity to administer short-term vocational programs? \_\_\_ Yes \_\_\_ No.

### **Job Readiness**

14. Does your agency have experience coaching, mentoring, and motivating WtW populations, that have varying degrees of work experience, motivation, and employment barriers, to be successful in their subsidized employment activity and attain unsubsidized employment in in-demand occupations that pay a living wage? \_\_\_ Yes \_\_\_ No.

15. Does your agency have experience assessing WtW populations for job readiness, identifying barriers to employment, and addressing those barriers to assist in becoming job ready? \_\_\_ Yes \_\_\_ No.

- a. If yes, please specify the type of services/resources and the strategies utilized to assist WtW populations become job ready.

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- b. How many years of experience does your agency have providing these services? \_\_\_\_\_

16. Does your agency have a job readiness curriculum? \_\_\_ Yes \_\_\_ No.

- a. If yes, please provide a copy of the job readiness curriculum.
- b. How many staff provide the training? \_\_\_\_\_
- c. How many years has your agency provided job readiness training? \_\_\_\_\_

**Job Placement**

17. Does your agency have job search/job placement services to help WtW populations who have participated in subsidized employment services?  
 \_\_\_ Yes \_\_\_ No.

- a. If yes, are these services offered during and/or after program participation (e.g., post-employment services)? Please explain.

18. Does your agency collaborate with community partners to provide job search/placement services? \_\_\_ Yes \_\_\_ No.

- a. If yes, please describe how your agency collaborates with community partners.

\_\_\_\_\_

\_\_\_\_\_

**Employer of Record**

19. Does your agency have the experience and/or the infrastructure to be the employer of record, thereby assuming all the employer responsibilities required by law, including the following (please check all that apply and provide a brief description for each function):

- Payroll services: \_\_\_\_\_
- Worker’s compensation coverage: \_\_\_\_\_
- Investigation of allegations of misconduct: \_\_\_\_\_
- Monitoring worksites, etc.: \_\_\_\_\_

20. Does your agency have the experience and/or the infrastructure to work with multiple agencies from different workforce development boards, colleges, community-based organizations, and community partners to serve WtW populations in subsidized employment services across Los Angeles County? \_\_\_ Yes \_\_\_ No.

- a. If yes, provide the years of experience and explain the infrastructure in place.

\_\_\_\_\_

\_\_\_\_\_

21. Does your agency subcontract to provide subsidized employment services?

Yes  No.

a. If yes, please list the type of entities your agency subcontracts with.

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b. If not, how are subsidized employment services provided?

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22. Does your agency offer training to new agencies/employers to help them get ready to serve WtW populations?  Yes  No.

a. If yes, please describe the training offered.

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### Staff

23. Is your agency equipped with staff who possess general knowledge of public assistance programs/services and the requirements for WtW populations served?  Yes  No. Please explain.

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24. Does your agency have staff with experience, and have they been successful working with culturally diverse populations that have multiple employment barriers, i.e., homelessness, mental health, substance use disorder, domestic violence, motivation, language, etc.

Yes  No.

### Case Management System

25. Does your agency have a case management system to track programs, enrollments, referrals, placements, client progress within a structured learning environment, subsidized employment, demographics, etc.?  Yes  No.

- a. If yes, please explain if it allows referrals to be submitted electronically by referring partners.

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26. Does your agency have cybersecurity measures/protocols to safeguard Personal Identifiable Information (PII)? \_\_\_ Yes \_\_\_ No.

- a. If yes, do you have written policy that captures these cybersecurity measures/protocols?

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### Monitoring

27. Does your agency have the capacity to (check that apply):

- Monitor worksites to ensure they meet safety standards and emergency procedures.
- Review required documentation.
- Address concerns brought up by worksite supervisors and WtW populations.

### Reporting

28. Does your agency have the capacity to provide qualitative and quantitative reports? \_\_\_ Yes \_\_\_ No.

- a. If yes, can reports be generated at predetermined intervals, on demand, and/or upon County request – sometimes with same-day turn around?

\_\_\_ Yes \_\_\_ No

### Fiscal

29. Does your agency have an accounting system to track funding, invoicing, expenditures, and have the ability to provide fiscal year projections?

\_\_\_ Yes \_\_\_ No. Please describe.

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**Resource Databank Maintainer**

30. Does your agency have experience with managing and maintaining provider inventories in a statewide multi-program system? \_\_\_ Yes \_\_\_ No.

a. If yes, please provide details on the size, type, and tracking mechanisms.

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b. If not, does your agency have the ability to increase its capacity to handle large-scale statewide provider inventories? \_\_\_ Yes \_\_\_ No.

i. How many months would it take for your agency to increase capacity to address a 25% workload increase? \_\_\_\_\_

**Cost**

31. Please provide your monthly firm-fixed fee for a caseload of up to 2,500 participants for the following services:

<u>Services</u>	<u>Monthly Firm-Fixed Fee</u>
• Employer of record for the TSE and CalWORKs Work Study Programs:	\$ _____
• Intermediary between County, Community Colleges, work experience providers, and AJCCs/CBOs:	\$ _____
• Maintenance of online network of vocational training providers:	\$ _____
• Development and maintenance of employers for subsidized employment activities:	\$ _____
• Updating and maintaining inventory of providers into statewide resource data bank:	\$ _____
• Coordination, maintenance, and distribution of vocation education and training provider directories:	\$ _____

## Additional Information

32. Is there any additional information you would like to share with us?

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