WORKFORCE ACCELERATOR FUND 3.0

Request for Application

April 2016

The California Workforce Development Board is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Special requests for services, aids, and special formats may be available by calling the California Workforce Development Board at (916) 657-1440. TTY users, please call the California Relay Service at 711.

Table of Contents

Section 1 Overview **1**

A. Introduction 1

B. Project Goals and Objectives 2

C. Project Design 4

D. Project Activities 6

E. Funding 11

F. Eligible Applicants 13

G. Program Evaluation 14

Section 2 Significant Dates **15**

Section 3 Proposal Submission Instructions **15**

Section 4 Application Requirements, Award and Contracting Process **16**

Application Forms 24

Appendices 25

Section 1 Overview

A. Introduction

The California Workforce Development Board (State Board) and the Employment Development Department (EDD) are pleased to announce the availability of up to $5.7 million in Workforce Innovation and Opportunity Act (WIOA) funds to design, develop, and implement projects that accelerate employment and re-employment strategies for California job seekers.

In April 2014, the State Board and EDD established the Workforce Accelerator Fund (Accelerator) as a new model of funding innovation in California's workforce system. In April 2015, the Accelerator 2.0 announced the availability of $3.2 million, which resulted in grants to 26 innovative projects. Through this Request for Application (RFA), the Accelerator 3.0 will fund projects to create partnerships and prototype innovative strategies that bridge education and workforce gaps for the targeted populations and to implement promising models and practices in the workforce system service delivery infrastructure.

The Aim of the Workforce Accelerator Fund

Accelerator funds innovative solutions to *accelerate* system-wide changes to better address the challenges and barriers that keep Californians from achieving success in their professional lives. Through a combination of seed funding and an initiative-wide support network, Accelerator provides an opportunity for the workforce system to create services in unique ways, tailored to the needs of customers.

Accelerator 3.0

The purposes of this RFA are to build upon Accelerator 1.0 & 2.0 successes and to solicit new strategies for Californian's with barriers to employment. As with State Board's SlingShot Initiative, our goal is to fund "ground up" solutions to some of the most vexing challenges that are keeping Californians with barriers to employment from achieving success in jobs and careers. We anticipate that the solutions achieved through Accelerator can be used by regions grappling with similar challenges. These solutions will be shared with the SlingShot coalitions and other stakeholders to create lasting change and improvements in the workforce system after the sunset of the grant funding.

California's Draft State Plan for the WIOA: *Skills Attainment for Upward Mobility; Aligned Services for Shared Prosperity* (Strategic Plan) prioritizes regional coordination among key partners, sector-based employment strategies, skills attainment through earn and learn and

other effective training models (including, but not limited to apprenticeship), and development of career pathways. The State Board will fund applications that advance the goals of its Strategic Plan and build workforce system infrastructure and capacity through:

- **Collaboration** among partners in the development of service delivery strategies and alignment of resources to better connect disadvantaged and disconnected job seekers to employment.
- **Innovation** that creates new or adapts existing approaches or accelerates application of promising practices in workforce development and skill attainment.
- **System change** that uses these sub-grants to incentivize adoption of proven strategies and innovations that are sustained beyond the grant period.

B. Project Goals and Objectives

Despite our state's overall prosperity, too many Californians are in danger of being left behind, not making ends meet, and unable to create a middle class life for themselves and their families. These individuals include:

- *Long-Term Unemployed* – A significant number of California workers have been out of work for more than six months and are struggling to find new jobs.
- *Returning Veterans* – Too many veterans, after performing essential services with great skill, are challenged in finding civilian jobs that capitalize on the skills they've developed.
- *Individuals with Disabilities* – The labor force participation rate for Californians with disabilities is only 19.5% - lower than it was before passage of the Americans with Disabilities Act.
- *Low-Income Workers* – Thousands of Californians are trapped in poverty, often cycling through low wage, dead-end jobs and lacking the education, skills, and financial supports, needed to move into sustained, higher wage jobs.
- *CalWORKS Participants* – The Workforce Innovation and Opportunity Act and California State budget prioritize services to skill-up and place public assistance recipients in jobs that support their families.
- *Disconnected Youth* – Many young people 16-24 are disconnected, neither in-school nor working, and are in danger of being left behind.
- *Ex-Offenders* – Realignment has increased the visibility of the need for robust job services for the parole and ex-offender population in California.

These are the Californians who face substantial challenges in finding good jobs and supporting

themselves and their families in an era with volatile, rapidly evolving labor markets. At the same time in regions across California, employers in key industry sectors are searching for qualified workers for occupations at all skill levels.

Traditional workforce and education strategies have had little impact in helping these workers to build relevant skills and connect to good jobs. Even promising strategies lack the speed, agility, or scale needed to accelerate employment for workers desperately in need of that help. We need to bring the creativity for which California is known to bear and create new strategies that achieve scalable impact with workers who face difficult employment prospects.

The State Board and EDD are investing Workforce Innovation and Opportunity Act (WIOA) Governor's Discretionary resources through Accelerator 3.0, which will award grants to projects that create and prototype innovative strategies to accelerate skill development, employment, and reemployment for one or more of the target populations listed above. Innovations that emerge from these prototypes will then be scaled and replicated across the state, infusing new ideas into the bloodstream of workforce development.

Project Goals:

- Improve labor market and skills outcomes for the target groups through the development of strategies that fill gaps, accelerate processes, or customize services to ensure greater access to workforce services and employment opportunities.
- Implement, replicate and scale successful innovations that emerged from Accelerator 1.0 and 2.0.
- Create new models for service delivery and funding alignment that can be replicated across the State and tailored to regional needs.
- Leverage State investment with commitments from industry, labor, public, and community partners.

The State Board and EDD will fund applications that seek to achieve the project goals outlined above by designing and developing innovations that have the potential to substantially increase the effectiveness, scale, and/or capacity of existing workforce system programs and funding streams that serve the Accelerator target populations. Successful applications may create new tools, borrow methods from other disciplines, or apply models from other sectors or populations in order to achieve the desired outcomes. Accelerator 1.0 or 2.0 projects that demonstrated significant impact and potential for replication and/or integration can be replicated and scaled with partners at both the State and regional levels to infuse innovations and system improvements into the workforce system infrastructure.

