



Workforce Development

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Trauma Informed Workforce Development

Request for Professional Services

The City of Duluth Workforce Development Department is seeking professional services from one or more experts in Trauma Informed Care to assist our team in developing a new trauma-informed approach to employment services. With support from the Duluth Superior Community Foundation, we will work with a consultant or consulting team over the next year to create the approach, train staff, and identify metrics that can help track impact of this approach over time.

Overview

The City of Duluth Workforce Development Department is the local implementer of the public workforce system. Along with partner agencies co-housed at the Duluth CareerForce location, we work collaboratively to deliver workforce services to jobseekers and employers. As part of our work, Duluth Workforce Development serves recipients of Minnesota Family Investment Program (MFIP) benefits, who are required to participate in employment services. MFIP recipients meet one-on-one with employment counselors for up to five years or longer to assess barriers and needs, set employment and education goals, and receive support in achieving those goals. We also serve youth age 16-24 through our Youth Employment Services (YES) Duluth program. For youth who are in school, we provide support to help them complete their diploma or GED, explore career options, and participate in paid work experience. For youth who are out of school, we work to connect them to services and resources they need, identify and pursue a desired career path, and obtain subsidized or unsubsidized employment.

A key priority for our work under the current strategic plan is reducing disparities in employment and income experienced by people of color in our community. As part of this work, we want to shift toward a trauma-informed care model with our Minnesota Family Investment Program (MFIP) recipients and youth participants in particular, with benefits rippling out to all of our enrolled clients. We acknowledge that trauma from personal experiences and institutional racism impacts the ability of individuals and families we serve to successfully exit poverty and sustain employment. We want to face that head on, approaching clients in a way that acknowledges their personal experience and empowers them to find their own path to success.

Scope of Services

Duluth Workforce Development seeks a consultant to design a trauma-informed approach to our work. This includes:



- Delivering training to all Duluth Workforce Development staff, to provide an introduction to Trauma Informed Care
- Working with a core staff team to design a Trauma Informed Care approach to our work, particularly with youth and MFIP clients. This should include both key aspects of Trauma Informed Care:
 - Trauma-informed employment counseling and case management with clients
 - Orientation to vicarious trauma, and the importance of self-care
- Developing Trauma Informed Care tools that staff can implement in their work on a day-to-day basis
- Identifying metrics to measure impact/benefit of the Trauma Informed Care approach over time
- Assist staff in revising forms and printed materials to better incorporate the Trauma Informed Care approach
- Delivering additional, more in-depth training to MFIP and youth staff on how to utilize a Trauma Informed Care approach and tools in their day-to-day work
- Designing training modules/materials and facilitating one or more train-the-trainer sessions to ensure Duluth Workforce Development is able to incorporate Trauma Informed Care into onboarding for new staff

The primary goal of this project is to permanently integrate the trauma-informed care approach into each of our programs, including revising forms, creating case management tools for staff, and designing training manuals that can be utilized with new staff in the future. The end result will be better outcomes for clients, ultimately leading to more families of color permanently exiting poverty. A secondary benefit will be less burnout for staff, as well as attraction of more diverse staff in the future.

Our intent is that, once this project is complete, it will be presented as a best practice at various forums, including the St. Louis County Health and Human Services conference and the Minnesota Association of Workforce Boards Jobseeker Services committee.

Project Timeline: Work will begin once the consultant is selected. All work must be completed by December 31, 2021

Initial Project Budget: \$10,000, with potential for negotiation on either budget or project scope

Application and Selection: Interested consultants should submit a proposal to Elena Foshay, Director of Workforce Development (efoshay@duluthmn.gov) outlining how they would approach Trauma Informed Care in a workforce development setting and detailing a work plan, timeline, and project budget. Proposals must be submitted by April 1, 2021. Proposals will be evaluated based on alignment with the department's vision and ability to fulfill the requested scope within the project budget. Questions may also be submitted to the email address listed above.

Contract Notes: Once selected, consultants will enter into an Agreement for Professional Services with the City of Duluth. Consultants are required to provide verification of professional liability insurance in an amount not less than \$1,000,000 Single Limit, and must provide evidence of Minnesota Workers' Compensation Insurance.

Mandatory Disclosures: By submitting a proposal, each Bidder understands, represents, and acknowledges

that:

1. Their proposal has been developed by the Bidder independently and has been submitted without collusion with and without agreement, understanding, or planned common course of action with any other vendor or suppliers of materials, supplies, equipment, or services described in the Request for Proposals, designed to limit independent bidding or competition, and that the contents of the proposal have not been communicated by the Bidder or its employees or agents to any person not an employee or agent of the Bidder.
2. There is no conflict of interest. A conflict of interest exists if a Bidder has any interest that would actually conflict, or has the appearance of conflicting, in any manner or degree with the performance of work on the project. If there are potential conflicts, identify the municipalities, developers, and other public or private entities with whom your company is currently, or have been, employed and which may be affected.
3. It is not currently under suspension or debarment by the State of Minnesota, any other state or the federal government.
4. The company is either organized under Minnesota law or has a Certificate of Authority from the Minnesota Secretary of State to do business in Minnesota, in accordance with the requirements in M.S. 303.03.

The City reserves the right, in its sole and complete discretion, to reject any and all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in its best interests. The City is not liable for any costs the Bidder incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

All materials submitted in response to this RFP will become property of the City and will become public record after the evaluation process is completed and an award decision made.