

Local Workforce Development
ONE-STOP OPERATOR PROCUREMENT - NEWARK

WIOA One-Stop Operator Information

Introduction

The Workforce Innovation and Opportunity Act (WIOA) requires a Local Workforce Development Board to certify through a competitive process the one-stop operator for the local workforce system.

Can Serve as a One-Stop Operator

- Public Entity
- Private-for-Profit Entity
- Non-Profit Entity
- Consortium of Entities that Must Include 3 or More Required Partners
- An Institution of Higher Education
- A State Wagner-Peyser Employment Agency
- A Community-Based Organization
- Chamber of Commerce
- Business or Labor Organizations

Cannot Serve as a One-Stop Operator

- Elementary School
- Secondary School

Firewall

If the selected One-Stop Operator has multiple functions there must be a clear delineation of duties outlined in a written agreement between the Chief Elected Officials and the Local Board. If staff who work for or support a Local Workforce Development Board and want to serve as One-Stop Operator or Youth/Career Services Provider there must be an independent procurement process done and at least once annually an independent program monitoring conducted.

One-Stop Operator Requirements

- Coordinate Service Delivery among Partners
- Coordinate Service Delivery among Physical and Electronic sites
- Coordinate Services across Local Area System
- Manage hours of operation
- Manage technological resources such as websites, case management information, business networking software, on-line testing sites
- Manage daily operations thru coordination with WIOA Fiscal Agent for lease, utilities, and other Invoice remittance as appropriate
- Manage partner responsibilities as defined in the Memorandum of Understanding
- Provision of basic services such as orientations, information on careers and labor markets, and resource rooms
- Following federal and state regulations pertaining to handling of EEO responsibilities, customer complaints, and physical and programmatic accessibility
- Implementation of Board policies
- Reporting to Board on operations, performance accountability, and continuous improvements

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One-Stop Operator Cannot Do

- Convene System Stakeholders to Assist in the Development of the Local/Regional Plan
- Prepare and Submit Local Plans
- Be Responsible for Oversight of Itself
- Manage or Participate in the Competitive Selection Process for Operators
- Select or Terminate One-Stop Operators, Career Services and Youth Providers
- Negotiate Local Performance Measures
- Develop and Submit Budget for Activities of the Local Board

One-Stop Operator May Also Do

- Provide Career Services
- Provide Business Services
- Functionally Supervise Partners as Agreed Upon
- Create daily work schedules, team assignments, and work flow
- Coordinate vacation times to ensure coverage
- Ensure all partners are trained and provides technical assistance
- Facilitate timely resolution of problems, complaints, and other issues
- Facilitate partner meetings
- Ensure tracking information on referrals
- Provide input regarding employee performance to formal supervisors
- Serve as liaison to connect business services and youth services with One-Stop Center service delivery
- Oversees and creates a customer-centric environment
- Serves as community liaison

Other Information

A Local Workforce Development Board may provide career services described in Section 134(c)(2) through a one-stop delivery system or be designated or certified as a one-stop operator only with the agreement of the chief elected official in the Local Area and the Governor.

Required to competitively bid at least every 4 years.

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WIOA One-Stop Operator and WIOA Title I Competitive Process

Request for Proposal or Request for Qualifications

Board support staff cannot be involved in process if they are bidding on One-Stop Operator

Determine One-Stop Operator roles and responsibilities

Request budget information on what is paid now for roles and responsibilities identified (this is kept confidential by the independent contractor until evaluation time for the proposals at which time it is shared with involved Committee Members.

Tasks

- PowerNotes LLC requested information from the local area
 - Partner contact information
 - Local Integrated Plan
 - Elected Official contact information
 - Workforce Board contact information
 - State website contact information
 - Bidders list
 - Rental cost for space in one-stops
 - Name and contact info for largest newspaper in the state and nearby
 - One-Stop locations and type – comprehensive, satellite, affiliate
- Consultant signs confidentiality/conflict of interest form
- PowerNotes LLC creates the Request for Proposal document
- PowerNotes LLC creates the Evaluation Form
- PowerNotes LLC places ads in the newspaper
- PowerNotes LLC requests the State post the announcement on the State website
- PowerNotes LLC sends the Request for Proposal to potential bidder agencies/individuals
- PowerNotes LLC requests the Local Area post the announcement on the Board website
- PowerNotes LLC tracked the timeline
- Respond to questions
- Respond to complaint grievances
- PowerNotes LLC's Mary Ann Lawrence reviews the one proposal received along with two other independent contractors.
- Mary Ann Lawrence contacts the Chief Elected Official and sends a recommendation to award the contract to the highest score.
- PowerNotes LLC drafts a one-stop operator agreement.

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Effective date of One-Stop Operator is planned for October 1, 2017.

Independent Contractor Information:

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