C. Project Design

Accelerator seeks solutions to specific challenges that inhibit career opportunity and employment success for the targeted populations and that improve access to the workforce development pipeline – education, training, support services, placement, retention, etc. The intent is not simply to create new programs or to expand existing ones. Successful applicants will demonstrate how their projects will direct existing resources and efforts in new, more efficient and effective ways. These efforts should not create or reinforce service delivery silos or funding silos, but rather should result in strategies that take a new or unique approach to addressing workforce pipeline gaps specific to these populations, that can be applied, replicated or scaled to create broader impact and system improvement.

Project Team: Successful applicants will design, develop, or prototype different tools, methods and strategies than those the workforce stakeholders are presently using. The intent is to use existing resources in new, more efficient, effective ways. As such, each applicant will be required to create a team of partners that offers unique skills and contributions to the project. Applicants must identify each team member and describe the role of the Project Team and its members in project development, integration of new ways of doing business, and scaling and replication. Project Team members must include:

- ***Experts*** – Partners who have a deep knowledge of the workforce system, operational and administrative experience, and insight into implementation opportunities and challenges. These partners must include those with expertise and experience working in or with institutions that the project is directly impacting (e.g., community colleges, K-12 schools, America's Job Centers of California, county social services/public assistance providers, etc.) as well as the parts of the workforce or skills development system who represent the "market" for replication, expansion, or integration of the project (e.g., state and local agencies, funders, service delivery providers, career technical education programs, etc.).

- ***Innovators*** – Partners who bring new perspective and expertise to the project, who have created solutions to challenging problems, and who have cross disciplinary experience. These individuals and organizations may not have workforce development experience, but have success in other fields that is instructive to change and innovation in workforce development.

- ***Customers*** – Partners who represent at least one of the potential end-use customer(s) of the project: job seekers or employers. Each project must include either a partner who is currently representing multiple job seekers from the targeted population (e.g., community organizations, advocacy groups, etc.) or multiple employers (e.g. industry associations, chambers of commerce, employer advisory groups), depending on the challenge being addressed and/or aspect of the pipeline being targeted. These partners must be able to provide direct input from individual job seekers from the target groups, or employers who will be utilizing the services.

The "Big Idea" gap or challenge to address: Each project must identify a challenge or gap that if successfully addressed would significantly move the needle on employment for one or more of the targeted groups. This should address a challenge that the workforce system is facing in increasing opportunity, access, effectiveness, and/or scale in addressing the assessment, training, placement, or advancement of the targeted population(s). Some projects may be tailored to meet the needs of more than one group, or more than one aspect of the workforce pipeline. For example, projects may choose to focus on:

- Accelerating education, training or retraining of workers in the targeted populations.
- Developing new ways of engaging industry (employers and/or labor stakeholders) to articulate skill needs, calibrate supply and demand, develop curricula and/or training modalities, or other strategies to match job seekers with employment.
- Increasing use of existing or development of new industry-valued skills credentials (e.g., certificates, licenses, digital badges, stackable credentials, etc.).
- Accelerating implementation of WIOA "career services" by increasing the partners committed to integrating service delivery and/or developing strategies and tools to prepare targeted populations for training and job placement.
- Accelerating recognition of existing skills, such as prior learning assessments, and/or utilizing competency-based models that focus on learning rather than on duration of training.
- Expanding or creating Apprenticeship, Pre-apprenticeship or other "earn and learn" models (i.e., quality paid internships or other work-based learning opportunities).
- Improving work-based learning infrastructure that supports employers and/or that increases access and opportunities for working learners.
- Creating cross-system service alignment by bringing together systems and partners to provide support services (housing, mental health care, substance use counseling,

etc.) to increase effectiveness of workforce services.

- Creating more robust services by braiding multiple funding sources or utilizing new funding models to increase scale or funding diversity.
- Increasing use of training and hiring incentives for targeted populations, including subsidized employment (e.g., On-the-Job training, CalWORKs jobs programs, EDD's Unemployment Insurance Work Sharing or other resources).
- Improving job matching and assessment strategies to accelerate employment/ reemployment.
- Improving employer recruitment and hiring strategies to benefit targeted groups.
- Streamlining the use of virtual (e.g., via use of technology) with in-person strategies for job seekers and employers.

D. Project Activities

The Strategic Plan prioritizes regional coordination among key partners, sector-based employment strategies, skill attainment through earn and learn and other effective training models (including but not limited to apprenticeship), and development of career pathways. In addition, the Strategic Plan emphasizes the coordination and alignment of resources and systems to better serve all California job seekers, including those with significant barriers to employment. This RFA aims to increase workforce system capacity to serve job seekers in the targeted populations by addressing gaps or capitalizing on opportunities to bridge to priority services, training or education, and ultimately employment in targeted industry sectors.

Through this RFA, the State Board will fund four types of Accelerator 3.0 projects:

1. **New Accelerator Projects**
2. **Innovation Impact Projects**
3. **Innovation Network Projects**
4. **Accelerator 3.0 Technical Assistance and Support**

1. New Accelerator Projects

Through this RFA, the State Board will fund new Accelerator projects that address gaps and increase efficiencies in:

- The service delivery pipeline of the workforce system.
- The alignment of funding for the targeted populations.

Applicants may address one or more of these gaps in their project; however, the goals for each should be clearly defined and measurable during the life of the project. These goals may include incremental measures or points of change that reflect process, output, or deliverable benchmarks.

In order to address these gaps, applicants are encouraged to take a research and development approach, borrow strategies from other industries or sectors, and/or prototype new models. Projects may choose to utilize:

- Tools, models or resources that are already developed but not used in the public workforce system, with the targeted populations, or are not at scale.
- Strategies, resources, and lessons from other disciplines, applied to the workforce system and target population(s).
- Brand new ideas that have the opportunity to be game changers for the workforce system and target groups.

Projects may include design, development, testing, piloting, and/or implementation activities, to be determined by the scope and target of the project and the Project Team partners. All successful applicants will clearly articulate the innovation process, points of change, and prospects for implementation at scale. Applicants may propose projects that are integrated into existing programs or service delivery infrastructure; however, successful grants will show how their activities can be applied more broadly to create population, system, or regional impact. For those projects using Accelerator funds for direct service delivery, job-seeker clients must meet WIOA eligibility requirements and must be enrolled under this grant.

