

## ONE STOP OPERATOR

### SCOPE OF SERVICES AND OPERATIONS

The primary goal of the Operator is to create a seamless system of partners among workforce development, economic development, business, and community agencies in order to meet the needs of employers and job seekers in the Coastal Region. The Operator will oversee the development of a workforce that meets the employers' needs in the Coastal Region.

Operator staff will collaborate with CWDB/WorkSource Coastal to **effectively** integrate WorkSource Coastal One-Stop/Job Center System for employers and job seekers. In addition, work closely with other partnering staff to ensure that services are coordinated, facilitated, promoted, designed, and expedited in a highest quality customer-friendly manner while providing non-duplicative, uniform services across locations, fully accessible and successfully equipping as many customers as possible with the skills and tools to be "Career Ready" and secure gainful employment.

The WorkSource Coastal One-Stop/Job Center System delivery of service must follow the requirements of Workforce Innovation and Opportunity Act of 2014 (WIOA), including WIOA mandated and non-mandated partner organizations, to all interested job seekers and employers in the comprehensive WorkSource Coastal One-Stop/Job Centers System, and affiliated satellite sites as identified in the Memorandum of Understanding with the CWDB and Local Elected Officials (LEOs).

The WorkSource Coastal One-Stop/Job Center System Operator will provide management and oversight of the partnership of agencies that comprise the WorkSource Coastal One-Stop/Job Center System. The Scope of Services required for the WorkSource Coastal One-Stop/Job Center System One-Stop Operator will include, but are not limited to:

- The Operator shall insure that WorkSource Coastal partners, on an ongoing basis, deliver quality and timely career services;
- The Operator shall provide information and access to training services, including serving as the point of access to training services for participants under WIOA;
- The Operator shall provide information and access to programs and activities carried out by WorkSource Coastal One-Stop/Job Center System partners as described in the Memorandum of Understanding between the local WDB and the local elected officials;
- The Operator shall provide access to the labor market data, information, and analysis and all job search, placement, recruitment, and other labor exchange services authorized by Wagner- Peyser. **Wagner-Peyser services are mandated to co-locate within the WorkSource Coastal One-Stop/Job Center System Centers;** and
- The Operator shall ensure that all Job Center services and outreach materials are ADA and EO Compliant with prior approval from WorkSource Coastal before distribution to the public.

### **One-Stop Certification**

The WorkSource Coastal Operator shall achieve the major work components and standards necessary to acquire and maintain One-Stop Certification Standards. These standards are:

- One-Stop Management Standards
- Systems Standards for Employer Services

- System Standards for Job Seeker Services

It is expected that the successful Proposer will work in close partnership with the WorkSource Coastal staff to provide guidance and leadership to the WorkSource Coastal One-Stop/Job Center System to achieve the following outcomes:

- Deliver a high-quality, consistent set of services to jobseekers and employer customers.
- Ensure a mix of services that allow the system to serve a diverse customer base.
- Coordinate services and funding to support customer access to and success in postsecondary education.
- Support job seekers and workers progress toward economic self-sufficiency.
- Promote business- and industry-sector and employer-driven skilled development strategies.
- Maintain and consistently improve the integration of services and service providers within the WorkSource Coastal One-Stop/Job Center System.
- Ensure high levels of accountability, cost-efficiency, and innovation to maximize resources and customer satisfaction.

The Operator is responsible for implementing and managing the WorkSource Coastal One-Stop/Job Center System under policies and guidelines established by the CWDB, the State Workforce Development Board, the offices of GDEcD-WFD, and the federal government. Under this component, the Operator is responsible for coordinating with the CWDB to ensure system-wide standards are achieved, and utilize continuous quality improvement assessment tools to document positive change and to systemize standards and their usage across the system.

The Operator is responsible for promoting and facilitating integration of service delivery in the WorkSource Coastal One-Stop/Job Center System. Examples of services to be provided under this work component include:

- Providing information and technical assistance to WorkSource Coastal sites to maintain certification and integration standards
- Managing resource sharing and allocation in WorkSource Coastal, including management of universal core services
- Coordinating with WorkSource Coastal staff on local rapid response teams and activities when required
- Assisting in the marketing of WorkSource Coastal
- Supporting system communications
- Coordinating staff competency training
- Coordinating with training institutions

The Operator must coordinate services to employers and develop strategies to improve and increase services to employers based on best practices, including but not limited to:

- Providing quality services to businesses/employers.
- Identifying and integrating business services best practices into all WorkSource Coastal
- Coordinating events based on local labor market needs and job seeker assessments.
- Participating in statewide planning activities related to business services.

**Estimated Total Amount = \$200,000**