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NOTICE TO RESPONDENTS  
REQUEST FOR INFORMATION (RFI)  
RFI No. OCS-LBR903-03\_17-RFI\_2

The mission of the Department of Labor and Industrial Relations (DLIR), Office of Community Services (OCS) is to assist Hawaii's low-income, immigrant and refugee populations with overcoming and alleviating workforce barriers to economic self-sufficiency through an array of community-based programs and services. OCS issued three (3) Request for Information (RFIs) for State funded programs to improve the economic self-sufficiency of low-income persons and immigrants:

- i. Employment Core Services for Low-Income Persons,
- ii. Employment Core Services for Immigrants, and
- iii. Immigrant Resource Centers.

After conferring with interested parties identified during the RFI process, we identified opportunities to streamline and adjust the programs and maintain or increase outcomes. Most notably, two (2) existing programs – Employment Core Services for Immigrants and Immigrant Resource Centers – are being combined as they focus on the same service population, immigrants. The combined program, Employment Services for Legal Permanent Residents (ES/LPR) program, will address the special challenges associated with legal/permanent residents seeking employment.

Thus, the three currently State funded programs mentioned above will become the Employment Services for Low-Income Persons (ES/LIP) and ES/LPR programs. The objective of these programs is to enable service participants to successfully (1) obtain or (2) increase and maintain employment.

***OCS is seeking additional information to improve the approach for these programs to best utilize the funding available to meet the needs of the target community, maximize the desired outcomes, and improve coordination with other related programs.***

- **Target Service Population.**
  - ES/LPR: The Employment Services for Legal Permanent Residents program will serve lawfully present immigrants residing in Hawaii for less than five years, Compact of Free Association (COFA) migrants, and other non-citizens who are eligible to work in the U.S. whose maximum household income is 185% or below of the United States Federal Poverty Guidelines for Hawaii. Under federal law, immigrants, persons who legally entered the United States to be a permanent resident residing in the United States for less than five years are not eligible for many

government benefits. Therefore it is imperative that they secure employment in order to attain economic self-sufficiency. Many recent immigrants and migrants also need to address language and cultural challenges in order to successfully secure and maintain employment.

- **ES/LIP:** The Employment Services for Low-Income Persons program will serve low-income individuals in Hawaii with a maximum household income of 185% or below of the United States Federal Poverty Guidelines for Hawaii. This service population may include legal permanent residents who do not need additional assistance provided through the ES/LPR program.
- **Budget and Service Area.** During the first RFI discussion, potential providers requested that OCS provide an estimated funding allocation by county. Thus, we developed the following estimated funding allocation per county, per program, in order to deliver services statewide:

County	ES/LPR SFY 2018	ES/LPR SFY 2019	ES/LIP SFY 2018	ES/LIP SFY 2019	Total
Honolulu	\$345,000	\$345,000	\$286,000	\$286,000	\$1,262,000
Kauai	\$75,000	\$75,000	\$70,000	\$70,000	\$290,000
Hawaii	\$170,000	\$170,000	\$146,000	\$146,000	\$632,000
Maui	\$110,000	\$110,000	\$98,000	\$98,000	\$416,000
<b>Total</b>	<b>\$700,000</b>	<b>\$700,000</b>	<b>\$600,000</b>	<b>\$600,000</b>	<b>\$2,600,000</b>

This allocation is based on funding ES/LIP at \$600,000 and ES/LPR at \$700,000 because OCS understands the additional service needs for the immigrant community and the additional cost to provide such services. Each county has a base of \$50,000 per program base to allocate a minimum funding level per program per county. The remaining funds were distributed by the Small Area Income & Poverty Estimate (SAIPE) for each county to produce the estimated funding distribution in the table above.

All funding is subject to reallocation by OCS based on the proposals received and the needs of the target service population identified by the providers in each county. Providers may propose to offer services to a specific community, a specific county, multiple counties, or statewide.

- **Expanding the Service Network.** OCS recognizes that there are a variety of employment related programs offered across the state for low-income persons, including legally present residents. Providers are expected to refer potential service recipients to programs that are most appropriate for their needs.

In order to maximize the use of these State funded programs, providers are encouraged to collaborate with and expand successful programs, rather than duplicate existing services, or aggressively address a specific target populations (vs. providing a general service). Proposals that leverage other successful programs and funding are encouraged.

- **Period of Performance.** Services will be procured for the upcoming State Fiscal Biennium (July 1, 2017 through June 30, 2019), subject to the appropriation and release of funding.

