



Allegheny County Department of Human Services

RFQ Response Form

RFQ for Recruiting Talent for DHS

APPLICANT INFORMATION

Proposer Name: TRWIB, INC (dba. Partner4Work)

Authorized Representative Name & Title: Robert L. Cherry, Chief Executive Officer

Address: 650 Smithfield St, Pittsburgh, PA 15222

Telephone: 412-552-7090

Email: ceo@partner4work.org

Website: https://www.partner4work.org/

Legal Status: For-Profit Nonprofit Sole Proprietor/Individual Partnership

Women Owned: Yes No

Minority Owned: Yes No

If yes, select the ethnicity: American Indian or Alaska Native Black or of African descent Hispanic or Latino/a Native Hawaiian/Pacific Islander Western Asian/Middle Eastern East Asian/Far Eastern South Asian/Indian (Subcontinent) Southeast Asian Other Asian Multi-racial Self-Describe: [Click here to enter text.](#)

Faith Based: Yes No

Partners included in this Application: Dynamic Workforce Solutions, Equus Workforce Solutions, Goodwill Southwestern PA, JFCS, EDSI

How did you hear about this RFQ? *Please be specific.* We received an email invitation to apply.

REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Robert L. Cherry	412-552-7090	ceo@partner4work.org
Contract Processing Contact	Kristin Kramer	412-552-7088	kkramer@partner4work.org

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Chief Information Officer	Susie Puskar	412-552-7099	spuskar@partner4work.org
Chief Financial Officer	Kristin Kramer	412-552-7088	kkramer@partner4work.org
MPER Contact*	Andy Smith	412-932-2957	asmith@partner4work.org

* *MPER* is DHS's provider and contract management system. Please list an administrative contact to update and manage this system for your agency.

BOARD INFORMATION

* *For the Board Chairperson, you must list an address, phone and email address different than the organization.*

Board Chairperson Name & Title: David J. Malone, President and CEO for Gateway Financial

Board Chairperson Address: 4 PPG Place, Suite 600, Pittsburgh 15222

Board Chairperson Telephone: [REDACTED]

Board Chairperson Email: Partners included in this Proposal: dmalone@gatewayfinancial.biz

How did you hear about this RFP? *Please be specific.* We received an email invitation to apply.

REFERENCES

Tim Holt (UPMC), holtt@upmc.edu, [REDACTED]

Duke Rupert (AHN), duke.rupert@ahn.org, [REDACTED]

Dr. Paul Spradley (Dollar Bank), [REDACTED], [REDACTED]

CERTIFICATION

Please check the following before submitting your Application, as applicable:

I have read the standard County terms and conditions for County contracts and the requirements for DHS Cyber Security, EEOC/Non-Discrimination, HIPAA and Pennsylvania's Right-to-Know Law.

By submitting this Application, I certify and represent to the County that all submitted materials are true and accurate, and that I have not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

Choose one:

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My Application contains information that is either a trade secret or confidential proprietary information and I have included a written statement signed by an authorized representative identifying those portions or parts of my Application and providing contact information.

OR

My Application does not contain information that is either a trade secret or confidential proprietary information.

ATTACHMENTS

Please submit the following attachments with your Response Form. These can be found at <http://www.alleghenycounty.us/dhs/solicitations>.

- Partner commitment letters, if applicable
- W-9
- MWDBE and VOSB documents
- Certification of an office location in Allegheny County

REQUIREMENTS

Please respond to the following. **All Applicants must complete the Work Plan and Fee Structure Sections. Please complete these sections only once, regardless of the type of jobs you are proposing to recruit.** The score from these sections will be added to the score for each job category. Each strategy will be scored and evaluated separately and the maximum score an Application can receive in each strategy is:

- Direct Service Role Applicant = 55 points possible
- Administrative Support Role Applicant = 55 points possible

Complete only the section for the category of job you wish to provide. If you are not applying for a job category, that area may be left blank. Please stay within the page limit listed at the top of each section.

A. Direct Service Role Applicant (30 points)

Complete this section only if you are applying for qualification to provide recruitment services for Direct Service Roles. If you are not proposing to provide this role, please leave this section blank. Your response to this section must not to exceed 5 pages.

