REQUEST FOR PROPOSALS (RFP)

Regional Workforce Services

Northern Tier Workforce Development Area

Adult • Dislocated Worker • Business Services • Young Adult/LAUNCH! Your Success • EARN/SNAP

RFP Information	Details
RFP Issue Date	11/17/26
Deadline for Questions	12/7/26
Letter of Intent Due	12/14/26
Proposal Due Date	1/11/27
Proposal Submission	Electronic submission via the designated NTRPDC/NTWDB OneDrive Northern Tier RFP
RFP Website	www.northerntier.org
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Program/Contract Period	7/1/27-6/30/28

This regional solicitation consolidates the prior program-specific RFPs into one procurement document.

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1. The Opportunity

1.1 Regional RFP Summary

The Northern Tier Workforce Development Board (NTWDB) is seeking proposals from qualified workforce service providers to deliver a comprehensive, coordinated portfolio of workforce development services across the five-county Northern Tier Workforce Development Area (NTWDA) consisting of Bradford, Sullivan, Susquehanna, Tioga and Wyoming Counties.

The intent of this RFP is to establish a single, regional service delivery system that ensures consistent access, quality service, coordination and accountability throughout the Northern Tier. Applicants must submit a proposal that addresses all program components in this RFP which include WIOA Adult and WIOA Dislocated Worker-Navigate Your Success, Business Services, Young Adult/LAUNCH! Your Success, and EARN/SNAP. The selected provider will be responsible for delivering all program services and meeting established performance and program requirements across all five counties. Proposals including only select programs or counties will not be accepted.

1.2 Northern Tier Workforce Development Board Background

The Northern Tier Regional Planning and Development Commission (NTRPDC) is a local development district encompassing community, economic and workforce development programs. It serves as the fiscal agent for WIOA Title I and DHS EARN programs and is designated as the Workforce Development Board (WDB), for the Northern Tier Workforce Development Area.

The Northern Tier Workforce Development Board (NTWDB) provides strategic direction and oversight of regional workforce development initiatives and services delivered through the PA CareerLink® system. Comprised of representatives from private-sector businesses, social services, education, labor, economic development, and community-based organizations, the NTWDB works to align career and training services with the needs of individuals and businesses across the five-county region.

Stevens Amendment

The NTWDB complies with the Stevens Amendment, an appropriations provision that requires grantees of the Department of Labor (DOL), Health and Human Services (HHS), and Education to disclose for a grant program the percent of the costs financed with federal funds. For the NTWDB's Stevens Amendment information, please click here.

1.3 Program Funding Streams Included in this RFP

Program Component	Primary Funding/Authority	Primary Population/Focus
WIOA Adult	WIOA Title I	Adults age 18+; priority populations and individuals with barriers to employment
WIOA Dislocated Worker	WIOA Title I	Individuals meeting the WIOA Dislocated Worker definition
Business Services	WIOA Title I	Employers, workforce partners and participant-employer connections

Young Adult / LAUNCH! Your Success	WIOA Title I Youth and TANF Youth Development Program (YDP)	Eligible in-school and out-of-school youth/young adults
EARN / SNAP	Pennsylvania DHS EARN and SNAP-related funding	Eligible TANF and/or SNAP participants with barriers to employment

1.4 Mandatory Regional Bid Structure

This procurement is intentionally structured as a regional service model. The successful applicant will be responsible for the full continuum of services across the entire Northern Tier Workforce Development Area. An applicant must commit to all five counties—Bradford, Sullivan, Susquehanna, Tioga and Wyoming—and to every program included in this RFP: WIOA Adult and WIOA Dislocated Worker – Navigate Your Success, Business Services, Young Adult/LAUNCH! Your Success, and EARN/SNAP.

- No partial bids will be accepted. Applicants may not exclude an individual program, funding stream, or county.
- The applicant must demonstrate sufficient organizational capacity, staffing, management infrastructure, fiscal controls, technology, community partnerships and regional presence to provide services throughout the five-county area.
- The regional model is intended to provide consistent service standards, coordinated participant movement between programs, shared employer engagement, efficient use of resources and a single accountable service delivery structure.
- The NTWDB will require the successful applicant to ensure service availability throughout the region through the PA CareerLink® comprehensive sites and affiliate or access sites to include staffing or outreach strategies as appropriate to participant needs.

The selected applicant may utilize subcontractors or partner organizations to support service delivery subject to NTRPDC approval. Any proposed subcontractor should be identified in this proposal including their role, services they will provide and expected financial sub awards. Any subcontractors engaged by the successful applicant must adhere to the same financial management standards, program requirements, applicable federal, state and local regulations and contractual obligations that govern the primary provider. The selected applicant will be responsible for ensuring subcontractor compliance, monitoring performance, and maintaining appropriate oversight to ensure all services and expenditures meet applicable WIOA, DHS and other funding source requirements.

1.5 Regional Needs and Service Philosophy

The regional delivery model must recognize the rural nature of the Northern Tier and provide both in-person and virtual access, including targeted outreach in underserved communities. The selected applicant will be expected to develop and implement an innovative, nimble, and adaptable service delivery model that responds to the unique needs and geographic challenges of the five-county region. This includes demonstrating creative, outside-the-box approaches to service delivery that maximize the efficient use of available funding and resources while maintaining high-quality and accessible services. The NTWDB seeks an applicant not only to continue existing operations, but to rethink how services are delivered to make a regional model work effectively across all counties.

The selected applicant must continually adapt service delivery strategies to meet changing customer needs, address participant barriers and connect individuals and employers to education, training and career pathways. Flexibility, resourcefulness, and innovative approaches will be essential to delivering services effectively across the region.

Providers are expected to build strong relationships with employers, education and training institutions, PA CareerLink® partners, county assistance offices and community-based organizations. Service delivery models must be coordinated rather than duplicative, with referrals and warm handoffs used to connect participants to the resources best positioned to address their needs. The successful applicant should leverage existing partnerships, identify opportunities to share resources, and seek efficiencies that strengthen the overall workforce system and extend the impact of available funding.

1.6 Outcome Goals

Across the regional portfolio, the NTWDB will monitor applicable federal, state and local performance requirements. Program-specific measures can be found in the Scope of Work section.

1.7 Award Terms

Availability of Funds

Funding levels will be determined by the availability of state and federal funds, annual allocations, applicable authorizations and final NTRPDC and NTWDB budget decisions. Funding is not guaranteed until the applicable funds are received. The NTRPDC reserves the right to withdraw or reduce an award, cancel an agreement, or modify funding based on changes in appropriations, legislation, program authorization, or other circumstances affecting available funds. For planning purposes, funding allocations for the previous program year can be found in Appendix A. Final allocations will depend on available PY27 funds.

