



Request for Proposals: Staff Communication Skill-Building Training

Proposer Questions and Answers

POSTED: Tuesday, August 30, 2016

QUESTION:

Does the RFP contemplate the delivery of one 16-hour training for the entire staff over the two-day period or one 8-hour training that is delivered twice to two different groups of staff?

ANSWER:

The staff training is designed to deliver one 16-hour training for the entire staff over a two-day period (October 7th for the first day of training; October 21st for the second day of training that assumes continuation of skill-building content and exercises predicated on the first day's training). The attendees will be identical for both days of training.

QUESTION:

Regarding measurable outcomes of the staff training, can you expand upon or provide examples of "earlier evidence of subrecipient and subcontractor performance and over-performance?"

ANSWER:

We track subrecipient (public service providers for our program work) performance very closely in several ways, particularly with spending versus contract term, and certain performance (with regard to client outcomes) statistics. Accordingly, effective contractor communication is central to our work. Examples of measurable improvements in this area would be faster contract negotiation times and improved contract performance in the earlier (rather than later) stages of the contract term(s).

QUESTION:

Regarding measurable outcomes of the staff training, what are the components of "integrated service delivery" that you hope to achieve?

ANSWER:

"Integrated service delivery" refers to the concept that all of the state and private agencies, particularly those operating out of the WorkSource facilities, would act in an efficient, coordinated effort to deliver workforce training services. This concept has been around for years, and has now taken on new urgency with new WIOA legislation passed in 2014. The operational construct here involves co-enrollment in programs (for the client) and large fiscal, as well as data-sharing, responsibilities on the part of all partners and agencies involved. While we are charged with this implementation, we often lack real enforcement authority. Super communication and facilitation skills will be required in this effort. Through this training, we hope to achieve a higher level of these necessary skills.