2. *Innovation Impact Projects*

Through this RFA, the State Board will fund applications that replicate and scale successful Accelerator 1.0 or 2.0 project models in a new region, with new system service providers or partners and/or focused on a new eligible target population. Innovation Impact Projects are intended to provide technical assistance and resources to applicants committed to implementing the new tools, strategies, or models in their own organizations or systems. Successful applicants will clearly articulate the process for replication and impact measures. Applications must include both the organization replicating the project model (Innovation Impact Applicant) and a representative of the original Accelerator 1.0 or 2.0 Project Team (the Innovation Impact Advisor). The Innovation Impact Applicant may be a previous Accelerator grantee or new applicant.

Accelerator 1.0 and 2.0 project models eligible for Innovation Impact Projects include those that demonstrate:

- Clear outcomes (successes and lessons).
- Impact on the workforce system, clients, and/or other aspects of service delivery.
- Capacity to provide technical assistance for model replication, scaling and course correction throughout the Innovation Impact Project.

Innovation Impact Advisors will provide tools, structures, and/or processes to facilitate Accelerator model adoption through training, coaching, peer-to-peer exchange or other proposed methods. Grant applications must demonstrate the original project's continued effectiveness, the impact on the workforce system, and how it will be replicated. Innovation Impact Advisors must also indicate the means by which they will provide assistance to the Innovation Impact Grantee.

Innovation Impact Applicants must demonstrate an understanding of the original Accelerator model being implemented and indicate which tools, structures, and/or processes they will use to adopt the model. Applicants must also demonstrate the process and strategies for integrating the model into their procedures and programs. Funded activities related to adoption of the new model include but are not limited to: staffing and staff development; service delivery modification; data collection and measurement; program integration; or other costs associated with replication and scaling. For those projects using Accelerator funds for direct service delivery, job-seeker clients must meet WIOA eligibility requirements and must be enrolled under this grant.

3. Innovation Network Projects

Through this RFA, the State Board will fund joint applications to create Innovation Networks of multiple Accelerator projects working with a technical assistance provider to coordinate network activities. Innovation Network Projects are intended to link Accelerator projects in small communities of practice (the Innovation Network) that support individual and collective project goals, strategies, and learning. The technical assistance coordinator for the Innovation Network will act as the "Hub", and will provide both administrative and project support. Working together, the Hub organization and the Accelerator projects will share progress, course corrections, lessons, and successes, thereby leveraging individual experiences for the benefit of all Innovation Network members.

Innovation Network applicants must include a Hub organization and two or more Accelerator projects focused on one of the following categories:

- **Population** – As described on page 2 of this RFA.
- **Sector** – In-demand, high-growth and/or emerging industries.
- **Region** – SlingShot regions, regional planning units, or other regions as identified by the applicant.
- **Approach** – Type of strategy or intervention used (I.e. technology tools, financing models, work-based learning, employer engagement, etc.).

The Innovation Network Hub applicant may be either a new or previous grantee. Applicants proposing to serve as the Hub will serve as the fiscal agent and administrator for Accelerator projects in their Innovation Network. In this capacity, the Hub organization will administer funds for the individual projects (through subgrants, contracts, cost reimbursement, or other approved methods appropriate to the Innovation Network activities and organizations). Hub organizations will provide technical assistance, capacity building, facilitation, and learning activities to strengthen and support individual and collective Accelerator projects, and communicate lessons and experiences emerging from the Innovation Network to workforce system partners and stakeholders.

The Innovation Network can consist of New Accelerator projects or Accelerator 1.0 or 2.0 projects focusing on replication (Innovation Impact Projects). Accelerator members within the Innovation Network must meet the criteria for New Accelerator projects or Innovation Impact Projects outlined in this RFA. For those Networks that include Innovation Impact Projects, a member of the original Accelerator Project Team must be included in the Network activities.

Innovation Network grantees will engage in a design phase that will not exceed a 6-week period. The design phase will include tasks including, but not limited to: planning and development, Project Team engagement, and the creation of Innovation Network Action Plans.

4. Accelerator 3.0 Technical Assistance and Support

Through this RFA, the State Board will fund Technical Assistance and Support activities that aid all of the Accelerator 3.0 grantees and projects. The goal of these activities is to provide individual and group-based assistance to Accelerator 3.0 grantees in the design, development, and implementation of their projects, and to provide a forum for cross-project communication and learning. The activities can take place during Communities of Practice meetings, as described below, or through other means of communication as identified by the Technical Assistance and Support Provider.

Technical Assistance and Support activities include:

- **Team Building:** Facilitation and/or guidance of strong Project Team engagement for Accelerator grantees.
- **Knowledge Sharing:** Facilitate in-person Communities of Practice meetings and web-based communities to guide the Accelerator 3.0 grantees through the process of developing their projects and to encourage peer-to-peer engagement and learning. Coordinate training for grantees on topics such as design methods, innovation strategies, or other Accelerator-tailored subjects.
- **Course Correction:** Identify when project goals, deliverables, and outcomes aren't being met and provide guidance to the Accelerator grantees in the examination alternative methods to accomplish their project goals.
- **Sustainability:** Provide guidance and assistance in developing sustainability plans to ensure that the Accelerator project result in strategies that continue the work of the projects beyond the grant period.
- **Additional Activities:** As proposed by the Applicant.

E. Funding

Funding for this RFA is provided through the WIOA Governor's Discretionary funds. Funding is available for projects that address the needs of the targeted populations and project activities outlined in this solicitation.

Target Populations

- Long-Term Unemployed
- Returning Veterans
- Individuals with Disabilities
- Low-Income Workers
- CalWORKs Participants
- Disconnected Youth
- Ex-Offenders

Applicants may propose projects that address more than one of these populations; however, grantees must be able to document benefits specific to each proposed targeted population.

Activities

Accelerator funds may be used for planning, design, development, piloting, and implementation activities. If services are provided directly to job-seeker customers during the grant period, those services may be paid with this grant funding, however, it is anticipated that the majority of services will be provided through other funding. Customers are not required to be co-enrolled under this grant. For more information see EDD Jobs & Training Publication WSD 14-4.

Allowable Use of Funds

The use of funds awarded in the RFA is governed by the WIOA and its associated federal regulations, State and federal directives, and the federal Office of Management and Budget (OMB) Guidance for Grants and Agreements. Appendices A through E describe the general requirements pertaining to these funds. Funds awarded under this RFA cannot be used to purchase real property or construct buildings. A maximum of 10% of the total project budget will be allowed for administrative costs. The definition of administrative costs is provided in Appendix B.