1. Describe your organization, mission and experience and experience working with quality, diverse candidates seeking employment opportunities. (5 points)

Partner4Work (P4W) is a \$25+ million integrated workforce development organization dedicated to strengthening the Pittsburgh and Allegheny County region. P4W operates a

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comprehensive portfolio of programs supporting workers and businesses, including the STRIVE Program for justice-involved young adults, Learn and Earn Summer Youth Employment Program, several workforce programs in partnership with UPMC and Allegheny Health Network, leading the local implementation of IBM's SkillsBuild Training Platform across regional employer partners, BankWork\$ financial services training, and a wide range of WIOA and TANF workforce development programs. Through collaboration with 100+ partners, P4W connects more than 15,000 adults and more than 3,000 young adults to training and employment opportunities every year. P4W has a vested interest in the provision of quality workforce development services for citizens in Pittsburgh and Allegheny County. By increasing the availability of occupational training and skilled employment opportunities for individuals, P4W stands to meet growing industry needs for skilled workers in the region. As a fiscal agent in relation to PA CareerLink®, P4W is responsible for various programmatic, administrative, and contractual responsibilities for the system. P4W designs, funds, and oversees programs and selects providers within the PACL network, in which the PA CareerLink® partner agencies implement the direct services.

We are committed to diversifying the workforce system and supporting underserved workers throughout the region. In past partnerships, P4W has connected with community partnerships to reach targeted populations throughout Allegheny County and the Pittsburgh area. We have reached out to individuals and provided employers with resources to improve jobs and equity to reach underserved communities within the region. Our Aspen project offers consulting services directly to employers to improve quality jobs, particularly for entry-level, low-income workers who are supporting families. Our Career Pipeline and STRIVE programs, evidence-based and modeled after the MDRC WorkAdvance randomized control trial (2016), have connected us with justice-involved young adults 18-24. Presently, we are expanding our Career Service project, which will establish a pandemic workforce network of neighborhood-based organizations hosted by PA CareerLink®. In conjunction with these projects, the System Lead Entities collectively work on the INSPIRE project which connects individuals in recovery from substance use disorder (SUD) to employment, through the Appalachian Regional Commission grant.

2. Describe your organization's experience identifying candidates seeking employment opportunities and placing them successfully in full-time employment in Direct Service Roles. (15 points)

PA CareerLink®, an initiative of the Pennsylvania Department of Labor & Industry's initiative to transform the landscape of how job-seekers find family-sustaining jobs and how employers find the skilled candidates that they need, has been a long-time trusted partner of P4W. The purpose of the initiative is to provide accessible, seamless, customer-driven services to job seekers, employers, and other stakeholders. Their job-matching system has been crucial in bridging the gap that currently exists between job-seekers and employers. Various PA CareerLink® partner agencies implement the direct services, under the oversight of P4W, fulfilling the mandate of the American Job Center. Career Resource Centers (CRC) in the PA CareerLink® office are equipped with computers, informational resources, phones, and printers available to the public for job searching purposes. PA CareerLink® locations also host representatives of the Unemployment Compensation (UC) Office, who are available to provide basic assistance to claimants and potential claimants through scheduled appointments. PA CareerLink® also offers orientations and workshops, led by multiple staff members of PA CareerLink® partner agencies, covering topics such as job searching, soft skills, interviewing

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techniques, resume preparation, networking, effective communications skills, conflict resolution, computer literacy, job readiness training, civil service positions, getting a job as a reentrant, and job retention strategies. Currently, PA CareerLink® has 18,032 new jobs posted out of 164,308 total jobs available, 197 Registered Apprenticeship opportunities, 163,608 career trainings, and 132,292 registered employers.

P4W has led several workforce programs and has contributed to the development of employment and training programs across all sectors in the Pittsburgh and Allegheny County region. Our STRIVE program serves young adults who have justice involvements by gaining unsubsidized, career-track employment that affords self-sustaining income. This ultimately resulted in long-term community benefits of higher employment, lower recidivism, and increased public safety. Between 2018-2021, the STRIVE employment program exceeded performance goals set by the U.S. Department of Labor Employment and Training Administration (DOL ETA). STRIVE offered a diverse menu of training programs that included intensive occupational training in a variety of industries, transitional jobs programs, and quick-credentialing opportunities. 73% of participants obtained a credential. The provision of a \$10.00 hourly stipend to attend training was critical to credential attainment for people without the traditional support networks that enable other job seekers to pursue the training.