Performance Period

The final performance period will be identified in the executed contract, commencing July 1, 2027 and ending June 30, 2028. The NTWDB may consider renewals or extensions based on funding availability, performance, cost-effectiveness, fiscal integrity and compliance with applicable requirements.

Contract Award and Negotiation

Proposals are not legally binding. The proposal of a successful applicant may become a basis for contractual obligations. NTWDB staff may negotiate budget, cost, program design, service levels, location, target population, projections, deliverables and other contract terms following final funding decisions.

Cost Reimbursement

Agreements resulting from this RFP will operate on a cost-reimbursement basis. Providers must have the financial capacity to pay allowable costs before reimbursement. NTRPDC will require invoices, proof of expenses and required supporting documentation. Only actual allowable expenses incurred during the effective contract period will be reimbursed. Disallowed costs will be the sole responsibility of the service provider.

2. Scope of Work

2.1 Regional Service delivery Expectations

The selected regional provider will develop and implement a comprehensive, integrated service delivery model covering ALL program components included in this RFP across the entire Northern Tier Workforce Development Area. The model must be customer-focused, responsive to participant and employer needs, coordinated with the PA CareerLink® system, and aligned with applicable federal, state, DHS, WIOA and NTWDB requirements. The successful applicant is expected to:

- Expand access to workforce services for unemployed, underemployed, dislocated, disconnected, and TANF/SNAP participants, including individuals facing barriers to employment.
- Deliver customer-centered services through individualized assessment, career planning, case management, coaching, referrals, and follow-up tailored to participant needs and funding stream requirements.
- Connect participants to career pathways through education, training, credentials, and employment opportunities aligned with regional high-priority occupations and in-demand industries, leading to unsubsidized employment and/or postsecondary advancement.
- Expand work-based learning opportunities, including on-the-job training, transitional employment, internships, apprenticeships, and other employer-connected experiences.
- Address barriers to employment through supportive services and coordination with community resources and partner organizations.
- Strengthen employer and community partnerships to identify workforce needs, engage regional businesses, and connect qualified candidates with employment opportunities.
- Provide flexible and accessible service delivery using innovative, non-traditional, in-person, virtual, and hybrid approaches that account for the Northern Tier's rural geography and reach underserved communities.
- Coordinate services with PA CareerLink® and other workforce, education, economic development, and community partners to promote a seamless and integrated workforce system.
- Maintain accurate records and monitor performance by documenting participant and employer activity, entering required information into the Commonwealth Workforce Development System (CWDS) and other applicable systems, and continuously evaluating outcomes and adjusting service delivery as needed.
- Improve participant outcomes by emphasizing engagement, retention, skill development, employment placement, and long-term economic stability.

2.2 Adult and Dislocated Worker/Navigate Your Success Requirements

The WIOA Adult and Dislocated Worker programs (Navigate Your Success) are designed to help individuals obtain the skills, training and employment opportunities needed to secure and retain meaningful, sustainable employment. These programs focus on individuals that are unemployed or underemployed and may have barriers to employment. Through a customer-centered approach, the successful applicant will deliver comprehensive workforce services including career planning, assessment, case management, training, work-based learning and job placement. Services must be responsive to the needs of job seekers and regional employers with an emphasis on connecting participants to high-priority occupations, in-demand industries and career pathways that support economic stability.

Adult Eligibility

Eligible Adult participants must be age 18 or older and meet WIOA eligibility requirements. Priority must be given to recipients of public assistance, low-income individuals, individuals who are basic-skills deficient, and individuals who are both underemployed and low-income when providing individualized career and training services. Veterans within these priority groups receive priority over non-veterans. At least 51% of adults served must be from priority targeted groups.

WIOA Dislocated Worker Eligibility

Dislocated Worker eligibility must be determined in accordance with WIOA. Eligibility includes individuals who have been terminated or laid off or received notice of termination/layoff and are unlikely to return to a previous industry or occupation and are eligible for or have exhausted entitlement to unemployment compensation; individuals affected by permanent closures or substantial layoffs; certain self-employed individuals unemployed because of economic conditions or natural disasters; displaced homemakers; and qualifying military spouses.

The successful applicant will be responsible for determining and documenting participant eligibility in accordance with current WIOA requirements prior to enrollment. The provider must maintain appropriate eligibility documentation and enter required participant information into the Commonwealth Workforce Development System (CWDS).

Required Services

Basic Career Services: These services are universally accessible and made available to all individuals seeking employment and training services which include, but are not limited to: eligibility determination; outreach, intake and orientation; job search and placement assistance; career counseling; recruitment and business services; initial assessment; referrals and coordination; labor market information; eligible training provider/program information; financial aid information; and unemployment compensation information.

Individualized Career Services: If staff determine that individualized career services are needed for the participant to obtain or retain employment, the following services are made available: comprehensive assessment; individual employment plan; counseling and mentoring; career planning/case management; short-term pre-vocational services; internships and work experiences linked to careers; workforce preparation; financial literacy; English language acquisition; and integrated education and training.

Training Services: If after an interview, evaluation or assessment and career planning it is determined the individual is unlikely or unable to obtain or retain employment that leads to self-sufficiency without training or upskilling, the provider staff must work with the participant to determine suitability of training activities as it relates to the participants career goals, assessed abilities, and commitment to attend training and obtain employment related to the field of study.

Training services include: occupational skills training, on-the-job training, workplace training and cooperative extension programs, private sector training, skill upgrading/retraining, entrepreneurial training, job readiness, adult education and literacy in combination with other training services, customized training, incumbent worker training, transitional jobs and registered apprenticeships.

Training must be connected to career goals and high-priority occupations in the local workforce area or an area in which the participant is willing and able to commute or relocate. Individuals must be a resident of the Northern Tier region to receive training services. An Individual Training Account (ITA) may be written for up to $6,000 over a two-year period. OJTs may be written for up to 50% of the wage for a period of up to six months contingent upon the skills needed for the job. A combination of OJT and ITA will also be considered on a case-by-case basis. The NTWDB has set a regional training goal of dedicating 30% of Title I Adult/Dislocated Worker funds for training.

Support services may only be provided after it has been determined that these services are necessary for participation authorized under WIOA Adult and Dislocated worker activities and determined that without these services, participation can be adversely affected. Support services include transportation, childcare, educational testing, uniforms and items required for training when necessary for participation.

Follow-up services must be provided for participants placed in unsubsidized employment for up to 12 months after the first day of employment.

