



**FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY  
 WORKFORCE INFORMATION TECHNOLOGY PROCUREMENT PROJECT –  
 A FLORIDA WORKFORCE AUTOMATION SaaS (SOFTWARE AS A SERVICE)  
 SOLICITATION NO: 13-RFI-001-LJ**



**Department of Economic Opportunity**

REQUEST FOR INFORMATION

Information Acknowledgement Form

Page <u>1</u> of <u>6</u> pages	SUBMIT RESPONSE TO:	
DEPARTMENT RELEASE DATE: <u>May 1, 2013</u>	Department of Economic Opportunity Office of Procurement and Contract Administration 107 East Madison Street, B-047 Tallahassee, Florida 32399-4128 Telephone Number: 850-245-7455	
SOLICITATION TITLE: Workforce Information Technology Procurement Project - A Florida Workforce Automation SaaS (Software as a Service)		SOLICITATION NO: 13-RFI-001-LJ
RESPONSES WILL BE OPENED: May 15, 2013 at 3:00 p.m., EST		
RESPONDENT NAME:	ResCare Workforce Services (RWS)	 _____ Authorized Representative's Signature  Pat Kelley, Chief Operating Officer _____ Name and Title of Authorized Representative  <b>This individual must have the authority to provide this Response.</b>
RESPONDENT MAILING ADDRESS:	9901 Linn Station Rd.	
CITY – STATE – ZIP:	Louisville, KY 40223	
PHONE NUMBER:	502-394-2100	
TOLL FREE NUMBER:	866-737-2273	
FAX NUMBER:	502-394-2353	
EMAIL ADDRESS:	mike.hough@rescare.com	
FEID NO.:	46-0508470	
TYPE OF BUSINESS ENTITY (Corporation, LLC, partnership, LLC)		

**RESPONDENT CONTACTS: Please provide the name, title, address, telephone number and e-mail address of the official contact and an alternate, if available.**

PRIMARY CONTACT:		SECONDARY CONTACT:	
NAME, TITLE:	Mike Hough, Operations Officer	NAME, TITLE:	Victor Ponder Dir. Enabling Technology & Performance Mgt.
ADDRESS:	9901 Linn Station Rd. Louisville, KY 40223	ADDRESS:	3410 North Stanton. El Paso. TX 79902
PHONE:	502-394-2100	PHONE:	915-345-0936
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This is a RFI as defined in s. 287.012(21), Florida Statutes. The Department of Economic Opportunity (DEO) is issuing this RFI for planning purposes only. Any subsequent implementation activities will depend on budget approval. This RFI is not a solicitation and will **NOT** result in a contract. However, information received in response to this RFI may be used to develop future procurements. Vendors are encouraged to respond with solutions that meet all or part of the specified requirements.

*An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.*



## 2) DETAILS

A description of Respondent's ability to provide a Florida Workforce Automation Software as a Service (SaaS) system and its complete components

ResCare Workforce Services (RWS) is known as the industry expert in delivering workforce services. Our presence in multiple regions of Florida for the last decade has helped us to recognize the challenges and concerns of Floridians, especially in the processes of entering or re-engaging into employment.

RWS offers a record of success and sustainability in workforce development, attributable to our service delivery model and its guiding leadership. The **“Putting People to Work”** solution is based on six core elements that provide the foundation of all ResCare Workforce Services initiatives. One of these six elements is “Cutting Edge Enabling Technology.”



### Cutting Edge Enabling Technology

To deliver the highest quality services, RWS continuously deploys and refreshes innovative technology solutions. Our company's financial strength allows us to make investments in advanced tools to improve our service delivery. We are dedicated to serving our customers in the most advanced way possible. A few of our cutting edge enabling technology tools include:

#### **ResCare Workforce Operations and Re-employment Case System (WORCS)**

A proprietary end-to-end, web-based highly versatile customer management and data collection tool.

#### **ResCare Academy**

A web-based learning portal to over 2,000 courses for vocational skills, job readiness, career advancement, and life skills, including a career trait profile.

#### **Supply and Demand Portal**

An online service that gives real-time data on the local labor market and the top employment opportunities offered.