For the past several years, P4W and PA CareerLink® have worked with UPMC and AHN to find, train, and place hundreds of individuals in entry-level positions in healthcare. In close partnership with UPMC and AHN, P4W and PA CareerLink® have built a steady pipeline of candidates and created customized career pathways for workers using tools like targeted recruitment, on-the-job training, occupational training, and supportive service strategies. Such work has been conducted across multiple business units and for various occupations, including emergency medical technicians, certified nursing assistants, patient care technicians, and medical assistants. As of December 6, 2021, UPMC and CareerLink have jointly served and considered for employment 234 individuals, within the UPMC Pathways program supported through The Forging Pathways grant, which has become the signature collaboration between UPMC, PA CareerLink, and Partner4Work. The Pathway program provided individuals with resume assistance, interview preparation, skills assessment, guidance on free workforce training opportunities at UPMC, and help with applying for jobs at UPMC. Jobs in both clinical fields and jobs that do not require medical training, including Medical Assistants and Warehouse workers, were offered to participants. Of these individuals, approximately 65 have obtained unsubsidized employment with UPMC or other employers, and many more are still working toward securing employment opportunities.

Another key collaborative initiative is the Freedom House 2.0 (FH 2.0), which is an innovative health system/community training and development initiative that recruits and fully prepares two cohorts of high-risk youth, displaced workers, and other non-traditional students to become job-ready professionals in Emergency Medical Services or another high-demand health field. The FH 2.0 model is based on the pioneering work of two physicians in the 1960s who trained “unemployable” individuals and helped to transform the state of ambulance services. The model includes job readiness preparation, an EMT course, community paramedic/community health worker training focused on social determinants of health, mental health awareness and trauma-informed practices, and resiliency training. Students recruited from Allegheny County participate in 10 weeks of intensive daily training and receive financial and material support. Students also will be mentored, given job shadowing opportunities to apply their skills, and are guaranteed an interview and job-seeking support from UPMC upon graduation. In PY21,

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26 clients served through UPMC's Freedom House program with a 69% employment placement rate. So far in PY22, 29 clients have been served through the Freedom House 2.0/Freedom House foundations program. Similarly, in the past year, we have also successfully placed 23 PA CareerLink® participants into AHN's Patient Care Technician roles, proving the strong collaboration with UPMC and AHN to be successful in consistently placing individuals.

3. Describe your organization's experience placing individuals with lived experience with human service delivery in full-time human service positions. (5 points)

P4W has successfully placed individuals with lived experience in full-time human service positions. In one of the most recent programs working within the local area, STRIVE, a P4W-designed and developed program was created to enhance reentry strategies for young adults, ages 18-24, who have been involved in the juvenile or adult justice system. Low-income young adults ages 18 to 24 were eligible for STRIVE if they had current or previous involvement in the juvenile or adult justice system, which includes: previously incarcerated; under the supervision of the justice system, either in out-of-home placements, on probation, or on parole; under an alternative sentence by the justice system; or under a diversion program as an alternative to prosecution. Eighteen occupational training programs were offered to STRIVE participants, two of which incorporated transitional jobs. Programs were selected based on criminal record restrictions in the industry and providers' proven employer relationships. These opportunities prepared trainees for employment in a variety of fields, including construction, manufacturing, transportation and logistics, retail and hospitality, healthcare, and culinary. We served as the lead fiscal and administrative agent as well as the lead planner of programs and services. The program served over 188 participants enrolling them in vocational training, education, including adult basic education and post-secondary education, and transitional employment. The program emphasizes placement, retention, and low recidivism rate and provides follow-up services to participants enrolled in the program. This was one of many of our successes in developing and designing a program geared toward serving underrepresented populations in the local community.

STRIVE was a success, as we helped provide comprehensive case management and supportive services with career services including facilitating access to vocational training, post-secondary education, and transitional employment to increase job skills and readiness. Between 2018-2021, 73% of participants obtained a credential. 81% of STRIVE participants who earned an occupational training credential were placed in employment, and 77% of participants gained employment without earning a credential.