Performance and Accountability

The provider will be responsible for meeting performance requirements established by the NTWDB, Pennsylvania Department of Labor & Industry, U.S. Department of Labor. The primary performance standards and related goals for the WIOA Adult and Dislocated Worker programs are established through negotiations with the PA Department of Labor and Industry. Providers must meet or exceed these goals for each of the defined standards. The successful applicant must be prepared to have systems in place to track, document and report outcomes.

The negotiated performance levels for PY26 and PY27 are as follows:

Northern Tier WDA		
	PY 2026 Final Negotiated Level	**PY 2027 Final Negotiated Level**
Adult		
Employment Second Quarter after Exit	86.0%	86.5%
Employment Fourth Quarter after Exit	84.5%	85.0%
Median Earnings Second Quarter after Exit	$8,400	$8,500
Credential Attainment Rate	72.0%	73.0%
Measurable Skill Gains	64.0%	65.0%
Dislocated Workers		
Employment Second Quarter after Exit	81.0%	82.0%
Employment Fourth Quarter after Exit	77.0%	78.0%
Median Earnings Second Quarter after Exit	$9,000	$9,500
Credential Attainment Rate	75.0%	76.0%
Measurable Skill Gains	64.0%	65.0%

NOTE: One client potentially counts toward all indicators. Any change in negotiated measures will be immediately communicated with the provider.

For definitions of primary performance standards and more information about reporting, please read WIOA Performance Reporting.

NTWDB Secondary Indicators of Performance

- Increase program enrollments
- Strengthen career pathway opportunities and educate participants to advance along career pathways in high-priority occupations in high demand industries in the Northern Tier
- Strengthen and improve engagement of participants during active program participation and follow up period to ensure successful retention in employment
- Increase services to populations that are traditionally overlooked such as those connected to the justice system or substance abuse.
- Increase work-based opportunities and employer engagement with a greater focus on OJT and apprenticeship models

2.3 Young Adult / LAUNCH! Your Success Requirements

The Young Adult/LAUNCH! Your Success program serves eligible in-school and out-of-school youth and is funded through WIOA Title I Youth and TANF Youth Develop Program (TANF YDP). The program is designed to engage young adults who are disconnected, or at risk of becoming disconnected, from education and employment and help them successfully transition to meaningful employment, postsecondary education, training, and long-term career opportunities. A successful regional program should provide youth with the tools, knowledge, skills, work experience, and support

necessary to succeed in a changing labor market, with an emphasis on career pathways leading to high-priority and in-demand occupations.

NTWDB continues to recognize the importance of reaching young people before disconnection becomes long-term. The region's workforce development efforts are intended to support economic growth, career advancement, and quality of life by connecting individuals with education, training, and employment opportunities. Previous data demonstrated a significant need to engage young adults who were not participating in education or the workforce. LAUNCH! Your Success was developed to address this need by providing individualized, youth-centered services that recognize the different barriers and circumstances facing each participant. The successful provider will be expected to continue building on this approach and expand the program's ability to reach youth throughout the five-county region.

Youth Eligibility

Youth services must be provided in accordance with the requirements of WIOA, applicable federal and Pennsylvania Department of Labor & Industry requirements, NTWDB policies, and TANF Youth Development Program requirements, as applicable. WIOA Out-of-School Youth (OSY) eligibility includes individuals who are not attending school, ages 16–24, and meet one or more applicable WIOA barriers/conditions, including school dropout status; low-income/basic-skills-deficient or English learner status; justice-system involvement; homelessness; runaway/foster-care history; pregnancy or parenting; disability; or low-income status with additional assistance needs.

WIOA In-School Youth (ISY) eligibility includes students ages 14–21 who are low income and meet one or more specified barriers, including basic-skills deficiency, English learner status, justice-system involvement, homelessness, foster-care/runaway status, pregnancy/parenting, disability, or additional assistance needs.

TANF YDP services will supplement WIOA Youth services and provide additional opportunities for eligible youth. TANF YDP participants generally include youth beginning at age 12, or upon completion of fifth grade, through age 24 who meet applicable TANF eligibility requirements. Participants must meet applicable requirements related to Social Security number, identity, citizenship or eligible noncitizen status, Pennsylvania residency, and household earned income, including the applicable 235% Federal Poverty Income Guideline requirement.

The provider will be responsible for determining and documenting participant eligibility in accordance with current WIOA and TANF requirements prior to enrollment. The provider must maintain appropriate eligibility documentation and enter required participant information into the Commonwealth Workforce Development System (CWDS).

Required Youth Services

The successful provider must operate a comprehensive youth program that addresses the individual needs of WIOA ISY, WIOA OSY, and TANF YDP participants. Services must be based on an objective assessment of each participant's academic, employment, and personal needs and documented through an Individualized Service Strategy (ISS). The plan should identify appropriate goals, services, career pathways, and timelines and should be updated as the participant's needs and circumstances change.

Participants must receive the TABE assessment as required and use assessment results, along with other appropriate assessments and career exploration tools, to identify academic, basic skills, occupational, and developmental needs. Assessment should also consider the participant's work history, interests, aptitudes, barriers, family circumstances, and supportive service needs.

Youth case management must be individualized, consistent, and youth-centered. Services should include regular communication with participants, career guidance and counseling, mentoring, advocacy, assistance with overcoming barriers, referrals to appropriate community resources, and coordination with education, employers, workforce partners, and other service providers. The provider must maintain timely and accurate case notes and participant records in CWDS and provide appropriate follow-up services.

For all LAUNCH! Your Success participants, the provider must make the 14 required WIOA Youth program elements available based on individual need. These include tutoring and study skills; alternative secondary school services; paid and unpaid work experiences; occupational skills training; concurrent education and workforce preparation; leadership development; supportive services; adult mentoring; follow-up; comprehensive guidance and counseling; financial literacy; entrepreneurial skills training; labor market and employment information; and postsecondary education and training transition activities.

The provider must ensure that services are connected to the participant's career interests and realistic career pathways. Particular emphasis should be placed on opportunities in high-priority and in-demand occupations identified through current labor market information and employer needs. Career exploration, occupational training, credentials, postsecondary education, and work-based learning should be coordinated whenever appropriate. All providers must offer a comprehensive orientation for prospective young adult participants. The orientation must include all services offered through the PA CareerLink® system as well as program-specific rules and expectations.

Work experience is a critical component of LAUNCH! Your Success. WIOA requires that at least 20 percent of applicable local youth funds be used for work experience activities. Work experiences may include summer employment, year-round employment, internships, job shadowing, pre-apprenticeship, on-the-job training, and other appropriate opportunities. Work experience should include an academic or occupational education component and be connected to the participant's career goals. The provider will be responsible for recruitment and development of worksites, participant placement, worksite monitoring, supervision, documentation, timesheets, and payment of participant wages and required statutory deductions, as applicable.