Grant Awards

The State Board and EDD anticipate funding grants not to exceed $750,000 for projects of up to 12 months in duration. Successful applicants will demonstrate a dollar for dollar match of cash or in-kind support for their project activities. Accelerator 3.0 Technical Assistance and Support applicants are not required to provide match. Innovation Impact *Advisors* and Innovation Network *Advisors* are not required to provide match, however Innovation Impact Applicants and Innovation Network Projects are. *Note: The State Board and EDD reserve the option to extend grants for up to 12 months.*

Accelerator 3.0 Project Type	Grant Amount	Application Due
New Accelerator Projects	Up to $150,000 (total grant award) Requires 1:1 cash or in-kind match.	April 25, 2016
Innovation Impact Projects	Up to $250, 000 (total grant award) *Innovation Impact Applicants may budget up to $150,000* *Innovation Impact Advisors may budget up to $100,000* Applicant Only, 1:1 cash or in-kind match required.	April 25, 2016
Innovation Network Projects	Up to $750,000 (total grant award) *Hub Applicants may budget up to $100, 000* *Accelerator or Impact Projects may budget up to $150,000 (per project in network)* Projects Only, 1:1 Match required.	**May 2, 2016**
Accelerator 3.0 Technical Assistance and Support	Up to $300,000 (total grant award) No Match required.	**May 2, 2016**

F. Eligible Applicants

Eligible applicants for this RFA include local Workforce Boards, labor organizations, K-12 education entities, community colleges, adult schools, county social service agencies, community – based organizations, business-related non-profit organizations, and workforce intermediaries. A for-profit private business or a for-profit consortium of businesses can be a partner on the Project Team but cannot be the lead applicant.

Accelerator 3.0 Project Type	Eligible Applicant(s)
New Accelerator Projects	Local Workforce Development Boards, labor organizations, K-12 education entities, Community Colleges, adult schools, county social services agencies, community-based organizations, business-related non-profit organizations, workforce intermediaries.

Innovation Impact Projects	The Innovation Impact Applicant must meet the same eligible applicant criteria as described for "New Accelerator Projects". *The Innovation Impact Advisor must include representative(s) of the Accelerator 1.0 or 2.0 Project Team whose model is being replicated.*
Innovation Network Projects	The Innovation Network Hub must be an eligible applicant as described for "New Accelerator Projects." The Innovation Network members may be either New Accelerator Projects or Innovation Impact Projects and must meet the same eligible applicant criteria as described above. *For those Networks that include Innovation Impact Projects, a member of the original Accelerator Project Team must be included in the Network activities.*
Accelerator 3.0 Technical Assistance and Support	The Accelerator 3.0 Technical Assistance and Support Applicants must meet the same eligible applicant criteria as described for "New Accelerator Projects".

Communities of Practice

The State Board is committed to implementing continuous improvement, innovation, and system change strategies. This RFA will develop Communities of Practice of grantees, staff, partners, and other key system stakeholders. Project Teams will access peer and expert technical assistance, share successful program models, and coordinate performance and evaluation activities through the Communities of Practice. Project Teams should budget for and plan to attend at least three in-person Community of Practice meetings throughout the grant period.

G. Program Evaluation

The State Board encourages Accelerator 3.0 applicants to assess the characteristics and potential outcomes of their proposals to identify the truly innovative aspects of the projects. These projects

should allow the Project Team, stakeholders, partners, and service providers to identify and learn new strategies, promising practices, and course corrections. Grantees will be required to submit reports on project progress and document outcomes, which will be made available to the State Board, EDD, and other stakeholders.

Section 2 Significant Dates

Event	Date*
RFA Release	March 28, 2016
Application Workshop	To be Announced on the State Board Website
Q&A	Accepted and posted weekly to the State Board's website up to the application due date.
New Accelerator Project and Innovation Impact Project Applications Due	April 25, 2016 (by 3:00pm)
Innovation Network Project and Accelerator 3.0 Technical Assistance and Support Applications Due	May 2, 2016 (by 3:00 pm)
Award Announcement	May 16, 2016

All dates after the final application submission deadline may be adjusted, without addendum to this RFA.

Section 3 Proposal Submission Instructions

This RFA contains the requirements that applicants must meet in order to submit a responsive proposal. The RFA provides information regarding the format in which applications must be submitted, the documents to be included, the requirements that must be met to be eligible for consideration, and the applicants' responsibilities.

Application Deadline

The deadline for the **receipt** of New Accelerator Project and Innovation Impact Project applications is **April 25, 2016 at 3 p.m. Pacific Standard Time.**
Late applications will not be accepted.

The deadline for the **receipt** of Innovation Network Project , and Accelerator 3.0 Technical Assistance and Support applications is **May 2, 2016 at 3 p.m. Pacific Standard Time.**

Late applications will not be accepted.

Application Delivery Method and Addresses

Applications must be submitted electronically in Portable Document Format (PDF) to:

CWDBInfo@cwdb.ca.gov

All applications must be submitted in one .ZIP File (containing all required forms and documents in PDF format) using the following naming convention:

Accelerator3.0_ApplicantOrganization_ProjectName

Questions

Questions regarding the instructions for this RFA may be sent to:

CWDBInfo@cwdb.ca.gov

Cumulative questions and answers will be posted to the State Board's website on a weekly basis until the RFA is closed.

Section 4 Application Requirements, Award and Contracting Process Required Application Content

All applications must adhere to the required format and, in order to be competitive, must include all of the requested information, completed forms, and attachments. **Applications that do not adhere to these requirements will be determined non-responsive and will not be considered for funding.**

All applications must adhere to the page limits indicated in the chart below, 1-inch margins, single-spaced, in a font no less than 12 point. Forms and cover page are not included in the page limits.

Page Limits

Accelerator 3.0 Project Type	Narrative Page Limit	Project Team Description Page Limit
New Accelerator Projects	2	1
Innovation Impact Projects	2	2
Innovation Network Projects	4	1 per project in Network
Accelerator 3.0 Technical Assistance and Support	4	N/A

All applicants must submit the required forms and attachments. These include:

Document Name/Description	Form Provided
Cover Page	YES
Project Narrative (See Project Narrative Tables)	NO
Project Team Description (See Project Narrative Tables) *Not Applicable to Accelerator 3.0 Technical Assistance and Support Proposals*	NO
Form 1: NEW Accelerator Project Overview Matrix Form 1: INNOVATION IMPACT Project Overview Matrix Form 1: INNOVATION NETWORK Project Overview Matrix	YES
Form 2: Budget Summary	YES
Form 3: Supplemental Budget	YES

Application Narrative, Evaluation and Recommendation for Funding

The application narrative for each project should address each of the sections outlined in the Project Narrative Tables. All applications must include the required forms and cover page. The scoring value of each section of this RFA is included in the Project Proposal Tables. The ranked scores will serve as the primary basis for making recommendations for funding in conjunction with other factors such as geographic distribution of funds, uniqueness, and innovative aspects of the application. Only those applications deemed to be meritorious and in the best interests of the State will be recommended for funding.

