



**TO:** Board of Contracts and Awards  
**FROM:** Jeff Robinson, Community & Economic Development Director  
Carol Wolfe, Division Manager, Community & Economic Development/Business Services and Workforce Development  
**COPY:** City Council, City Manager, City Clerk, SBE Coordinator, LEAP Coordinator, and Richelle Krienke, Finance/Purchasing  
**SUBJECT:** Tacoma Training Employment Program Case Management – April 2, 2019  
**DATE:** March 22, 2019

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**RECOMMENDATION SUMMARY:**

The Community & Economic Development Department requests a waiver of competitive procurement procedures and recommends that a contract be awarded to South Sound Outreach Services dba Sound Outreach, Tacoma, WA, for case management, employment coaching, financial empowerment, and supportive services to Tacoma residents and residents of Tacoma Public Utilities' service areas identified to participate in the pre-apprenticeship program in the amount of \$226,005.00, plus applicable taxes, for an initial one-year contract term with the option to renew for three additional one-year terms, for a projected contract amount of \$925,000.

**STRATEGIC POLICY PRIORITY:**

- Foster a vibrant and diverse economy with good jobs for all Tacoma residents.

**BACKGROUND:**

The City's intention is to maintain an integrated service delivery model for pre-apprenticeship training to increase program efficacy. Sound Outreach is a member of the Center for Strong Families Network, offering complex services using a service-integration model and has maintained fidelity to the service-integration model for Trade Occupations Opportunity Learning (TOOL) Center participants. This is an ongoing project to provide case management and supportive services for TOOL Center participants. Sound Outreach has provided services to TOOL Center participants since January 2017 and offers a service-integration model of employment supports, financial empowerment, and income stability for up to two years following graduation from the TOOL Center training.

**ISSUE:**

There is a need for continuity of services to former participants, as well as effective recruitment of new candidates to participate in the TOOL Center program. Data shows that a longer engagement with participants who are experiencing “network poverty” are more successful and maintain employment as they build a new network of familial and community support. The proposed contract provides stability to former participants and allows for the service-integration model developed in partnership with other funders and service providers to continue uninterrupted.



**ALTERNATIVES:**

An alternative course of action would be to competitively solicit for the services. This option is not ideal as it is difficult to replace the cultural and community competency of Sound Outreach and the leveraging capacity they have with the Center for Strong Families service model and access to United Way and Local Initiative Support Corporation (LISC) technical assistance and resource support. If this contract is not approved, a short-term contract extension with Sound Outreach would need to be executed until such time that a new provider could be selected. Another option is to cease providing the services.

**COMPETITIVE ANALYSIS:**

Sound Outreach has been a partner in the City-funded and City led TOOL Center program since 2017. They have well-established relationships within the community to assist with barrier reduction and has built a trusting relationship with the participants to move them forward towards self-sufficiency. Maintaining service continuity for the participants and the collaborative partners in the endeavor is critical to the program's, and the participants', success. Sound Outreach has the unique ability to tap into United Way and LISC resources to assist in their integrated service delivery model and the City benefits from these leveraged services.

**CONTRACT HISTORY:** This is a new contract.

**SUSTAINABILITY:** Not Applicable

**SBE/LEAP COMPLIANCE:** Not Applicable

**FISCAL IMPACT:**

**EXPENDITURES:**

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
5086 – Tacoma Training and Employment Program	498600 – Workforce Development	5330100 – Ext Contracts	\$226,005.00
<b>TOTAL</b>			

**REVENUES:**

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Interfund Charges	498600 – Workforce Development	5950015 – Assessment - TTEP	\$226,005.00
<b>TOTAL</b>			



**FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: \$ 226,005.00**

**ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes**

**IF EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW THEY ARE TO BE COVERED. N/A**