Supportive services must be available when necessary to enable an eligible youth to participate successfully in the program. Based on individual need and applicable program requirements, supportive services may include transportation assistance, childcare, educational testing, work clothing or uniforms, tools or equipment, eyeglasses or protective eyewear, reasonable accommodations, and other appropriate assistance.

The provider is expected to develop strong relationships with schools, career and technical education programs, postsecondary institutions, employers, community organizations, and other workforce partners throughout the Northern Tier. These partnerships should increase opportunities for career exploration, work-based learning, occupational training, credentials, employment, and postsecondary education. The provider should also coordinate closely with PA CareerLink® and the NTWDB to ensure youth have access to the full range of available workforce services.

Youth Recruitment and Engagement

A successful program must develop effective strategies to identify and recruit eligible youth throughout the five-county LWDA, with particular attention to youth who are disconnected or at risk of becoming disconnected from school and employment. Recruitment should include partnerships with schools, community organizations, employers, human service agencies, juvenile justice and other appropriate referral sources. Effective programs should use creative and flexible approaches to engage youth who may not respond to traditional workforce program recruitment. Services should be accessible, responsive to individual circumstances, and designed to build trust and sustained participation.

Performance and Accountability

The provider will be responsible for meeting the performance requirements established by the NTWDB, Pennsylvania Department of Labor & Industry, U.S. Department of Labor, and TANF program requirements, as applicable. Performance expectations will include, but are not limited to, measurable outcomes related to employment, education or training placement, retention, earnings, credential attainment, measurable skills gains, completion of required program elements, placement in high-priority occupations, achievement of ISS goals, and successful transition from program services.

The negotiated performance levels for PY26 and PY27 are as follows:

Youth	PY 2026 Final Negotiated Level	PY 2027 Final Negotiated Level
Employment Second Quarter after Exit	67.0%	68.0%
Employment Fourth Quarter after Exit	68.0%	69.0%
Median Earnings Second Quarter after Exit	$4,600	$4,700
Credential Attainment Rate	44.5%	45.0%
Measurable Skill Gains	56.0%	57.0%

Note: One client potentially counts toward all indicators. Any change in negotiated measures will be immediately communicated with the provider.

For definitions of primary performance standards and more information about reporting, please read WIOA Performance Reporting.

NTWDB Secondary Indicators of Performance

- Enrollment of LAUNCH! participants
- Implementation of WIOA 14 required elements for all participants
- Placement into Employment/Education/Training in HPOs
- Completion of ISS goals and retention throughout Phase II (follow-up period)

Participant progress must be monitored throughout program participation and Phase II. Providers must identify barriers to successful outcomes, and make adjustments to services when necessary. Performance data must be accurately documented in CWDS and reported to the NTWDB in the format and timeframe established by the Board.

The NTWDB will provide oversight, technical assistance, workforce and labor market information, policy guidance, and performance monitoring. The successful provider will be expected to work collaboratively with the NTWDB and other regional workforce partners to continually evaluate LAUNCH! Your Success and identify opportunities to improve services and outcomes for Northern Tier youth.

2.4 EARN/SNAP Requirements

The Employment, Advancement and Retention Network (EARN) and Supplemental Nutrition Assistance Program (SNAP) employment and training programs are designed to help individuals receiving public assistance overcome barriers to employment, develop marketable skills, and achieve greater economic self-sufficiency. Through individualized, employment-focused services, the selected applicant will engage participants in career planning, job readiness, education and training, work-based learning, job placement, and retention activities. Services should be tailored to individual circumstances and needs, with an emphasis on building skills, connecting participants to meaningful employment opportunities, and supporting long-term employment and financial stability.

Eligibility EARN and SNAP

The County Assistance Office (CAO) determines eligibility for the EARN program and refer clients to EARN based on CAO policy and procedures. CAO staff complete the Agreement of Mutual Responsibility (AMR)/Employment Development Plan (EDP) with hourly requirements based on household composition of the participant.

Individuals receiving TANF, Extended Temporary Assistance for Needy Families (ETANF) and ineligible for or declining Diversion may be referred to the EARN program. Individuals who are ineligible for or decline Diversion may be referred to EARN as a SNAP E&T participant if they are receiving SNAP benefits. Services will be provided to individuals who are eligible for non-assistance employment and training services via the Family Works Initiative (FWI). This includes parents who are individually under 235% of the Federal Poverty Income Guidelines.

Reverse referrals may be initiated by the EARN service provider instead of the CAO. The provider must use the Reverse Referral Form (PA 1951) to give the local CAO the information necessary to determine if the referral for a specific program or service is allowable or appropriate.

EARN Services

Providers will be responsible for needs assessment, short term training, job search, job placement, job retention and must provide on-going case management services during the pre and post placement phase.

Federal and State laws require that participants take part in specific activities for a set number of hours each week. Clients are required to participate the number of hours as mandated by their Agreement of Mutual Responsibility (AMR)/Employment Development Plan (EDP) and must sign in daily on weekly timesheets. As a result, attendance must be strictly monitored. The service provider ensures the clients will participate in the EARN Program for at least all of the hours as determined by the CAO. A service plan is developed to address the needs of the clients and the household and will contain all recommended services, activities, supports and address all barriers and concerns.

When a client is enrolled, the provider will conduct a case review to become familiar with the client's background and current situation and complete the EARN Full Family and Mental Health Assessment Form within the required time period. The contractor will review the information below with the client:

- Family and social history
- Medical information, including physician, clinic, and hospital records;
- Work History;
- Information regarding services the participant is receiving from other agencies/providers; and
- Case Narratives
- Job Readiness Assessment
- AMR / EDP
- Information regarding the client's current and past participation in Employment & Training programs;
- Educational activities and the outcomes of those experiences;
- Need for technology to support remote participation
- Any other pertinent information.

The EARN service provider will use the comprehensive household assessment to coordinate with the participant and create a service plan. The IEP is a living document that follows the participant throughout their enrollment. The IEP is a comprehensive plan used to describe goals and objectives, promote strategies to address participant barriers, measure goals and milestones.

As part of ongoing services to the participant the EARN providers will:

- Maintain on-going contact with the participant
- Identify and refer participant and/or their family to appropriate local community resources
- Advocate for the participant and their family when connecting to local community resources
- Provide access to a social service professional to provide a safe space to discuss sensitive topics such as mental, social, physical, emotional or behavioral health aspects

- Provide activities that lead to acquiring work readiness skills
- Provide or refer participants to formal credentialing programs or trainings
- Facilitate transfer of participants to other DHS employment and training programs such as KEYS
- Place participants in unsubsidized employment
- Provide wrap around services
- Assist and incentivize participants who obtain employment to achieve satisfactory performance, retain employment and increase earnings over time.