New Accelerator Project Narrative Table		
Section	**Description**	**Points**
Project Narrative	▪ Describe the challenge and/or gap your project is designed to address, the opportunity for improvement or change, and how this project will uniquely address the "big idea" and "move the needle" on employment. ▪ Provide an outline of the project, and the project strategies, outputs and outcomes (*what will the project do?*), performance metrics (*how will success be measured?*), and timeline. ▪ Describe the innovation process and points of change, how the project is different, the role of the Project Team, and how this will be documented. ▪ Describe the opportunity for scaling, replication, or application of project successes and lessons. ▪ Complete and attach the New Accelerator Project Overview Matrix.	45
Project Team	▪ Identify the individuals and organizations representing each of the Project Team roles (Expert, Innovator, and Customers) and their experience and successes in that capacity. ▪ Describe the function or activities each will provide in the project, including role and commitment to integration, sharing, replication and/or scaling of successful outcomes. ▪ List any in-kind match provided by the Project Team members.	45
Budget	▪ *Project Budget* (Forms 2 & 3). Applicants must provide detailed budget information, including 1:1 cash or in-kind match.	10

Innovation Impact Project Narrative Table		
Section	**Description**	**Points**
Project Narrative	▪ Briefly describe the original Accelerator project goal (the "big idea") is successes and lessons, and its continued effectiveness and impact on the workforce system. ▪ Describe the opportunity for replication, and how model adoption will address the "big idea" and "move the needle" on employment. ▪ Describe the application of the original project's successes and lessons. ▪ Provide an outline of the Innovation Impact Project, and the strategies for model replication, outputs and outcomes (*what will the project do?*), performance metrics (*how will success be measured?*), and timeline. ▪ Describe the Role of the Innovation Impact Advisor, and the replication process, tools and how this will be documented. ▪ Describe the Innovation Impact Applicant organization's commitment to replication and capacity to implement change. ▪ Complete and attach the Innovation Impact Project Overview Matrix.	45

Project Team	▪ Identify the individuals and organizations representing each of the Project Team roles (Expert, Innovator, and Customers) and their experience and successes in that capacity. ▪ Describe the function or activities each will provide in the project, including role and commitment to integration, sharing, and further replication and/or scaling of successful outcomes. ▪ Identify the Innovation Impact Advisor and their capacity and history of providing technical assistance and/or model replication ▪ List any in-kind match provided by Project Team members or the Innovation Impact Advisor.	45
Budget	▪ *Project Budget* (Forms 2 & 3). Applicant with Advisor must provide detailed budget information. Applicant Only, 1:1 cash or in-kind match required.	10

Innovation Network Project Narrative Table		
Section	**Description**	**Points**
Project Narrative	*New Accelerator Projects:* ▪ Provide an overview of the Innovation Network "category" (see page 9 of the RFP), and Network Project goals. ▪ Describe the challenge and/or gap each project is designed to address, the opportunity for improvement or change, and how these projects will uniquely address a "big idea" and "move the needle" on employment. ▪ Provide an outline of each project, and the project strategies, outputs and outcomes (*what will the project do?*), performance metrics (*how will success be measured?*), and timeline. ▪ Describe the innovation process and points of change, how the project is different, the role of the Project Teams, and how this will be documented. ▪ Describe the opportunities for scaling, replication, or application of project successes and lessons. ▪ Describe the activities of the Innovation Project Hub, and how progress, course corrections, and lessons will be shared. ▪ Describe the tools and strategies that will be used to share information among Network members and with other Accelerator stakeholders (including the State Board). ▪ Complete and attach the Innovation Network Project Overview Matrix and individual New Accelerator Project Overview Matrices for each project in the Network.	45

Project Narrative	*<u>Innovation Impact Projects:</u>* ▪ Provide an overview of the Innovation Network "category" (see page 9 of the RFP), and Network Project goals. ▪ Briefly describe the original Accelerator project goals (the "big idea"), successes and lessons, and continued effectiveness and impact on the workforce system. Describe the opportunity for replication, and how model adoption will address the "big idea" and "move the needle" on employment. ▪ Provide an outline of the Innovation Impact Project, and the strategies for model replication, outputs and outcomes (*what will the project do?*), performance metrics (*how will success be measured?*), and timeline. ▪ Describe the Role of the Innovation Impact Advisor, and the replication process, tools and how this will be documented. ▪ Describe the application of the original project's successes and lessons. ▪ Describe the activities of the Innovation Project Hub, and how progress, course corrections, and lessons will be shared. ▪ Describe the tools and strategies that will be used to share information among Network members and with other Accelerator stakeholders (including the State Board). ▪ Complete and attach the Innovation Network Project Overview Matrix and individual Innovation Impact Project Overview Matrices for each project in the Network.	

Project Teams	*For Hub Applicants:* ▪ Identify and describe the individuals and organizations Providing Hub services. ▪ Describe the function or activities each will provide in the Network, including role and capacity/experience with communication, capacity building, technical assistance, innovation strategies, etc. *For each Network project:* ▪ Identify the individuals and organizations representing each of the Project Team roles (Expert, Innovator, and Customers) and their experience and successes in that capacity. ▪ Describe the function or activities each will provide in the project, including role and commitment to integration, sharing, and replication and/or scaling of successful outcomes. ▪ List any in-kind match provided by the Project Team members. *For Innovation Impact projects, please add:* ▪ Identify the Innovation Impact Advisors and their capacity to and history of providing technical assistance and/or model replication.	45
Budget	▪ *Project Budget* (Forms 2 & 3). Applicants must provide detailed budget information. Projects Only, 1:1 cash or in-kind match required.	10

Technical Assistance and Support Narrative Table		
Section	**Description**	**Points**
Project Narrative	▪ Provide an overview of the activities for technical assistance, support and knowledge sharing the Accelerator 3.0 projects will receive. ▪ Describe the methods that will be utilized for the facilitation of the Communities of Practice. ▪ Describe how grantee activities will be documented and progress will be assessed. ▪ Provide a format or example of how lessons and successes will be communicated to the State Board and other stakeholders. ▪ List the individuals and organizations providing technical assistance and support for the Accelerator 3.0 projects, and describe their capacity and experience.	90
Budget	▪ *Project Budget (Forms 2 & 3).* Applicants must provide detailed budget information. No Match required.	10

Application Forms (Required)

Workforce Accelerator Fund 3.0 Cover Page

Form 1: Project Overview Matrix (New)

Form 1: Project Overview Matrix (Innovation Impact)

Form 1: Project Overview Matrix (Innovation Network)

Form 2: Budget Summary

Form 3: Supplemental Budget

APPENDIX A

WIOA Allowable Activities

The Workforce Innovation and Opportunity Act (WIOA) permits three types of career services: basic career services, individualized career services, and follow-up services.