4. Describe your organization's experience ensuring quality, stable placement of individuals in employment opportunities. (5 points)

In years past, P4W has developed sectoral partnerships to support in-demand industries by connecting employers with training providers to expand jobs and provide workers with job upskilling opportunities. Among our partnerships, we have served over 2000 participants per year placing 75% of participants in good quality jobs. In our current industry partnership with PA Bankers Association, we launched BankWork\$, a training program designed to prepare individuals with barriers to employment to become qualified candidates for banker positions. In the past three, BankWork\$ has successfully graduated 85.4% of participants securing 76.1% of participants' jobs within the industry. In addition to BankWork\$, we connected with The Builders Guild of Western PA and its member trade unions to implement a pre-apprenticeship program, Introduction to the Construction Trades (I2CT), within our Construction sectoral

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partnership to continue to reach underserved communities within the region. 80% of I2CT participants over its first 2 years of existence have been people of color. In our broader work overseeing the public workforce system, we connect individuals served under WIOA, TANF, and SNAP in addition to marginalized communities such as women, people of color, individuals in recovery, and justice-involved individuals to training and employment opportunities. In the last three years, we have successfully served 900 people in WIOA, TANF, and SNAP programs with 85% of participants identifying as POC and 75% identifying as women.

P4W has also developed programs on the regional level through our Dislocated Worker grant that was geared towards investing new resources into workforce development for dislocated workers in the region. This program works with several neighboring states in the Midwest through our regional partners including Ohio, Milwaukee, Minneapolis, Kansas City, and others. Through this partnership, we collaborated with several workforce development boards and partners to design and develop new programming and services that addressed the needs of dislocated workers and created opportunities for upskilling within the Healthcare, Transportation & Logistics, Technology, Financial Services, and Advanced Manufacturing industries. Through this regional partnership, we utilize Registered Apprenticeship (RA) in non-traditional industries and occupations as tactics to reconnect dislocated workers. As a consortium, we developed a product, in partnership with the Council on Adult and Experiential Learning (CAEL) that assisted individuals with determining the best fit for their individual skill sets, experiences, competencies, and interests. Through the design and implementation of this project, we were able to develop and provide dislocated workers with the necessary tools to navigate the workforce and continue to provide services through future programs that expanded from this project.

5. Describe the process your organization uses to identify candidates. (5 points)

As the fiscal agent with a lot of programmatic, administrative, and contractual responsibilities for the system, P4W helps design, fund, and oversee programs and select providers within the PACL network but does not provide direct services to job seekers. PA CareerLink® partner agencies such as Dynamic Workforce Solutions (DWFS) and Equus who provide services utilize various methods to identify candidates and connect them to in-demand jobs. DWFS uses an Infinity Service Delivery Model that promotes flexibility for customers to jump in whenever services are needed. To connect job seekers with quality, sustainable careers, a model was developed to help job seekers develop their own Career Pathway Plan with a clear sequence of training, stackable credentials, and support services aligned with the requirements for advancement in local high-demand occupations. DWFS' Job Seeker Engagement Team (JSET) will support customers in acquiring qualifications ranging from basic work readiness to advanced-level skills, with multiple open entries and exit points. The intake process for the career services includes eligibility determination and enrollment, which may occur on the spot during outreach with the CET, in the Workforce Center, or remotely via online access, depending on the needs and preferences of the job seeker. All customers are offered comprehensive labor market information identifying job vacancies, skills necessary for occupations in demand, and relevant employment trends, along with information concerning jobs and career pathways, technical training and education options, and access to Internet-based resources and services. If the customer provides information that leads them towards receiving Title I services, they are offered an orientation session with the JSET and provided a comprehensive overview of WIOA services. Initial triage assessments conducted during the

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welcome process are followed by comprehensive specialized assessments to evaluate basic skill levels, employability, and career interest and aptitudes more formally. Job seekers are assessed through a blend of tool options including TABE, O*Net Interest Profiler, and the tools provided through PA CareerLink®. To conduct in-depth interviewing and evaluation, DWFS uses the evidence-based Motivational Interviewing (MI) approach as a component of assessment, consultative case management, and career counseling. The DWFS approach for customized career counseling is strengths-based, assessment-driven, customer-centered, and flexible. Customized assessments and specific career interest or aptitude instruments are utilized to develop an ambitious but realistic Individualized Employment Plan (IEP).