Contractors must ensure that all program participants are registered in the PA CareerLink® system in order to receive the full benefit of services and/or activities provided at the PA CareerLink®. The Pennsylvania Department of Labor and Industry along with the Pennsylvania Department of Human Services has established a collaborative effort to integrate EARN and WIOA services.

Local Management Committee (LMC)

The Northern Tier Local Management Committee (LMC) is a subcommittee of the Northern Tier Workforce Development Board (NTWDB). The LMC provides a forum for various partner organizations to connect and determine how to best leverage and combine resources available to serve our most vulnerable citizens in their journey to self-sufficiency. Committee members include, but are not limited to, county assistance office representatives, community agencies, charities, non-profit organizations and training providers.

Those enrolled in TANF and SNAP programs often face significant barriers to economic independence such as, transportation, food insecurity, education, housing, domestic violence, substance abuse and adequate childcare. The LMC provides a platform for various agencies to come together to address these barriers by maximizing current services and resources to make appropriate referrals and streamline services.

Service providers are expected to attend and report out at all LMC meetings.

Direct Service Team

The Direct Service Team (DST) meetings are held on a more frequent basis than the LMC and are designed to discuss client specific issues as part of ongoing communication between the local CAO and the service provider.

Service providers and CAOs meet in their respective counties to discuss significant or multiple barriered clients to jointly determine the correct referral or course of action for the participant. These meetings are to be frequent and ongoing. Topics to be covered in DST meetings include, but are not limited to client outreach, enrollments, plans, activities, hours, incentives, barriers, incentives and termination.

Wages and Fair Labor Standards

Individuals participating in work-based learning opportunities must be compensated in accordance with applicable laws, but not less than the higher of the rate specified in the Fair Labor Standards Act of 1938 or the applicable State minimum wage law and all statutory deductions, for those wages are to be deducted.

Participant Wage Accounting Requirements

The NTWDB requires all participant wages and statutory deductions for those wages to be paid directly by the program provider. Documentation of payment(s) and corresponding timesheets must be submitted to NTRPDC.

EARN is a DHS initiative designed to address the needs of TANF and/or SNAP participants with barriers to employment and support the transition from public assistance to employment and economic stability. The program uses a human-centered service model that may include case management, coaching, licensed counseling, peer-to-peer experiences, education and training.

Performance and Accountability

Refer to Appendix B for PY2026-2027 Performance Measures

EARN Collaboration Structures

Providers awarded EARN services must participate in the Northern Tier Local Management Committee (LMC), which brings together CAO representatives, community agencies, charities, nonprofit organizations and training providers to coordinate resources for individuals and families facing multiple barriers.

Providers must also participate in Direct Service Team (DST) meetings with CAO staff to discuss significant or multiple-barriered clients and coordinate referrals, plans, activities, hours, incentives, barriers and terminations.

2.5 Business Services and Rapid Response

Business relationships are a core component of the regional workforce system. Business Services are designed to support regional employers in meeting their workforce needs while connecting them to qualified talent and workforce resources. Services should be proactive, responsive, and tailored with an emphasis on addressing workforce challenges, supporting employee recruitment and retention, and strengthening regional economic competitiveness. The provider will coordinate with PA CareerLink®, the NTWDB, NTRPDC and other workforce and economic development partners to ensure a collaborative and effective approach to business engagement and service delivery.

The successful applicant will be expected to:

- Connect businesses to PA CareerLink®, NTWDB and other workforce resources.
- Conduct employer outreach, networking and education on available workforce services.
- Identify employer workforce needs and challenges and develop responsive strategies using labor market information and workforce trends.
- Recruit and refer qualified candidates to meet employer needs.
- Develop and promote work-based learning opportunities, including on-the-job training (OJT), incumbent worker training, apprenticeships, and other employer-connected models.
- Participate in regional industry partnerships, business alliances, and workforce initiatives.
- Designate staff to participate in the regional Business Services Team and coordinate employer engagement efforts.
- Participate in Rapid Response activities to support employers and workers affected by layoffs or business closures.

Rapid Response

The successful applicant must participate in Rapid Response activities following announcements of closures or substantial layoffs. Services will be delivered quickly to help affected workers transition to new employment and minimize impacts on workers, businesses and communities. There must be WIOA staff assigned to the Rapid Response team that are representative of the Northern Tier counties.

2.6 PA CareerLink® and Regional Service Locations

The regional model is intended to strengthen, not duplicate, PA CareerLink® services. The successful applicant must coordinate with PA CareerLink® partner staff and comply with applicable co-location requirements, referral and registration expectations and service provisions associated with being a PA CareerLink® partner. The successful applicant is required to house at least one direct program staff at each of the PA CareerLink® comprehensive centers which are located in Bradford and Tioga Counties. Associated costs for one Full-Time Equivalent (FTE) within these facilities must be included in the proposed budget.

The selected provider must also provide services outlined in this RFP in each of the counties that currently have a PA CareerLink® (affiliate) location which are Sullivan, Susquehanna and Wyoming. These sites fall under the umbrella of the PA CareerLink® Bradford/Sullivan and service provider staff will be expected to coordinate efforts with the PA CareerLink® staff, administrator and operator. A hybrid approach to service delivery must be made available to accommodate customers. Alternatives to typical office locations will be considered. The successful applicant must have the capability to meet with customers in person to accommodate those with limited technology capability or skills.

For perspective, current affiliate offices are located in the towns of Mildred, Susquehanna and Tunkhannock.

Location	Address	Regional Role
PA CareerLink® Tioga	56 Plaza Lane, Wellsboro, PA 16901	Comprehensive site
PA CareerLink® Bradford/Sullivan	312 Main Street, Towanda, PA 18848	Comprehensive site
Affiliate locations	Sullivan, Susquehanna and Wyoming Counties	Affiliate service areas under Bradford/Sullivan

For EARN, co-location is not required, but providers are encouraged to co-locate when space is available and must maintain a strong working relationship with PA CareerLink® partner staff.

Program year 2026-2027 FTEs

Bradford/Sullivan: cost for one FTE $31,297

Tioga: cost for one FTE $28,388

2.7 General Provider Requirements

Communication, Collaboration and Service Coordination

- Maintain open communication with NTWDB, NTRPDC, PA CareerLink®, PA Department of Labor and Industry, PA Department of Health and Human Services, U.S. Department of Labor, applicable LMC/DST structures and other required partners.
- Collaborate with employers, education/training providers, workforce agencies, economic development organizations and community-based organizations.
- Maintain a referral system and use coordinated referrals when appropriate.
- Provide regular updates, evaluations and progress reports as required.
- Develop work plans, performance schedules and milestones when required by the funding stream.