**Scope of Work.** In order to maximize the potential use of the funds, service providers will propose the design and methods for these programs based on successful past models, best practices, as well as promising practices. The milestone description per program and the cost per milestone has changed to be geared towards our new goal and purpose per program. Service providers are encouraged to propose innovative program models that focus on providing services to specific communities and target population within the funding allocated per person:

**Milestone Description:** As discussed during the limited RFI

ES/LIP	ES/LPR
<p><b>Milestone 1: Outreach, Intake, ISP</b> The provider will:</p> <ul style="list-style-type: none"> <li>• Inform potential participants of the services available;</li> <li>• Determine potential participant’s eligibility;</li> <li>• Enroll eligible participants;</li> <li>• Perform a formal assessment of the participant;</li> <li>• Determine the participant’s job choice; and</li> <li>• Develop an Individual Service Plan (ISP) including the specific support the participant will need to obtain and perform the desired job, which the participant will sign.</li> </ul>	<p><b>Milestone 1A: Outreach, Intake, ISP</b> The provider will:</p> <ul style="list-style-type: none"> <li>• Inform potential participants of the services available;</li> <li>• Determine potential participant’s eligibility;</li> <li>• Enroll eligible participants; and</li> <li>• Assess whether the participant needs general immigration services, employment services, or both.</li> </ul> <p>If the participant needs employment services, then the provider must:</p> <ul style="list-style-type: none"> <li>• Perform a formal assessment of the participant;</li> <li>• Determine the participant’s job choice; and</li> <li>• Develop an Individual Service Plan (ISP) including the specific support the participant will need to obtain and perform the desired job, which the participant will sign.</li> </ul> <p><b>Milestone 1B: General Immigration Services</b> If the participant needs general immigration services, then the provider must provide general services, which include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Assistance in applying for medical insurance;</li> <li>• Referral to medical services for health issues;</li> <li>• Assistance in child school enrollment;</li> <li>• Referral to Head Start program;</li> <li>• Legal services referral and support;</li> <li>• Referral to housing services;</li> <li>• Assistance with legal residency;</li> </ul>

ES/LIP	ES/LPR
<p><b>Milestone 2a: Employment Preparation</b> The provider will ensure that participants are adequately prepared for the demands and stress of the work they seek, apply for, and enter employment by providing participants with coaching to assist with obtaining and retaining a job.</p> <p>These activities are intended to ensure that participants are equipped with the knowledge and skills necessary to obtain employment and to function effectively in the workplace. Participants will complete an Employment Preparation/Job Development program that prepares the participants to enter the workforce and be successful in a formal work environment.</p> <p>The program shall include assistance to participants in removing, ameliorating, or managing barriers to employment identified in the Individual Service Plan. In addition, the program must include Job Development activities such as job referrals, collaborations with employers, employment counseling, job application assistance, and interview preparation. Employment Preparation and Job Development activities shall be provided in-person and be conducted by applicant's staff, applicant's contractor, or personnel from an agency funded by applicant. The employment preparation and job development activities may be provided in either small group or one-on-one settings.</p> <p>The overall goal for the Employment Preparation/Job Development Training</p>	<ul style="list-style-type: none"> <li>• Assistance with citizenship application;</li> <li>• Assistance with vital documents (i.e. passport, I-94, birth certificate, driver's license, green card, social security number);</li> <li>• Assistance with budgeting and financial management;</li> <li>• Referral and assistance with taxes; and</li> <li>• Referral to food services.</li> </ul> <p><b>Milestone 2a: Employment Preparation</b> The provider will ensure that participants are adequately prepared for the demands and stress of the work they seek, apply for, and enter employment by providing participants with coaching to assist with obtaining and retaining a job.</p> <p>These activities are intended to ensure that participants are equipped with the knowledge and skills necessary to obtain employment and to function effectively in the workplace. Participants will complete an Employment Preparation/Job Development program that prepares the participants to enter the workforce and be successful in a formal work environment.</p> <p>The program shall include assistance to participants in removing, ameliorating, or managing barriers to employment identified in the Individual Service Plan. In addition, the program must include Job Development activities such as job referrals, collaborations with employers, employment counseling, job application assistance, and interview preparation. Employment Preparation and Job Development activities shall be provided in-person and be conducted by applicant's staff, applicant's contractor, or personnel from an agency funded by applicant. The employment preparation and job development activities may be provided in either small group or one-on-one settings.</p> <p>The overall goal for the Employment Preparation/Job Development Training Program is to promote job retention and</p>