Furthermore, The Community Engagement Team (CET) within DWFS spends significant time embedded into local communities and neighborhoods to ensure that the populations most in need of WIOA and other workforce services are aware of and can access them. Presently, DWFS provides on-site service delivery at 5 locations. By integrating access to A/DW services through a variety of access points and venues, the service offerings of the host are enhanced. The Business Engagement Team does outreach to employers to determine which services are most appropriate to meet their needs. The team interfaces with local businesses and collaborative organizations committed to serving job seekers in search of career opportunities and advancement. Through these networks and in a wide range of settings and venues, DWFS informs and educates partners and community members about needs while cultivating critical relationships with staff from other entities and, by extension, other system consumers, maintaining critical referral pipelines. Partners in our recruitment efforts include many public and community-based organizations, local school districts, various training providers, correctional agencies and institutions, and local businesses. DWFS has become an integral part of the PA CareerLink® host locations and has built a network of 135 community partners who support our outreach and recruitment efforts and provide P4W with a reliable flow of job seeker referrals. Printed, electronic, and social media messaging are made available in places that job seekers regularly access, such as neighborhood community centers, shopping centers, and churches. DWFS uses appropriate language, selects engaging visuals, and adapts writing styles to the platform acceptable to those individuals with language barriers. Equus also has a Communications Specialist, as part of the One-Stop outreach and recruitment strategies, that streamlines external communication, reduces duplication of efforts by re-launching an outreach committee to target the audience as a collective instead of within silos, and maintains high branding standards for P4W's PA CareerLink® system. The Communication Specialist works with the Operator to assess specific needs and strategies to implement outreach, and specific engagement platforms that assure consistent messaging.

B. Administrative Support Role Applicant (30 points)

Complete this section only if you are applying for qualification to provide recruitment services for Administrative Support Roles. If you are not proposing to provide this role, please leave this section blank. Your response to this section must not to exceed 5 pages.

1. Describe your organization, mission and experience working with quality, diverse candidates seeking employment opportunities. (5 points)
Click or tap here to enter text.

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2. Describe your organization's experience performing recruitment services for agencies in the public sector, including any state or federal government entities. (5 points)
Click or tap here to enter text.
3. Describe your organization's experience identifying candidates and placing them successfully in full-time employment in Administrative Support Roles with annual salaries less than \$65,000. (15 points)
Click or tap here to enter text.
4. Describe your organization's experience ensuring quality, stable placement of individuals in employment opportunities. (5 points)
Click or tap here to enter text.

Work Plan (20 points)

All Applicants must complete this section. Your response to this section must not to exceed 2 pages.

1. Describe your organization's plan for how the relationship with DHS will be handled on a day-to-day basis. (5 points)

Partner4Work will serve as the intermediary between DHS and all of our PA CareerLink® system partners (Dynamic Workforce Solutions, Goodwill, Equus, BWPO, and Literacy Pittsburgh) as well as our broader network of workforce development partners, including the Temporary Assistance for Needy Families (TANF) workforce programs, EARN and Work Ready. However, it will be those partners who will work directly with potential candidates and support candidates through the hiring process, and will be those partners placing referrals in the Bamboo HR system and serve as the point of contact for individual candidates. If any issues arise or changes need to be made to the system as a whole, DHS will have a point of contact with Partner4Work, Andy Smith, who will coordinate with partners to resolve those issues or implement system changes.

P4W currently maintains a working relationship with DHS through multiple programs, and has DHS staff, Erin Dalton, on our Board of Directors. Our partnership portfolio with DHS includes overseeing TANF EARN and Work Ready programs and coordinating with the County Assistance Office; reentry programming with the Allegheny County Jail and the Jail Collaborative; and referral network to and from DHS programs and our WIOA/PA CareerLink® providers. These relationships will serve as the basis for how our role as intermediary will function for this project.