Legal and Program Compliance

- Comply with all applicable federal, state, local, NTRPDC and funding-agency requirements.
- Comply with Americans with Disabilities Act (ADA), Equal Employment Opportunity (EEO), nondiscrimination and accessibility requirements.
- Maintain required licenses, permits, credentials and reporting systems.
- Protect participant confidentiality and privacy in accordance with applicable laws, regulations and NTWDB policies, including HIPAA requirements where applicable.
- Conduct required pre-employment screening, background checks and reference verification for new hires.
- Maintain qualified staff and provide ongoing training and professional development.

Data, Technology and Records

- Effective July 1, 2027, the successful applicant shall maintain and provide all required records and documents in digital format as per stated in NTWDB policy.
- Provide necessary computer hardware/software, internet and email access for service delivery.
- Maintain accurate, timely and secure records in CWDS and other required systems.
- Obtain CWDS access for appropriate staff through local protocols; credentials may not be shared.
- Notify NTRPDC when staff with CWDS access are terminated, consistent with required timelines.
- Maintain secure participant, employer, and operational records and make them available for monitoring and validation.
- Respond promptly to NTRPDC data and document validation requests and transmit information through secure methods.

Wages and Fair Labor Standards

Participants in work-based learning must be compensated in accordance with applicable federal and state law, including the higher of the applicable Fair Labor Standards Act requirement or state minimum wage. Where participant wages are the provider's responsibility, the provider must pay wages and statutory deductions directly and submit required payment documentation and timesheets to NTRPDC.

Financial and Compliance Requirements

- Insurance requirements must be met, including general liability, workers' compensation, and any other applicable coverage.
- Financial control procedures should be in place to ensure the appropriate use of funds, prevent fraud, and maintain financial accountability.
- Financial status reports must be submitted as requested to NTRPDC detailing expenditures, budget adjustments, and any other relevant financial information.
- Audited financial statements should be provided as requested by the NTRPDC.
- All reporting required by NTRPDC will be submitted in a timely manner. Failure to do so will result in corrective action plans and technical assistance to rectify lapse in timely reporting.

Budget Requirements

- Adherence to cost standards and guidelines established by the NTRPDC and relevant funding agencies.
- Identification of program funding sources, including federal, state, local, and private grants, as well as any in-kind contributions or other financial support.
- Proration of costs, as necessary, to allocate expenses fairly among multiple funding sources or partners.
- Compliance with third-party reimbursement policies, if applicable, ensuring accurate billing and payment processes.
- Incorporation of flat fees, fee-for-service revenues, and other funding mechanisms, as appropriate, to support program sustainability and cost-effectiveness.
- Submission of sub-consultant cost schedules, if applicable, detailing the expenses associated with any subcontracted services or partnerships.

2.8 NTWDB and NTRPDC Roles and Responsibilities

- Manage contractual relationships, monitoring, performance oversight and invoice processing.
- Provide guidance regarding applicable workforce policies, regulations and program expectations.
- Provide relevant labor market information, workforce data and other resources.
- Communicate required performance measures and reporting expectations.
- Conduct monitoring, technical assistance and corrective action as appropriate.
- Offer training and capacity-building opportunities when available.
- Coordinate the regional workforce system and facilitate partner collaboration.

2.9 Performance Metrics and Contract Management

Providers will be accountable for the primary and secondary performance indicators associated with each funding stream and program. NTWDB will review enrollment, service delivery, participant outcomes, documentation, fiscal performance and other required measures. Providers must maintain the internal capacity to monitor performance and implement corrective action before performance issues become systemic.

Contract Performance Monitoring

The provider must regularly track, and monitor data related to participation and outcomes, using observations and evaluation to ensure continuous program improvement. Such efforts must be supported by strong internal systems and applications. The provider is required to provide NTRPDC

with timely reports and supporting documentation that clearly demonstrate program enrollment, participation, activity compliance, progress, outputs and outcomes. NTRPDC will work with the provider to understand reporting requirements and program exiting procedures, and to determine the appropriate template for reporting outcomes and performance. Reporting frequency and content are subject to change at the discretion of NTRPDC. Areas of reporting include but are not limited to:

- Outreach activities
- Referrals and enrollments
- Activities occurring in the PA CareerLink®
- Activities and services clients are engaged in
- Participant and employer stories; included successes and major challenges
- Barriers to employment faced by clients
- Efforts to remediate barriers to employment, including related results
- Credentials attained, including credentialing program characteristics
- Job placements and retentions
- Client wages and benefits
- Support Services or Incentives issued to clients
- Business engagement efforts
- Partner referrals
- Customer satisfaction rates

Collaboration and Course Corrections

- The NTRPDC will actively collaborate with the provider to address challenges and design course corrections throughout the contract's duration.
- The NTRPDC will schedule regular meetings, site visits, or conference calls with the successful applicant to discuss progress, challenges, and potential adjustments to the scope of work or service delivery approach.
- The selected applicant is expected to be proactive in identifying challenges and proposing solutions, working closely with the NTRPDC to ensure the successful implementation of the contract's goals.

Commonwealth Workforce Development System (CWDS)

The provider will be required to utilize the Commonwealth Workforce Development System (CWDS) as the information system of record for all participant and employer communication, service provision and other program activity and must ensure that all data is entered accurately and in a timely manner, adhering to all applicable data rules, regulations, and entry time requirements. NTRPDC will utilize data from CWDS, as well as data collected from other sources, to determine program compliance and evaluate performance of the provider.

Records and Documentation

The provider will:

- Follow guidelines for proper use of CWDS provided by NTWDB and maintain internal protocols for uniformed and detailed case notes to ensure clear and consistent tracking and documentation of progress throughout the program.

- Participate in data quality, validation and compliance activities required by the NTWDB, as well as regular meetings and review of performance reports, and other written reports when requested.
- Maintain accurate, secure participant and employer files for the period required by applicable federal/state and NTWDB requirements.
- Records should include identification/contact information, releases, assessments, service plans, attendance/timesheets, participant contacts, job search records, employment verification, paystubs/retention documentation and other required forms.
- Permit authorized NTWDB/NTRPDC, state and federal representatives' access to records, program materials, staff and participants as required for monitoring and oversight.