ResCare is experienced in identifying and creating partnerships to foster best practices utilization. By combining with partners like Intuit and CareerBuilder, Inc., we achieve massive scalability while ensuring that our technology advances are robust offerings with all the features necessary to provide real working solutions. For example, one of the concerns raised by the FLA DEO in the current RFI is *“access to or partnership with another vendor with access to a national resume hosting site that currently contains at least 250,000 current Florida based resumes across multiple industries.”* Our partner, CareerBuilder, Inc., exceeds this need with a current count of Florida resumes at 3.5 million. As a recognized and respected national brand, CareerBuilder, Inc. has afforded RWS the opportunity to maximize technology service delivery without “reinventing the wheel.” For functionalities not currently available, like advanced self-service, RWS is willing to work with our partners to build interfaces that are intuitive and easy to use.

**ResCareWORCS** currently satisfies many of the requests indicated by the FLA DEO, and is in the planning stages for additional development. WORCS utilizes a HIPAA and Personally Identifiable Information (PII) compliant secure web system, allowing for access from anywhere a web connection is available. The WORCS System creates an easy user-friendly environment for counselors, job developers, and program management to conduct daily business and manage the overall project performance, while tracking daily, monthly, and yearly program goals to manage performance and outcomes.

<b>WORCS MODULE</b>	<b>FEATURES</b>	
<b>Participant Management</b>	<b>Participant Data</b>	Demographic Data on the assigned participant.
	<b>Family Members</b>	Demographic Data on the family members of the Participant.
	<b>Calendar and Appointment Tables</b>	Allows for customer specific appointments.
	<b>Case Notes</b>	Hierarchal case noting system appended to each participant’s record.
	<b>Education History</b>	Current and Historical data on participants’ education. Delineation of current attendance that activates hours, support service eligibility, etc.
	<b>Employment History</b>	Current and Historical data on participants’ employment. Delineation of attendance that activates hours, support service eligibility, etc.
	<b>Activities</b>	Allows for the planning and management of federally allowable (TANF) activities.
	<b>Hours</b>	Allows for the tracking of client hours against each activity and computation of Federal WPR within those hours and activities.
	<b>Client Portal</b>	Web based portal for customers to enter hours – integrated into WORCS and usable from any device that accesses the internet.
	<b>Electronic Documents</b>	Allows for the storage and management of electronic documents.
	<b>Participant Communication</b>	Available via Text or email within the case note system.
	<b>Hierarchal Management</b>	Able to track all data by office, supervisor, case manager.
	<b>Negative Action Process</b>	Able to cleanly document and electronically send action items along with case back up.
<b>Provider Management</b>	<b>Providers/Employers</b>	Demographic information of providers and Employers and their respective work-sites.
	<b>Provider Portal</b>	Allows for provider driven communication in reference to participants and demographics.
	<b>Referrals &amp; Available Positions</b>	Allows for the management of slots (both filled and unfilled) by provider/employer.
<b>Financial Management</b>	<b>Disbursement and Obligation Tracking</b>	Allows for the management of encumbrances and expenditures of participant related financial information.
	<b>Funding Sources</b>	Allows for the management of multiple funding sources.
	<b>Funding Changes</b>	Allows for the updating of available balances as contracts change.
	<b>Gas Cards/Bus Passes</b>	Tools for approval, disbursement, and inventory of prepaid items.

<b>Reporting</b>	<b>Reporting</b>	Reporting within the system and Business Intelligence Integration.
	<b>Integration Capability</b>	Can be integrated with other systems.

In addition to maintaining an awareness of state and federal concerns in workforce development, RWS stays connected the central target audience for these initiatives: U.S. companies with viable employment opportunities. Understanding the labor market means more than leveraging the potential strengths of our unemployed and underemployed workforce; it requires addressing the reality of working practices and expectations of employers. For example, 94 % of the top 500 U.S. companies use computer programs to evaluate résumés; the digital age requires a resume to be both visually appealing to the eye as well as technically sound so that search software can find it. This is important to consider because many companies engage filtering software to scan submissions for keywords, flagging those with a high concentration for further consideration. Without additional resources, many job seekers are not equipped to present themselves in a contemporary hiring process.

**ResumePro®** is our online application designed to empower job seekers to create and complete resumes using industry and employer-oriented content. ResumePro® provides job seekers with options to target jobs by industry groups, using O\*Net job families. Developed in partnership with CareerBuilder, Inc., this tool is driven by keyword technology related to job titles, skills and job duty statements. It offers multiple file formats and allows the jobseeker to have up to five different resumes at their fingertips. Job seekers can produce a very professional resume in a short time. The user-friendly wizard guides job seekers through the process, providing step-by-step instructions, making it easy to decide what to include in their career profile. ResumePro also offers tips and advice, phrase and word suggestions, and spell check.