ES/LIP	ES/LPR
<p>Program is to promote job retention and advancement. Therefore, the Program should involve a work readiness curriculum that shall include, but not be limited to, the following skills:</p> <ul style="list-style-type: none"> <li>• Interviewing skills and resume writing;</li> <li>• Effective time management;</li> <li>• Dressing for employment success on a limited budget and personal hygiene;</li> <li>• Financial literacy;</li> <li>• How to effectively budget; and</li> <li>• Self-motivation techniques to improve a sense of self-worth.</li> </ul> <p><i>Minimum Requirements:</i> For one-on-one services:</p> <ul style="list-style-type: none"> <li>• Ten (10) hours of employment preparation/job development services; and</li> <li>• Summary listing (signed by the participant) detailing exactly what services were provided; the dates of when the services were provided, and the amount of time spent providing the services.</li> </ul> <p>For group training:</p> <ul style="list-style-type: none"> <li>• Twenty (20) hours of employment preparation/job development services; and</li> <li>• Program syllabus (indicating class times and course description) and attendance sheets (signed by the participant).</li> </ul> <p>For hybrid training:</p> <ul style="list-style-type: none"> <li>• Fifteen (15) hours of employment preparation/job development services, including a minimum of five (5) hours of one-on-one services;</li> <li>• Summary listing (signed by the participant) detailing exactly what services were provided, the dates of when the services were provided, and the amount of time spent providing the services; and</li> </ul>	<p>advancement. Therefore, the Program should involve a work readiness curriculum that shall include, but not be limited to, the following skills:</p> <ul style="list-style-type: none"> <li>• Interviewing skills and resume writing;</li> <li>• Effective time management;</li> <li>• Dressing for employment success on a limited budget and personal hygiene;</li> <li>• Financial literacy;</li> <li>• How to effectively budget; and</li> <li>• Self-motivation techniques to improve a sense of self-worth.</li> </ul> <p><i>Minimum Requirements:</i> For one-on-one services:</p> <ul style="list-style-type: none"> <li>• Ten (10) hours of employment preparation/job development services; and</li> <li>• Summary listing (signed by the participant) detailing exactly what services were provided; the dates of when the services were provided, and the amount of time spent providing the services.</li> </ul> <p>For group training:</p> <ul style="list-style-type: none"> <li>• Twenty (20) hours of employment preparation/job development services; and</li> <li>• Program syllabus (indicating class times and course description) and attendance sheets (signed by the participant).</li> </ul> <p>For hybrid training:</p> <ul style="list-style-type: none"> <li>• Fifteen (15) hours of employment preparation/job development services, including a minimum of five (5) hours of one-on-one services;</li> <li>• Summary listing (signed by the participant) detailing exactly what services were provided, the dates of when the services were provided, and the amount of time spent providing the services; and</li> </ul>

ES/LIP	ES/LPR
<ul style="list-style-type: none"> <li>• Program syllabus (indicating class times and course description) and attendance sheets (signed by the participant).</li> </ul> <p><b>Milestone 2b: Employment Training &amp; Technical Assistance (T&amp;TA)</b>  If needed and identified in the ISP, the participant may complete a recognized technical, vocational, trade or other training, GED certification, or skill enhancement program that assists the participant in achieving their employment objective.</p> <p>Once the participant is duly informed and agrees to opt for the training, the provider will assist the participant in enrolling in a program of the participant’s choice within the parameters of the training goal.</p> <p>Training for this goal must be specific to a particular occupation and shall not include general topics such as workplace acculturation, time management, budgeting, and other “soft skills” training.</p> <p>Employment training shall be through a third-party educational entity, such as a community college, trade school, or recognized certification program. The provider is not eligible to provide the vocational training.</p> <p>The provider shall advance the tuition subsidy, which shall be no more than \$1,000 for tuition and no more than \$250 for employment assistance (i.e. transportation, credential, uniforms and tools, books) in support of this milestone. The provider shall submit a copy of the receipts and a copy of the certification of completion with the monthly reimbursement request to the State.</p>	<ul style="list-style-type: none"> <li>• Program syllabus (indicating class times and course description) and attendance sheets (signed by the participant).</li> </ul> <p><b>Milestone 2b: Employment Training &amp; Technical Assistance (T&amp;TA)</b>  If needed and identified in the ISP, the participant may complete a recognized technical, vocational, trade or other training, GED certification, or skill enhancement program that assists the participant in achieving their employment objective.</p> <p>In addition to employment training, participant may enroll to ELS program to increase skills as identified in the ISP.</p> <p>Once the participant is duly informed and agrees to opt for the training, the provider will assist the participant in enrolling in a program of the participant’s choice within the parameters of the training goal.</p> <p>Training for this goal must be specific to a particular occupation and shall not include general topics such as workplace acculturation, time management, budgeting, and other “soft skills” training.</p> <p>Employment training shall be through a third-party educational entity, such as a community college, trade school, or recognized certification program. The provider is not eligible to provide the vocational training.</p> <p>The provider shall advance the tuition subsidy, which shall be no more than \$1,000 for employment training tuition, \$500 for ESL program and no more than \$250 for employment assistance (i.e. transportation,</p>