The provider is responsible for:

- Maintaining and securing participant case files at all times.
- Ensuring privacy and protection of all personal information collected from participants per applicable laws, regulations and NTWDB/NTRPDC policies.
- Accurate documentation showing evidence of time spent in activities and work are critical to meeting performance.

3. Proposal Submission Instructions

3.1 Proposal Content

Proposals must address all program components for all five counties within the Northern Tier Workforce Development Area. Any proposal that excludes a program component or county will be considered non-responsive. Proposal demonstrating innovative, flexible, and effective approaches to service delivery will be viewed favorably during the evaluation process.

1. Cover letter identifying the organization, authorized representative, program components requested and counties proposed to be served.
2. Completed RFP Application, which includes:

- Organizational background, experience and qualifications relevant to the proposed program components.
- Program design and innovative service delivery approach, including recruitment, engagement, assessment, individualized planning, case management, training, work-based learning, placement, retention and barrier-remediation strategies, as applicable.
- Program-specific response addressing all requirements for each funding stream requested.
- Staffing plan identifying key staff, roles, qualifications, supervision and capacity.
- Performance management plan describing how the applicant will track, analyze and improve outcomes.
- Partnership and employer engagement strategy.
- Geographic service delivery plan and approach to in-person, virtual and hybrid services.
- Financial management and internal control approach.

3. Budget and budget narrative for each program component including approximate appropriations for each county.
4. List of persons who will execute the program and manage funded activities.
5. Current IRS Form W-9.
6. Supplemental information/attachments requested in the application, such as organizational charts, letters of support/references, sample reports or work plans.
7. All required Assurances and Certification forms.
   A. Administrative Assurances Chart
   B. Contractual Assurances Chart
   C. NTRPDC Required Certifications
   D. Certification Regarding Debarment

The main proposal narrative is limited to no more than 25 pages, excluding the cover letter, table of contents and attachments. Unless the final solicitation states otherwise, applicants should plan for a 25-page main narrative and clearly label any program-specific attachments.

3.2 Submission Instructions

- Proposals must be submitted electronically to the Northern Tier Workforce Development Board via OneDrive Northern Tier RFP
- Mailed, faxed or hand-delivered proposals will not be accepted unless expressly authorized in the final solicitation.
- Questions must be submitted in writing to info@northerntier.org by the deadline identified on the RFP cover page.
- Questions and official responses will be shared with applicants through the designated RFP communication method and/or posted to www.northerntier.org.
- Any proposal modification must be submitted in writing before the proposal deadline and must clearly identify the affected section(s).
- Late or incomplete proposals may be considered non-responsive or disqualified.

Adherence to these submission instructions is crucial to ensuring a fair and efficient procurement process. By carefully following these guidelines, proposers can increase their chances of submitting a successful proposal and avoid potential disqualification.

4. How We Choose

4.1 Minimum Qualifications

Eligible lead applicants may include nonprofit and for-profit providers, private-sector entities, educational institutions, governmental agencies, community-based providers and other entities operating in accordance with federal, state and local law. The applicant must be an incorporated organization and in business for at least three years.

- Applicant must be in good standing with the federal and state government.
- Applicant must be registered in the System for Award Management (SAM) and not be debarred, suspended or otherwise excluded.

- Applicant must provide proof of insurance and FEIN/EIN.
- Applicant must demonstrate technical competence, relevant knowledge and expertise, management and administrative capacity, qualified staff, financial resources/stability and appropriate administrative/fiscal systems.
- Applicant must demonstrate the capacity to comply with applicable federal, state, DHS, WIOA and NTWDB requirements.
- Applicant currently barred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a Federal, State, City, or County department/agency, a quasi-governmental agency, or NTWDB are ineligible to apply.

4.2 Evaluation Criteria

A NTWDB review team will independently evaluate proposals. A minimum total score of 65% is needed for consideration for funding. The consolidated regional evaluation framework is:

Category	Weight	Evaluation Focus
Experience and Technical Competence	20%	Relevant experience with proposed populations/programs; historical success; qualifications and roles of key staff.
Innovative, Quality Program Service Delivery	40%	Comprehensive response to required components; innovation/non-traditional delivery; internal controls; ability to meet or exceed performance standards.
Demonstrated Performance History and Ability to Meet Goals	20%	Record of success with similar programs; evidence of participant/employer outcomes; internal performance monitoring capacity.
Costs, Budget Justification and Leverage of Funds	20%	Line-item budget and narrative; cost effectiveness; ability to manage and safeguard federal/state funds; appropriate leveraging of resources.

Because this is a single regional procurement, reviewers will evaluate both the applicant's demonstrated competence with each funding stream and the strength, innovation, and quality of the proposed integrated five-county service delivery model. The ability to coordinate all programs, maintain consistent service standards across the region, and deploy staff and resources where needed will be a central consideration.

4.3 Selection Process, Award and Protest Procedures

Following evaluation, the review committee will recommend the highest-scoring or otherwise best-value proposal(s) for consideration by the NTWDB with a final decision by the NTRPDC Executive

Committee. The NTWDB reserves the right to negotiate scope, deliverables, funding, performance standards and contract terms with selected applicants.

Award decisions will consider qualifications, service delivery approach, program fit, performance capacity, innovation, cost-effectiveness and availability of funds.

Protest and Appeals

Written appeals may address matters such as unfair competition in the decision-making process or an illegal/improper act or violation of law. Written appeals must be submitted to NTRPDC's Executive Director. Disputes will be reviewed by the NTRPDC Executive Director and a written response within twenty (20) days; if appealed, the NTRPDC Executive Committee will review and make a final determination.

5. Terms and Conditions

Providers must follow all applicable federal, state, local and NTWDB laws, regulations, policies and guidance. This includes, but is not limited to:

- NTWDB Policy Manual (available in provided OneDrive)
- Financial Management Guide Department of Labor & Industry
- NT EARN & SNAP Policy Manuals (available in provided OneDrive)

5.1 Monitoring

NTWDB staff are responsible for reviewing contractual operations to evaluate program effectiveness, compliance with agreed goals and requirements, and appropriate use of funds. Monitoring may result in technical assistance, recommendations, corrective action or other contract remedies.

All providers that receive funding will be monitored by the NTWDB Monitor, Department of Labor & Industry, Department of Human Services, and USDOL periodically. Reviews may include the following areas: training, fiscal participant files, administrative records, participant terminations (plan vs. actual), follow-up, participant responses, monitor's observations, and problem areas.