Partnership with RWS also unlocks the benefit of field-tested workforce development online learning through **ResCare Academy**. ResCare Academy is an innovative web-based learning tool developed in partnership with CareerBuilder, Inc. that offers a vast library of courses from many of the online education industry’s top providers using the industry’s leading methodologies. ResCare developed the Academy in response to the need for offering personalized job fit assessments and job seeker education in an easy-to-use service tool accessible from any Internet-connected computer. Once registered by an RWS representative, the user (job seeker) logs into the site through their individual account and is prompted to begin the *Career Trait Profile*.

The **Career Trait Profile** compares the user’s answers to the specific career traits of over 66 occupations and a job fit kit containing interview and resume tips based on the user’s personality traits. The job seekers use the multiple job categories identified by the *Career Trait Profile* to choose courses of study. On the back end, case managers receive more detailed information including the identification of the job seeker’s top three occupational areas of interest to use in developing the Employment Plan and selecting multiple different areas of study or “job category” based on their interests, strengths, directed path and will display results accordingly.



ResCare Academy’s course catalog offers nearly 2,000 vocational skills, job readiness, motivational and remedial courses in various industry sectors. Academy modules are highly interactive to create an unparalleled user experience for the job seeker. These courses provide soft and hard skills training that will give our job seekers a leading edge, thereby increasing placement, engagement and retention rates. As job seekers complete classes, the Academy generates a completion certificate that can be printed and placed in the job seeker’s portfolio. Once enrolled, job seekers have access to ResCare Academy to continue to increase their skills and knowledge after they become employed. Over 150 courses, including remedial and GED preparation are offered in Spanish.

ResCare Academy Industry Sectors and Soft Skills Categories	
Custodial Maintenance	Industrial/Trades
Health Care	Sales
Customer Service	Office/Receptionist
Food Service/Hospitality	

**Benefits of ResCare Academy**

**For Job Seekers:**

- Easy to understand results of the *Career Trait Profile* provides career guidance information
- Self-paced Job and Interview Readiness
- Remote Access to courses for one year

**For Employers:**

- Higher Skilled Workers
- More Targeted Referral
- Ease of Job-Matching

**For Operations:**

- Helps Teams Facilitate workshops
- Improves Reporting and Supervision

**Respondent’s history with similar systems, organizational structure, and contact information of each reference: Name, title, phone number and email address**

The Director of Workforce Development in Franklin County is prepared to discuss their use of RWS technology in the state of Ohio.

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 Director, Workforce Development  
 Franklin County Department of Job and Family Services  
 1721 Northland Park Avenue Columbus, OH 43229  
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**DEO is also interested in responses from vendors with contemporary enabling technology that can be applied to the Workforce business processes to create a more flexible and responsive environment**

The Pew Research Center has identified that in 2012, 85% of American adults owned a cellphone; of those, 80% used text messaging on a regular basis. ResCare WORCS features the

ability to distribute case management notes via email or text message.

Mobile utilization is an issue that cannot be ignored as the workforce services necessarily adapts to a generation that has been immersed in readily available, daily-use technologies since birth. On average, smartphone users have 28 applications (apps) installed, of which they have accessed at least 11 over the course of the most recent 30 days (Google and Ipsos Media CT study, *Our Mobile Planet*). The WORCS system responds to this by featuring an iPhone application, rendering data availability not just at the touch of a button, but in your pocket.

*There's an app  
for that...*

In addition, RWS would like to highlight the benefits of several other enhancements provided by our technology:

- Integration of ResumePro®
- Online learning through ResCare Academy
- Field tested Welfare-to-Work process
- Financial data tracking
- Secure electronic document storage
- Electronic document signing (through DocuSign)

**Any other information that vendors want to supply in response to this RFI**

With terms like “big data” and “data in one place” circulating among professionals across industries, taking advantage of cloud enabled functioning, processing, and filing systems through SaaS implementation is an important step in ensuring maximum efficiency and effectiveness. According to PricewaterhouseCoopers, the financial impact of outdated paper based processes is staggering:

- Organizations spend in labor costs (on average):
  - \$20 to file a document
  - \$120 to find a misfiled document
  - \$220 to reproduce a lost document.
- Of all documents, 7.5 % are lost; 3 % of the remainder are misfiled.
- Professionals spend 5–15 % of their time reading information, but up to 50 % looking for it.

If the FLA DEO makes the decision to request proposals for a workforce SaaS, significant consideration should be given to the vendor’s ability to network effectively to achieve the best combination of services available.