Basic Career Services

1. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.

2. Outreach, intake, and orientation to information and other services available through the one-stop delivery system.

3. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs.

4. Job search and placement assistance, and, when needed by an individual, career counseling, including:

    a. Information on in-demand industry sectors and occupations.

    b. Information on nontraditional employment.

    c. Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system.

5. Provision of referrals to and coordination of activities with other programs and services including: programs and services within the one-stop delivery system and, when appropriate, other workforce development programs.

6. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:

    a. Job vacancy listings in labor market areas.

    b. Information on job skills necessary to obtain the vacant jobs listed.

    c. Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.

7. Provision of performance information and program cost information on eligible providers of training services by program and type of providers.

8. Provision of understandable and accurate information about how the Local Workforce Development Area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system.

9. Provision of understandable and accurate information relating to the availability of supportive services or assistance including: child care, child support, medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program, benefits under the CalFRESH Program (federally known as the Supplemental Nutrition Assistance Program), assistance through the earned income tax credit, and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program.

10. Provision of information and assistance regarding filing claims for unemployment insurance (UI), by which the America's Job Center of California℠ must provide "meaningful assistance" to individuals seeking assistance in filing a UI claim. The term "meaningful assistance" means:

    a. Providing assistance on-site using staff who are well-trained in UI claim filing and the rights and responsibilities of claimants; or

    b. Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.

    c. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Individualized Career Services

1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:

    a. Diagnostic testing and use of other assessment tools.

    b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

2. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve their employment goals, including the list of, and information about, the eligible training providers.

3. Group counseling.

4. Individual counseling.

5. Career planning.

6. Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training.

7. Internships and work experiences that are linked to careers.

8. Workforce preparation activities.

9. Financial literacy services.

10. Out-of-area job search assistance and relocation assistance.

11. English language acquisition and integrated education and training programs.

Follow-up Services

Follow-up services, such as counseling regarding the workplace, are provided for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Each proposal should include follow-up services for participants after they are placed in unsubsidized employment and after they have exited from the project. The follow-up is intended to support the client in retaining employment and continuing to improve their employment success after exit. The final follow-up design will be negotiated with each successful applicant during contract negotiations based on the length of the contract and the funding available to the applicant. While follow-up services must be made available, not all participants who are registered and placed into unsubsidized employment will need or want such services.

APPENDIX B

Administrative Costs

Under the Workforce Innovation and Opportunity Act (WIOA), there is an administrative cost limit of ten percent. The following WIOA Title I functions and activities constitute the costs of administration subject to the administrative cost limitation:

a. The costs of administration are expenditures incurred by direct grant recipients, as well as local grant recipients, local grant subrecipients, local fiscal agents, and which are not related to the direct provision of WIOA services, including services to participants and employers. These costs can be both personnel and non-personnel and both direct and indirect.

b. The costs of administration are the costs associated with performing the following functions:

(1) Performing the following overall general administrative functions and coordination of those functions under WIOA Title I:

i. Accounting, budgeting, financial and cash management functions
ii. Procurement and purchasing functions
iii. Property management functions
iv. Personnel management functions
v. Payroll functions
vi. Coordinating the resolution of findings arising from audits, reviews, investigations and incident reports
vii. Audit functions;
viii. General legal services functions;
ix. Developing systems and procedures, including information systems, required for these administrative functions; and
x. Fiscal agent responsibilities

(2) Performing oversight and monitoring responsibilities related to WIOA administrative functions.

(3) Costs of goods and services required for administrative functions of the program, including goods and services such as rental or purchase of equipment, utilities, office supplies, postage, and rental and maintenance of office space.

(4) Travel costs incurred for official business in carrying out administrative activities or the overall management of the WIOA system.

(5) Costs of information systems related to administrative functions (for example, personnel, procurement, purchasing, property management, accounting and payroll systems) including the purchase, systems development and operating
costs of such systems.

c. (1) Awards to subrecipients or contractors that are solely for the performance of

administrative functions are classified as administrative costs.

(2) Personnel and related nonpersonnel costs of staff that perform both administrative functions specified in paragraph (b) of this section and programmatic services or activities must be allocated as administrative or program costs to the benefitting cost objectives/categories based on documented distributions of actual time worked or other equitable cost allocation methods.

(3) Specific costs charged to an overhead or indirect cost pool that can be identified directly as a program cost are to be charged as a program cost. Documentation of such charges must be maintained.

(4) Except as provided at paragraph (c)(1) of this section, all costs incurred for functions and activities of subrecipients and contractors are program costs.

(5) Continuous improvement activities are charged to administration or program category based on the purpose or nature of the activity to be improved. Documentation of such charges must be maintained.

(6) Costs of the following information systems including the purchase, systems development, and operational costs (e.g., data entry) are charged to the program category:

i. Tracking or monitoring of participant and performance information.
ii. Employment statistics information, including job listing information, job skills information, and demand occupation information.
iii. Performance and program cost information on eligible providers of training services, youth activities, and appropriate education activities.
iv. Local Workforce Development Area performance information.
v. Information relating to supportive services and unemployment insurance claims for program participants.

d. Where possible, entities identified in item (a) must make efforts to streamline the services in paragraphs (b)(1) through (5) of this section to reduce administrative costs by minimizing duplication and effectively using information technology to improve services.