5.2 Administrative and Financial Requirements

At a minimum, all provider organizations must meet the Standards for Financial and Program Management found at 2 CFR 200 in the OMB Uniform Guidance, as well as any regulatory requirements related to the funds. Your organization's financial management system must provide for the following:

Tracking spending on multiple individual funding streams: Identification, in its accounts, of all Federal awards received and expended and the Federal programs under which they were received. Federal program and Federal award identification must include, as applicable, the ALN (CFDA) title and number, Federal award identification number and year, name of the Federal Agency, and name of the pass-through entity (i.e., NTRPDC).

Fiscal reporting on an accrual basis: Accurate, current, and complete disclosure of the financial results of each Federal award or program in accordance with the reporting requirements set forth in 2 CFR 200.327 Financial Reporting and 200.328 Monitoring and Reporting Program Performance. If a

federal awarding agency requires reporting on an accrual basis from a recipient that maintains its records on other than an accrual basis, the recipient may develop accrual data for its reports on the basis of an analysis of the documentation on hand. Similarly, a pass-through entity must not require a Provider to establish an accrual accounting system and must allow the Provider to develop accrual data for its reports based on an analysis of the documentation on hand.

Maintaining documentation supporting all spending and assets: Records that identify adequately the source and application of funds for federally funded activities. These records must contain information pertaining to Federal awards, authorizations, obligation, unobligated balances, assets, expenditures, income, and interest and be supported by source documentation.

Maintaining internal controls that ensure compliance with all funding regulations: Control over, and accountability for, all funds, property, and other assets. The non-Federal entity must adequately safeguard all assets and assure that they are used solely for authorized purposes. See § 200.303 Internal Controls.

Producing a budget to actual report: Comparison of expenditures with budget amounts for each Federal award.

Processing payments on a reimbursement basis: Written procedures to implement the requirements of § 200.305 Payment.

Budgeting and spending funds in allowable cost categories: (i.e., direct, indirect, program, and admin costs): Written procedures for determining the allowability of costs in accordance with Subpart E - Cost Principles of this part and the terms and conditions of the Federal award.

Appendix A – Historical Planning-Level Funding Information

The following figures are based on the prior program year allocations and are for planning/reference purposes only. They are not current funding commitments and should not be used as final award amounts. Final allocations will depend on available funds and the final solicitation.

WIOA Adult and Dislocated Worker – PY2027 Anticipated Planning Figures

Allocations by County*	Adult	Dislocated Worker	Combined
Bradford – 33%	$51,467	$172,711	$224,178
Sullivan – 5%	$7,798	$26,168	$33,966
Susquehanna – 23%	$35,871	$120,374	$156,245
Tioga – 23%	$35,871	$120,374	$156,245
Wyoming – 16%	$24,954	$83739	$108,693
Total	$155,961	$522,366	$679,327

Youth – PY2027 Anticipated Planning Figures

Allocations by County*	TANF YDP	WIOA Youth
Bradford – 33%	$41,189	$48,099
Sullivan – 5%	$6,241	$7,288
Susquehanna – 23%	$28,708	$33,523
Tioga – 23%	$28,708	$33,523
Wyoming – 16%	$19,971	$23,321
Total	$124,817	$145,754
Total Youth Funding		$270,571

EARN/SNAP – PY2027 Anticipated Planning Figures

Allocations by County*	EARN	SNAP	Total
Bradford – 33%	$99,990	$10,570	$110,560
Sullivan – 5%	$15,150	$1,602	$16,752
Susquehanna – 23%	$69,690	$7,367	$77,057
Tioga – 23%	$69,690	$7,367	$77,057
Wyoming – 16%	$48,480	$5,125	$53,605
Total	$303,000	$32,031	$335,031

*County allocations should be used as a reference.

Appendix B – Performance Measure Information

WIOA Adult – PY2026-2027 Performance Levels

Adult	PY 2026 Final Negotiated Level	PY 2027 Final Negotiated Level
Employment Second Quarter after Exit	86.0%	86.5%
Employment Fourth Quarter after Exit	84.5%	85.0%
Median Earnings Second Quarter after Exit	$8,400	$8,500
Credential Attainment Rate	72.0%	73.0%
Measurable Skill Gains	64.0%	65.0%

WIOA Dislocated Workers – PY2026-2027 Performance Levels

Dislocated Workers	PY 2026 Final Negotiated Level	PY 2027 Final Negotiated Level
Employment Second Quarter after Exit	81.0%	82.0%
Employment Fourth Quarter after Exit	77.0%	78.0%
Median Earnings Second Quarter after Exit	$9,000	$9,500
Credential Attainment Rate	75.0%	76.0%
Measurable Skill Gains	64.0%	65.0%

WIOA Youth – PY2026-27 Performance Levels

Youth	PY 2026 Final Negotiated Level	PY 2026 Final Negotiated Level
Employment Second Quarter after Exit	67.0%	68.0%
Employment Fourth Quarter after Exit	68.0%	69.0%
Median Earnings Second Quarter after Exit	$4,600	$4,700
Credential Attainment Rate	44.5%	45.0%
Measurable Skill Gains	56.0%	57.0%

EARN – Source Program Outcome Goals

Outcome	Source Goal
Assessment and IEP	90% of participants for whom an assessment is required have the assessment and IEP completed within 14 business days
Support Path	85% of participants enrolled in the support Path will enter into the Individual Development, Vocational, or Employment Path within 60 days of program enrollment. SNAP Participants-N/A.
Individual Development Path	85% of participants enrolled in the Individual Development Path will enter into the Vocational or Employment Path within 60 calendar days after enrollment in job readiness activities. SNAP Participants-N/A
Personal Service Navigator (PSN)	75% of participants who reported a barrier(s), or crisis situations will have PSN facilitate and track community referrals and outcomes within 30 calendar days of the community referral.
Case Management	80% of participants will receive weekly case management with the output of the services documented in case notes.
Monthly Case File Reviews	100% of all case files reviewed will contain the required documentation of participation hours and services provided.
Secondary Equivalent and Credentialing	50% of participants in a credential-resulting activity achieve a credential
Successful Referral to Educational Programming	90% of those terminated with Project Termination Code X enroll in ELECT or KEYS within 90 days.
Unsubsidized Employment attainment at 90 days (TANF) or 60 days (SNAP) for job seekers	75% of participants in supervised job search (TANF-AC42) will attain employment within 90 days of the beginning of the activity. 75% of participants in supervised job search (SNAP-AC89) will attain employment within 60 days of beginning the activity.
Employment with Hourly Wage	65% of enrolled participants who become employed achieve employment averaging 20 hours over a consecutive four-week period at a wage at least $2 above the applicable minimum wage.
EARN Retention – Six Months EARN SNAP-Three Months	50% of participants meeting the employment reporting measure achieve the six-month benchmark. 50% of participants meeting the employment reporting measure achieve the three-month benchmark