2. Describe your organization's plan for recruiting quality, diverse candidates and candidates with lived experience. (10 points)

P4W, alongside DWFS and Equus, will utilize the Infinity Service Delivery Model to identify eligible candidates. DWFS' Job Seeker Engagement Team (JSET) will support customers in developing skills ranging from basic work readiness to advanced-level skills, with multiple entry and exit points open to low-skilled and low-income adults, unemployed or underemployed job seekers and workers already employed in the industry. To address the challenges of current labor market dynamics, a greater focus is placed on the engagement of the

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community to help find the hidden and untapped talent throughout the region and get these job seekers trained with the skills they need to deliver on our promise to the business community. Person-centered Initial skills assessment will then be used to make early determinations of each customer's needs, existing skill sets, and career goals. Some may present more urgent requirements such as health care, mental health support, or substance abuse treatment before they are ready to embark fully on their career journey. There will also be a screening process for individuals with specific needs such as veteran support, Youth Services, or special grant programming. DWFS staff will also help job seekers understand the importance of using LMI to inform their plans for training and growth by guiding them through available training options, providing a link to the unemployment compensation system, and providing referrals to supportive services and other community programs, which is crucial in diversifying the DHS workforce by providing opportunities for candidates with different needs. Initial triage assessments, specialized assessments, and Motivational Interviewing (MI) will be used as a component of assessment, consultative case management, and career counseling. The space will be created for these conversations early on to destigmatize barriers such as previous incarceration, homelessness, domestic violence, and other challenges that can impact a person's employment opportunities and overall well-being.

Using a community-based approach, outreach will be conducted in local communities and neighborhoods. Partner networks will be a key component of identifying candidates, as these networks provide opportunities to inform and educate partners and community members about key needs while cultivating critical relationships with staff from other entities and, by extension, system consumers, allowing us to maintain critical referral pipelines. We oversee several large workforce systems, including PA CareerLink®, fulfilling the mandate of the American Job Center. More importantly, other workforce systems the P4W oversees are strong sources of diverse candidates. PA CareerLink® will create a solid foundation for the project, and the broader systems and networks will allow us to expand its resources.

Additionally, the recruitment plan will be customized based on the specific needs of DHS. The strategies— comprising of outreach methods and materials, matching criteria, and hiring events— will be customized with the support of PA CareerLink®'s business and career service team. By emphasizing the importance of accurate employer representation, open communication and feedback with the employer, and the creation of a value proposition for targeting positions, recruitment efforts are bound to be successful. It is notable also to note that PA CareerLink® regularly works with candidates from different backgrounds, experiences, and income levels, an essential part of diversifying the candidate pool. P4W also has over 500 job seekers in the system, leveraging the ability to expand the candidate pool and find qualified candidates based on DHS' needs.

3. Describe your organization's plan for supporting referrals through the application process. (5 points)

The case management process ensures that job seekers have access to supportive services such as childcare, access to clothing or nutrition support, substance abuse treatment services, or transportation assistance so that they can fully participate in their training, job search, and employment activities. DWFS has developed an extensive referral network included within the 122 CBOs that are currently partnering with P4W and DWFS. The supportive services resources will meet the needs of participants, including Dress for Success, Traveler's Aid, and Goodwill's Giveback program. Career navigators will also be available to provide consulting services and

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guidance throughout the application process, which has been proven effective by the successful application process and placement of the programs with UPMC and AHN, as mentioned above. Career navigators will provide support such as application guidance, soft skills development, resume building, and interviewing training for 6-8 weeks. Moreover, we are experienced in delivering the required state civil service test training program, something that career navigators will also provide. Supportive services will be tracked in case notes and in the Commonwealth Workforce Development System (CWDS), an Internet-based system of services, to ensure that job seekers have the resources they need to attain their goals and become self-sufficient. A customized tracking tool that tracks referrals, status updates, and other data points will also be developed based on DHS' needs.

Additionally, we will provide additional external referral sources that will identify additional candidates outside of the network, provide guidance throughout the referral process, and connect candidates to PA CareerLink®. Providers include: Goodwill, Human Services Center Mon Valley, Phase4, Pittsburgh Public Schools, Trade Institute of Pittsburgh, Neighborhood Learning Alliance, Youth Enrichment Services, Bloomfield Garfield Corp., Boys and Girls Club, Community Empowerment Association, Latino Community Center, Jewish Family and Community Services, Crossroads, Three Rivers Youth, City Charter, Assemble, Dynamic, and Equus (PA CareerLink® Operator).

