

## Career Center Operator RFP – Questions and Answers

**Q1. How many staff members, and in what positions, are in each Boston center?**

Both centers are understaffed but when fully staffed the MassHire Boston Center (Goodwill) has 12-14 staff and the MH Downtown Boston (JVS) has 15-20 staff. JVS blend other funds to support some programs.

**Q2. How many individuals make up the staff complements for the JVS-operated Youth Career Center, and what positions make up the staffing?**

The youth CC services are funded with the additional money we received this year and is considered a pilot. There are 6 positions including manager, career coaches(s) and outreach positions.

**Q.3. Can bidders receive a copy of the staffing chart for each career center?**

Yes. Please send email to [Angela.McCabe@BostonPIC.org](mailto:Angela.McCabe@BostonPIC.org)

**Q.4. As it could be expected that the current operators' staff have been in place for some time, are the operators' braiding funds for staffing (i.e. sharing positions across career center and rest of org), or they might be very clearly staff funded under CC?**

MassHire Boston is all CC funded staff. MassHire Downtown has a Career Services dept that includes a Financial Opportunity Center, services to the Jewish community and business services.

**Q.5. Can bidders receive an actual FY23 budget, by funding source, for each career center?**

CC budgets will not be available but the allocations to the career centers (State, WIOA, WP) will be on the Mass.gov website <https://www.mass.gov/service-details/massworkforce-wioa-local-plan-guidance-policy-issuances>

**Q.6. Is funding allocated directly to the career center operators or performance-based? If performance-based, what are the metrics for each funding source, and when are payments made?**

Directly to the career center. If one center out performs the other for more than one year we will adjust funding.

**Q.7. Are there any start-up costs bidders should be aware of not covered by this funding source? For example, inventory items purchased by the current operators with non-career center funding that can't be transferred over and will need to be purchased by the new operator. If so, what? How will that be budgeted for in a transition?**

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We do not expect that either of the career centers would transfer equipment etc. There will be some transition funding in FY 24 (march-june) to allow a new center to prepare for operations. I don't know how much that will be until after we have all the allocations taken it to the board.

8/4/23 – I believe the amount available will be approx. \$250,000

### **Q.8. Will the Board set aside funding for the Youth Career Center?**

We will fund the career center for Young Adult services through FY24 but uncertain after that – a lot relies on the state one-stop allocations. However, it was meant to be a pilot to test the idea and hopefully launch a center with other grant funding.

### **Q.9 What is the Board policy regarding the % it holds from each funding source?**

Board and fiscal agent take 19.5% of WIOA funds. Fiscal agent takes 5% of other funds. Board receives a stipend related to monitoring and TA activities

### **Q.10 What is the Board policy regarding Career Center program income?**

CC are encouraged to develop other funding sources – we are against charging customers for services, but we would negotiate at time of chartering

### **Q.11 Can bidders receive the performance outcomes, federal, state, and local (if applicable) for each career center for the last three fiscal years?**

All performance outcome is on the Career Center Performance Reports on Mass.gov  
<https://www.mass.gov/massworkforce-career-center-performance-reports-ccpr>

### **Q.12 What are the specific goals for the region for the past three fiscal years for the state and any additional local goals/priorities set by the board? Are they set for each Operator or the region as a whole?**

WIOA goals in CCPR reports (link in Q.11) and in 4-yr plan and regional blueprint. Goals are for region and not operator specific.

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**Q.13 Are there other Boston-specific grants /programs the new operator would be expected to pick up outside the normal Career Center programs?**

Yes, we have access to training and convening funds from NJT. We have multiple other grants for Boston (Tech apprenticeships, tech training, healthcare training, Skill Works etc) and each center has additional grants – center and operator specific

**Q.14. How would you describe the collaboration between the Board and the Career Centers in Boston?**

The board provides TA and training as needed. Meet with directors bi-monthly, OWD visits weekly to review ITA files and approve funds. We have a good relationship with the operators and Directors as both have been in place for a long time it is an established working relationship. The board will work with new operators to establish frequent meetings and will be available to the CC management.

**Q.15. Can you please provide copies of, or a list of, the MOUs in place in regard to the current Comprehensive Career Center Operator contract.**

WIOA partner MOU is included in RFP. Other MOUs are directly with Career Centers and their partners

**Q.16. Can you please provide a copy of the minutes from the June 2023 Boston Workforce Board meeting.**

Yes. Available upon request

**Q.17 What is the allowable administrative costs (%) for the contract?**

We usually allow the federally approved rate. Current operators are 18%

**Q.18. Is profit allowed, and if so what is the allowable cost (%)?**

This has never been raised before. We are happy to discuss this with applicant after we receive your proposal. The main concern is that the amount of money available to operate the career

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centers is limited and profit would impact services. we are open to all options that provide for quality services for jobseekers and employers.

Updated 9/8/23.

**Q.19(i) Affiliate/Specialty sites are new entities. For the purposes of the proposal: Do the sites need to be at a mandated partner's location? If not, does the mandated partner need to be on site on a full-time basis?**

The Affiliate site does not need to be a mandated partner but as a satellite/affiliated center it does need to be located at the different location.

The mandated partners (as listed in the WIOA MOU) are required to be co-located at the career center, or train career center staff to be knowledgeable about the partners services, eligibility etc. The partner does not have to be on site full time at a career center or a satellite, but the range of services must be available to customers.

**(ii) Can the arrangements be identified in the proposal and the MOUs negotiated subsequent to contract award?**

Yes – we understand that it may not be possible to negotiate without the assurance of funding.

**Q.20 There are Career Center Access Points now and they operate under contracts with the City of Boston. For the purpose of the proposal:**

**(i) Is it appropriate to assume that the existing Access Points will continue to operate?**

That can not be assumed. Access point are referral partners but do not provide CC services. An Affiliate site offers full access to services. Your proposal can include an Access Point but it does not meet the standard for affiliate site.

**(ii) Can Access Points work with more than one career center?**

Yes – Access points are referral and entry points to the Boston system.

**(iii) If new Access Points are identified will they operate under contracts with the City as the current ones do?**

The funding for any partner will be included in your new charter, funding will come from your annual allocation, and the contract will be with the City of Boston as fiscal agent to the Board.

**(iv) Do proposal budgets need to include funds for Access Points?**

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If you are proposing an access point as part of your outreach strategy then yes it must be in the budget.

**(v) If so, what are the current contracts for the existing Access Points and what services are included?**

Current contracts are for \$100,000 – enough to hire a full-time staff or provide equipment to access career center services. Access Point services include outreach, intake, referral to career centers, enrollment in career center services, referral to mandated partners through the career center, and data entry in MOSES.

**Q.21. The proposal indicates that there are specific neighborhoods and populations that have not traditionally been served by career centers. It then encourages career centers to select a priority populations to serve. For the purpose of this section, does a neighborhood meet the requirement or only specific populations such as young adults?**

Yes A neighborhood that is historically underserved or under resourced meets the requirement. Examples are Dorchester and East Boston.