APPENDIX C

Allowable Costs and Cost Items Matrix

An entity that receives funds under Title I of the Workforce Innovation and Opportunity Act (WIOA) is required to comply with the Office of Management and Budget Uniform Administrative Requirements, Cost Principles, and Audit Requirements Final Rule (Uniform Guidance) (2 CFR Part 200) and Department of Labor (DOL) exceptions (2 CFR Part 2900). In general, to be an allowable charge under WIOA, a cost must meet the following criteria:

a. Be necessary and reasonable for the performance of the award.

b. Be allocable to the award.

c. Conform to any limitations or exclusions set forth in the award.

d. Be consistent with policies and procedures that apply uniformly to both federally-financed and other activities of the non-federal entity.

e. Be accorded consistent treatment.

f. Be determined in accordance with generally accepted accounting principles.

g. Not be used to meet cost sharing or matching requirements of any other federally-financed program (without prior approval from the State).

h. Be adequately documented.

Below is a high level cost items matrix with six columns. The first four columns identify cost items and various entity types. The remaining two columns are reserved for the specific Uniform Guidance sections and DOL exceptions (if applicable). It should be noted that the matrix is intended to be used as an initial tool or quick reference guide, rather than a final authority for making a determination of whether or not a cost would be considered allowable.

The legend key below along with the definitions is intended to help the user understand whether a cost item is allowable or not.

Legend Key	Legend Key Definition
A	Allowable
AP	Allowable with Prior Approval
AC	Allowable with Conditions
U	Unallowable
NS	Not Specified in the Uniform Guidance

If a cost item is denoted with two or more legend keys, users should delve further into the various information sources as they may provide the additional clarity that is needed. If this effort does not provide the necessary information, then the project manager or Regional Advisor should be contacted. The "NS" legend key means that information may not be readily available. In this event, other information sources should be sought out before attempting to contact the project manager or Regional Advisor.

The "AP" legend key means that, in some instances, prior written approval will be required. In this event, the user should adhere to the Uniform Guidance Section 200.407, DOL exceptions Section 2900.16, and contact their project manager or Regional Advisor.

Cost Items Matrix

	Cost Item	Educational Institutions	Non-Profit Organizations	State, Local and Indian Tribal Governments	Uniform Guidance Section	DOL Exception Section
1	Advertising and public relations	A/U	A/U	A/U	200.421	
2	Advisory councils	AC/U	AC/U	AC/U	200.422	
3	Alcoholic beverages	U	U	U	200.423	
4	Alumni/ae activities	U	NS	NS	200.424	
5	Audit services	AC/U	AC/U	AC/U	200.425	
6	Bad debts	U	U	U	200.426	
7	Bonding costs	A	A	A	200.427	
8	Collection of improper payments	A	A	A	200.428	
9	Commencement and convocation costs	AC/U	NS	NS	200.429	
10	Compensation – personal services	A/U	A/U	A/U	200.430	
11	Compensation – fringe benefits	A /U	A /U	A /U	200.431	
12	Conferences	A	A	A	200.432	
13	Contingency provisions	AC/U	AC/U	AC/U	200.433	2900.18
14	Contributions and donations	U	U	U	200.434	
15	Defense and prosecution of criminal and civil proceedings, claims, appeals, and patent infringement	AC/U	AC/U	AC/U	200.435	

	Cost Item	Educational Institutions	Non-Profit Organizations	State, Local and Indian Tribal Governments	Uniform Guidance Section	DOL Exception Section
16	Depreciation	AC	AC	AC	200.436	
17	Employee health and welfare costs	A	A	A	200.437	
18	Entertainment costs	U/AP	U/AP	U/AP	200.438	
19	Equipment and other capital expenditures	AP/U	AP/U	AP/U	200.439	
20	Exchange rates	AP	AP	AP	200.440	
21	Fines, penalties, damages and other settlements	U/AP	U/AP	U/AP	200.441	
22	Fund raising and investment management costs	U/AP/A	U/AP/A	U/AP/A	200.442	
23	Gains and losses on disposition of depreciable assets	AC	AC	AC	200.443	
24	General cost of government	NS	NS	U/A	200.444	
25	Goods or services for personal use	U/AP	U/AP	U/AP	200.445	
26	Idle facilities and idle capacity	AC/U	AC/U	AC/U	200.446	
27	Insurance and indemnification	AC/U	AC/U	AC/U	200.447	
28	Intellectual property	A/U	A/U	A/U	200.448	
29	Interest	AC/U	AC/U	AC/U	200.449	
30	Lobbying	U	U	U	200.450	
31	Losses on other awards or contracts	U	U	U	200.451	
32	Maintenance and repair costs	A	A	A	200.452	
33	Material and supplies costs, including costs of computing devices	A	A	A	200.453	
34	Memberships, subscriptions, and professional activity costs	A/U	A/U	A/U	200.454	
35	Organization costs	U/AP	U/AP	U/AP	200.455	

	Cost Item	Educational Institutions	Non-Profit Organizations	State, Local and Indian Tribal Governments	Uniform Guidance Section	DOL Exception Section
36	Participant support costs	AP	AP	AP	200.456	
37	Plant and security costs	A	A	A	200.457	
38	Pre-award costs	AP	AP	AP	200.458	
39	Professional services costs	A	A	A	200.459	
40	Proposal costs	A	A	A	200.460	
41	Publication and printing costs	A	A	A	200.461	
42	Rearrangement and reconversion costs	A/AP	A/AP	A/AP	200.462	
43	Recruiting costs	A/U	A/U	A/U	200.463	
44	Relocations costs of employees	AC/U	AC/U	AC/U	200.464	
45	Rental costs of real property and equipment	AC/U	AC/U	AC/U	200.465	
46	Scholarships and student aid costs	AC	NS	NS	200.466	
47	Selling and marketing	U/AP	U/AP	U/AP	200.467	
48	Specialized service facilities	AC	AC	AC	200.468	
49	Student activity costs	U/AP	U/AP	U/AP	200.469	2900.19
50	Taxes	AC	AC	AC	200.470	
51	Termination costs	AC/U	AC/U	AC/U	200.471	
52	Training and education costs	A	A	A	200.472	
53	Transportation costs	A	A	A	200.473	
54	Travel costs	AC	AC	AP	200.474	
55	Trustees	A	A	NS	200.475	

APPENDIX D

Administrative Requirements

Awardees must adher to the WIOA Title I requirements, the Office of Management and Budget's (OMB) Title 2 Code of Federal Regulations (CFR) Part 200: Uniform Administrative Requirements, Cost Principals, and Audit Requirements for Federal Awards; Final Rule Uniform Guidance and OMBs Title 2 CFR Part 2900 (DOL Exceptions).