Fee Structure (5 points)

All Applicants must complete this section. Your response to this section must not to exceed 1 page.

1. Describe your organization's proposed fee pricing structure for the job categories you are proposing to provide.

Partner4Work proposes a contingency-based fee structure of 15% of the first-year salary for each candidate referral hired for Direct Service roles. As the RFQ has stated that Qualified Applicants who have referrals successfully hired will not need to refund fees if a new hire leaves or is terminated, Partner4Work proposes receiving the fee payment 30 days after successful hire. If a candidate requires support in obtaining training and credentialing prior to being deemed an eligible candidate, Partner4Work would ask for 20% of the first-year salary for those candidates, as the additional support through training will raise costs associated with those candidates.



April 24, 2023

Allegheny County Department of Human Services
One Smithfield Street Pittsburgh, PA 15222

To whom it may concern,

On behalf of Partner4Work I am pleased to offer this letter of support for Partner4Work's application for the Department of Human Service (DHS) to provide recruitment services for qualified candidates to fill Direct Service Roles in DHS's Program Offices, such as Caseworkers, Case Aides and Care Managers, and Administrative Support Roles, such as Budget Analysts, Contract Monitors and Auditors.

DWFS is a single-purpose organization focused solely on delivering effective, innovative workforce development solutions to employers, adults, dislocated workers, and youth across the United States. DWFS offers workforce development program assessment and evaluations; One Stop Center and programmatic operations management (Adult, Dislocated Worker, and Youth); business services management; and consulting, training, and organizational solutions to non-profit, for-profit, and government clients throughout the United States. Our major funding sources include WIOA Adult, Dislocated Worker, and Youth programs; H1B; TANF; Cares Act; and SNAP. We also operate programs with Trade Adjustment Act, National Emergency Grant, and other federal, state, and local grants. Our nationally recognized training organization, Dynamic Works Institute, provides proprietary staff development to workforce staff, higher education students, association members, and individuals on their career path journeys. DWFS is part of the APM family of services serving over one million customers each year, with more than 800 locations across Australia, the United Kingdom, Canada, the United States, and 8 other countries. We take great pride in empowering people to realize their ambitions and aspirations through sustainable employment, independence, better health, wellbeing, and increased social participation.

DWFS presently operates the downtown PA CareerLink® office for WIOA Adult and Dislocated Worker Services for Workforce Programs in Pittsburgh, and provides Summer Learn and Earn program oversight for youth throughout the P4W region. We have extensive relevant expertise working with WIOA Adults and Dislocated Workers. Based on our time spent in the local area, visits with local leaders, and our study of performance trends and the Local Workforce Plan, we have customized our service delivery solution to meet the unique needs of P4W and other local partners

This project will support the recruitment of quality candidates, particularly in Direct Service Roles, by expanding the capability to reach and find more qualified candidates to fill existing and future vacancies in a timely manner. As a part of the PACL system, DWFS will aid and support in identifying additional candidates within and outside the system, provide guidance to navigate through the whole application process, and work alongside Partner4Work to develop a larger referral network and expand the network sources.

We commit to providing supportive services including bus passes and gas cards throughout the duration of the program. We will employ PA CareerLink case managers who will work with participants to create service plans identifying needs, career interests and potential training and/or work experience opportunities to ensure that barriers to the SUD recovery-to-work ecosystem are identified and reduced. We will be responsible for the job placement assistance process and for providing employment retention support through CareerLink® centers in the region with assistance from liaisons in each local area focused on working with CRS training participants. We will also play an active role in the stakeholder engagement process, the data collection process, and the best practices information sharing process. DWFS will engage a wide referral network of community providers, and our case managers will support participants in connecting with transportation, housing, mentoring, legal services and more.

Through provision of these services, candidates seeking employment opportunities will have a better chance of securing full-time employment in Direct Service Roles, while simultaneously improving the diversity of the DHS workforce.

We look forward to working with Partner4Work and partners to support DHS in securing stable and quality full-time employees for Direct Service Roles in DHS's Program Offices.

Sincerely,

A handwritten signature in blue ink, appearing to read "Terri Leisten", with a long horizontal flourish extending to the right.

Terri Leisten
President
Dynamic Workforce Solutions