

## Washington Heights Workforce1 Center Outreach Initiative – RFP Q&A

1. Is the RFP also open to for-profit organizations?

**No, the RFP is not open to for-profit organizations due to city contracting processes.**

2. If the award is split between two vendors, what would the expected relationship between the two vendors be in terms of collaboration? Would our efforts be coordinated by Workforce1 staff?

**Any collaboration between respondent organizations will be coordinated by Washington Heights Workforce1 staff.**

3. Is there any additional flexibility in the contract start date? We have an ideal candidate for the position who currently does similar outreach work for us, but that candidate has a critical event on June 2nd and potentially cannot be transitioned to a new role before that date.

**There is no flexibility with the start date because there is no flexibility with the end date and the project and goals are scheduled across 12 months.**

4. If we as the vendor have existing career services programming, if we have foreign-born participants in our existing career services programming who would not otherwise participate in Workforce1 Career Center programming, if we refer them to the center for supplementary services would they count towards the referral goal?

**The reference to “new” foreign-born New Yorkers is specific to those that are new to using services at the Center. Workforce1 defines a new customer as an individual that has never accessed a Workforce1 Career Center and/or a customer that is six months removed from receiving services from a Workforce1 Career Center.**

5. If we as the vendor refer new foreign-born participants to the Career Center who we would otherwise recruit directly into our own programming, is the Center be open to developing an onward referral pipeline to our own programming (effectively, if we apply our lessons learned for recruitment of participants in our programming to recruit participants for Center programming, we need to be sure they can also enroll in our own programming to avoid cannibalizing our own services)

**The Workforce1 system currently builds and maintains relationships with community-based organizations to refer jobseekers to select services that are not available at our career centers, all toward assisting jobseekers in overcoming barriers to employment. The Workforce1 system does not provide referrals to any outside (and duplicated) services that would be accessible within the career center.**

6. How broadly is "the surrounding community" defined? We assume it will include Inwood. Will it also include similar Latino, and especially Dominican, immigrant populations from other surrounding Manhattan and Bronx neighborhoods? Will there be any expectation of the percentage of participants that come from specific neighborhoods? (with 5 bus lines

crossing the Washington Bridge into Manhattan at 181st street, neighboring Bronx neighborhoods are potentially a particularly fertile location for recruitment).

**The work of the selected nonprofit organization can include neighborhoods proximate to Washington Heights and Inwood, but should include its greatest percentage of engagement and referrals within those two neighborhoods.**

7. The staff member will "split time between the Center and the vendor's office". What is the anticipated ratio of time at the Center versus in the vendor's office?

**The RFP is asking respondents to propose their perspective of a successful dynamic that allows for the proper coordination with the Washington Heights Workforce1 Career Center and their staff/organization. At minimum, that would require attending a bi-weekly meeting or planning session.**

8. A completed referral includes "an enrollment in a workshop, training program facilitated through the Center, or a referral for an interview via the Center" (emphasis added). Is the use of the word "or" in this sentence intentional, so any one of these services would count as a completed referral?

**The use of the word "or" is intentional. A prospective jobseeker can enter the Center and receive any of these services and would be counted as a successful "referral".**

9. We are expected to report the last four digits of a referral's social security number. Even if prospective referrals do have a social security number, if we are engaging them via street outreach or some other less-formal setting it is quite likely that they will either not have that information available or, given the risk of identity theft and, especially, the current immigration climate, may be unwilling to provide it. Is it possible that this information could be collected by Center staff at a later time rather than be required at the time of referral? We could confirm that the individual being referred self-attests to having a social security number at the time of referral and a referral that ultimately doesn't have a valid social security number could be rejected and not count towards the annual goal of course.

**If a respondent declines to provide any of the information then it should be skipped. Other means of confirming a referred jobseeker will be explored, however, it may result in its not being counted toward the annual goal.**

10. Can you elaborate on the amount of work history information necessary? As with social security number, this information could be sensitive to collect in certain settings and we want to ensure it does not become a barrier to recruitment.

**The collected work history does not need to be extensive but should include the most recent work history and any that the jobseeker sees as relevant given their job interest(s).**

11. Is the funding to recruitment volume ratio based on past success in similar circumstances recruiting for Workforce1 Career Center participation in other populations? Or based on

any other similar recruitment programs? If so, can you share any information about those programs and, if possible, agencies funded by those programs?

**The funding amount defined in this grant is based on the award of the funder and the required goals of the program.**

12. Would an ITIN in lieu of a SSN be accepted in any circumstances?

**Any jobseeker accessing the federally-funded services provided via Workforce1 Career Centers must be authorized to legally work in the United States.**