ES/LIP	ES/LPR
<p><b>Milestone 3: Job Placement &amp; Maintenance</b> The provider will help the participant become successfully employed. Successful employment is defined as:</p> <ul style="list-style-type: none"> <li>• An unemployed participant who obtains employment in a job that matched his/her goal for a minimum of 20 hours per week</li> <li>• A participant who is already employed obtain 20 additional hours of employment per week, or a 50% increase in hourly wage without any decrease in hours worked.</li> </ul> <p><i>Minimum Requirements:</i></p> <ul style="list-style-type: none"> <li>• The participant will submit a copy of their pay stub for a minimum of a month to showcase their continued employment.</li> <li>• For participants who want to enter into self-employment, a copy of the participant's GE Tax license and a written statement (i.e. contract) from the client to validate that the employer will furnish a 1099 tax form.</li> <li>• The provider shall support the participant through participant contacting and monitoring the participant's progress throughout the term of the training through a minimum of two phone calls in the first month of their employment, and one face to face meeting after the participant maintains their employment for 30 days.</li> </ul>	<p>credential, uniforms and tools, books) in support of this milestone. The provider shall submit a copy of the receipts and a copy of the certification of completion with the monthly reimbursement request to the State.</p> <p><b>Milestone 3: Job Placement &amp; Maintenance</b> The provider will help the participant become successfully employed. Successful employment is defined as:</p> <ul style="list-style-type: none"> <li>• An unemployed participant who obtains employment in a job that matched his/her goal for a minimum of 20 hours per week</li> <li>• A participant who is already employed obtain 20 additional hours of employment per week, or a 50% increase in hourly wage without any decrease in hours worked.</li> </ul> <p><i>Minimum Requirements:</i></p> <ul style="list-style-type: none"> <li>• The participant will submit a copy of their pay stub for a minimum of a month to showcase their continued employment.</li> <li>• For participants who want to enter into self-employment, a copy of the participant's GE Tax license and a written statement (i.e. contract) from the client to validate that the employer will furnish a 1099 tax form.</li> <li>• The provider shall support the participant through participant contacting and monitoring the participant's progress throughout the term of the training through a minimum of two phone calls in the first month of their employment, and one face to face meeting after the participant maintains their employment for 30 days.</li> </ul>

**Cost Per Participant Per Milestone.** The estimated investment per participant was determined based on the estimated time and cost allocation per milestone:

ES/LIP		ES/LPR	
Milestone 1	\$60	Milestone 1A	\$60
		Milestone 1B	\$440
Milestone 2A	\$500	Milestone 2A	\$500
Milestone 2B	\$1,250	Milestone 2B	\$1,750
Milestone 3	\$90	Milestone 3	\$90
Total	\$1,900	Total	\$2,840

OCS has utilized a milestone payment system described above to maximize service delivery to achieve outcomes. During the initial RFI discussion, concerns about the milestone payment system were raised. Thus, OCS is considering allowing providers to propose another payment system or cost per participant, as long as it is strongly correlated with outcome achievement.

**Personnel.** Providers must have personnel who possess the necessary knowledge, skills and abilities to effectively deliver the proposed services in the proposed service area(s).

**Facilities.** While providers will need to provide adequate facilities that meet the American with Disabilities Act (ADA) requirements, including any special equipment that may be required to provide services, service providers are encouraged to utilize technology to increase access to services, if possible.

**Reporting.** During the initial RFI discussion, providers raised concerns about the administrative burden associated with monthly fiscal and program reports. OCS is thus considering allowing providers to propose another reporting period, as long as it will provide regular feedback to the State about the progress being made on the scope of work.

**Other Information Requested.** OCS welcomes input about any other relevant information useful in developing an RFP for these programs.

**RFI Submissions.** The purpose of this RFI is to seek:

- information about the needs of the target service population,
- assistance in defining the target service population,
- feedback about the scope of work, and
- recommendations about potential ways to execute these programs

to meet the needs of the target service population given the financial resources available. Clarifying questions are also welcomed. Please submit written comments or questions by **Friday, April 28, 2017:**

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- Please do not submit a complete proposal in response to this RFI.
- Participation is optional and response, or lack thereof, to this RFI does not preclude any applicant participation in the RFP process.

- OCS may engage in further informal discussions to gather additional information and recommendations.
- Neither the State nor the respondent has any obligation under this request.
- OCS reserves the right to incorporate any recommendations, in whole or in part, received in response to this RFI in its RFP.