A. Monitoring and Audits

Awardees will be monitored and/or audited by the State, in accordance with existing policies, procedures, and requirements governing the use of WIOA funds. Awardees are expected to be responsive to all reviewers' requests, provide reasonable and timely access to records and staff, facilitate access to subcontractors, and communicate with reviewers in a timely and accurate manner.

B. Record Retention

Awardees will be required to maintain project and fiscal records sufficient to allow federal, State, and local reviewers to evaluate the project's effectiveness and proper use of funds. The record retention system must include both original and summary (e.g., computer generated) data sources. Awardees will retain all records pertinent to this contract for a period of three years from the date of final payment on this contract Uniform Guidance.

C. Reporting

Awardees must have the capability to report expenditures, participant, and outcome data to the State, in a manner that is timely, thorough, and accurate through the State's required reporting system: California Jobs Online Browse System (CalJOBS^{SM}). The State will provide training on how to use CalJOBS^{SM}. See Appendix E for the State Reporting System Hardware and Software Requirements.

Awardees will be required to submit monthly financial and participant reports, data elements including participant information, project activities and expenditures using CalJOBS^{SM}. In addition, awardees will be required to submit monthly progress reports which include narrative on the status of the projects. Upon closeout of the project an "End of Project" report will be required.

APPENDIX E

State Reporting System
Hardware and Software Requirements

VOS v16.x

Workstation Requirements

System	Hardware Required	Software Required	Connectivity
Client Workstation	**Processor**: PIII or higher **Memory**: 2 GB of RAM or higher **Display**: Super VGA (800 X 600) or higher-resolution video adapter and monitor	**Operating System:** Microsoft Windows 7 Macintosh OS X v10. 4.8 (Panther) or higher **3rd-Party Software (described after table):** Meadco ScriptX ActiveX 7.4/ Object[1]/ Microsoft Silverlight 3[2] DynamSoft HTML5 Document Scanning	**Minimum**: Dedicated broadband or high speed access, 380k or higher
Staff/ Administrator Workstation	**Processor**: PIII or higher **Memory**: 2GB of RAM or higher **Display**: Super VGA (800 X 600) or higher-resolution video adapter and monitor	**Operating System**: Microsoft Windows 7 Macintosh OS X v10. 4.8 (Panther) or higher. JAWS for Windows software for visually impaired access (optional) **3rd-Party Software (described after table):** Meadco ScriptX ActiveX 7.4/ Object Microsoft Silverlight 3 DynamSoft HTML5 Document Scanning	**Minimum**: Dedicated broadband or high speed access, 380Kbps or higher

Supported Browsers:

For best results, use a current version of one of the following supported browsers:

- Microsoft Internet Explorer 10 or higher | Download Latest Version
- Mozilla Firefox 30 or higher | Download Latest Version
- Apple Safari 5 or higher | Download Latest Version

- Google Chrome 36 or higher | Download Latest Version
- Opera 22 or higher | Download Latest Version

Client Workstations (Third-Party Software)

As indicated in the preceding table certain freely available third-party software is required on client workstations to maximize all of the features in the Virtual OneStop suite.

VOS	v14.0	v15.3	
Adobe Acrobat Reader	v8.0+	v8.0+	http://get.adobe.com/reader/otherversions/
Adobe Flash	v11+	v11+	
Meadco ScriptX	v7.4+	v7.4+	http://scriptx.meadroid.com/home.aspx
Microsoft RSClientPrint for SSRS reports			Detailed instructions for installing the 2012 MS RSClientPrint control can be copied from the following site: http://www.sqlslayer.com/wp/2013/09/20/upgrading-to-ssrs-2012-client-side-printing-silent-deployment-of-rsclientprint-aspx/comment-page-1/ Downloading and installing the ActiveX control RSClientPrint.cab requires administrator permissions on the client machine.A user with permissions would opt to install when prompted by their browser to download the Active X control.
DynamSoft HTML5 Document Scanning			http://www.dynamsoft.com Download DynamicWebTWAINHTML5Edition.exe

Meadco ScriptX 7.4: ScriptX provides for the closely controlled printing of HTML- and XML-based documents. It is a client-side ActiveX object used throughout Virtual OneStop to ensure the consistent formatting and appearance of printed output from any local or networked printer, regardless of the printing attributes already set in that computer's browser. It temporarily controls printer settings such as margin sizes, header and footer information, page numbering, and whether to print in Landscape or Portrait mode. The control is in place at the time of printing a browser window or framed content; all settings are automatically restored to default settings and no permanent changes are saved. ScriptX v7.5 or later is required when working with Internet Explorer 8 on Windows XP, Windows Vista, and Windows 7.

Adobe Acrobat Reader 11: Certain documents (such as User Guides and Quick Reference Cards) are available to our customers on our external OPC website as Adobe Acrobat files. They are also frequently attached as some of the resources that are available on the Staff Online Resources page in Virtual LMI. These files can be read with Adobe Acrobat Reader 6.0 or higher; however, it is recommended that this recent version of Adobe Acrobat Reader be installed. Acrobat Reader is free browser software.

Adobe Flash 11: The Training/Learning Center Videos for Virtual OneStop can be watched with Adobe Flash 9 or later, although we recommend the current version 11. Adobe Flash is free browser software. The only limitations may be with client firewalls and security obstructions that may keep the videos from functioning correctly.

RSClientPrint is a Microsoft ActiveX control that enables client-side printing of Microsoft SQL Server Reporting Services reports. The ActiveX control displays a custom print dialog box that shares common features with other print dialog boxes. The client-side print dialog box includes a printer list for selection, print preview option, page margin settings, orientation, etc.
Downloading and installing the ActiveX control RSClientPrint.cab requires administrator permissions on the client machine.

VOS uses CKEditor version 4.3.1

The version 14.0 Virtual One Stop (VOS) is currently using version 4.3.1 of CKEditor. CKEditor is used within the VOS system to allow you to use common word processing features in the system with such things as job descriptions, resumes and cover letters.

CKEditor supports all popular browsers including Chrome, Firefox, Internet Explorer, Opera and Safari. However, Internet Explorer 7 (or lower) and Firefox 3.6 are no longer supported (CKEditor 4.1.3 was the last version to support Internet Explorer 7 and Firefox 3.6).

It should also be noted that while the latest version of Safari is actively supported, earlier versions may have compatibility issues.
If you are using these unsupported browsers versions, your browser should be updated to avoid compatibility issues.