2018 PROGRAM SPECIFICATION

RAMAC

PROGRAM #: 640

STANDARD PROGRAM: WIOA One Stop Operator Services

2018

UNIT DEFINITION: Actual Expenses

FUNDING SOURCE(S):

GEOGRAPHICAL AREA TO BE SERVED: Southeastern Wisconsin

DAYS/HRS OF SERVICE AVAILABILITY: Monday-Friday, 8:00 a.m. to 5:00 p.m.

DEFINITION OF CLIENT ELIGIBILITY: Not applicable

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language

- Certification standards where applicable

- Fiscal and program reporting criteria

- Allowable Cost Policy

- Audit criteria

- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual

- Maintain adequate liability coverage

- Recognize that authorization for services is approved by Racine County Human Services Department.

- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.

- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.

PROGRAM DESCRIPTSIONS & SPECIFICATIONS

**Background, Purpose, and Program Guidance**

In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was signed into law. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. The purpose of the WIOA programs is to provide allowable workforce development activities to eligible clients that will increase employment retention and earnings of participants, and increase occupational skill level attainment by participants. The WIOA is designed to provide programming and funding for streamlining services through the one-stop delivery system at local Job Centers that offer a range of services to job seekers, employers, youth and adult based services on individual needs. The Racine County Job Center/Human Services Building is the primary facility through which the WIOA programs of this RFP are managed and offered.

The purpose of this RFP is to solicit proposals from qualified entities for the one stop delivery system, at the Racine County Human Services Department, 1717 Taylor Ave., Racine, WI 53403, for **WIOA One-Stop Operator Services.** The One-Stop Operator Services shall include responsibility for coordinating the WIOA one stop service delivery and responsibility for providing the WIOA Dislocated Worker Program and the WIOA Adult Program. Program oversight and monitoring through the SE Wisconsin Workforce Development Board (SE WDB).

These one-stop services will assist the workforce development area, specifically Racine County, in increasing the opportunity for area residents to obtain meaningful and career advancing opportunities in the community through educational workforce achievements as described in the SE Wisconsin Workforce Development Area WIOA Plan 2016-2020 at: <http://racinecounty.com/Home/ShowDocument?id=15567>. The Plan for the SE Workforce Development Area contains significant information about the area’s one stop system, labor market information, program design and expectations. Since the information is readily available, it will not be repeated in this RFP.

The WIOA information and regulations may be accessed via the U.S. Department of Labor website at: <https://www.doleta.gov/WIOA/>.

The WIOA Program Guidance (Program Guidance) for Adult, Dislocated Worker and Youth Programs-March 18, 2016, issued by the State of WI DWD, can be accessed via the Racine County website at: <http://racinecounty.com/Home/ShowDocument?id=15569>.

The Wisconsin Job Center System Guidance (Final Draft, 16 February 2017) issued by the State of WI, DWD, can be accessed at[: http://racinecounty.com/Home/ShowDocument?id=15571](file:///C:\Users\mmundl\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\ZW994Z4F\:%20http:\racinecounty.com\Home\ShowDocument%3fid=15571).

**Availability of Funds**

For planning purposes, the respondent to this RFP should assume amounts listed are estimated for the program year $170,458 ADMIN for the One Stop Operator Services/Dislocated Worker Program/Adult Program Services. Amounts are subject to change, based upon the actual amount awarded by the funding source for the program year. Funding availability is subject to change for subsequent program years; therefore, subsequent contract amounts, if any, are subject to change from year to year. If funds awarded for a contract year are not fully expended by a contractor by the end of a contract year (June 30), unexpended funds will revert back to Racine County and the SE WDB.

**Performance Standards and Requirements**

Proposers should note that the Department of Labor Performance Standards, Equitable Provision of Service Levels and federal administrative requirements shall be adhered to by all contractors.

The State of WI is establishing the base for performance measures and the contractor is required to meet or exceed the SE WDB negotiated performance requirements.

The contractor must meet or exceed all pertinent performance standards as outlined by the State of Wisconsin.

WIOA services must be performed in compliance with WIOA funding source requirements.

The contractor will be required to track and document services activities through the State of Wisconsin the web-based program through the Automated System Support for Employment and Training (ASSET).

WIOA Primary Indicators of Performance

* Employment 2nd Qtr. After exit
* Employment 4th Qtr. After exit
* Median Earnings
* Credential Attainment Rate
* Measurable Skills Gain

**Technical Specifications**

The **One Stop Operator Services** shall include responsibility for coordinating the WIOA one stop service delivery, for providing the WIOA Dislocated Worker Program and for providing the WIOA Adult Program, with oversight and monitoring by the SE WDB. Services shall be provided for the one-stop primary location at Racine County and access point in Burlington.

The successful contractor’s program shall be required to serve all persons requesting assistance as described in the SE Wisconsin Workforce Development Area WIOA Plan (SE WI WDA WIOA Plan 2016-2020), available at: <http://racinecounty.com/Home/ShowDocument?id=15567>.

WIOA defines the required activities authorized for One-Stop Operators. Proposers are encouraged to read the Act in order to understand the scope of authorized one-stop activities. In general, these activities are:

“…(i) to establish a one-stop delivery system described in section 121(e)

(ii) to provide the career services described in Section 134(c)(2) to adults and dislocated workers respectively, through the one-stop delivery system in accordance with such paragraph

(iii) to provide training services described in Section 134 (c) (3) to adults and dislocated workers respectively, described in such paragraph…”

Additionally, the contractor will coordinate with other partners within the One-Stop-Racine County who provide services, including the Business Solutions partner, whose activities described in the WIOA are: “…(iv) to establish and develop relationships and networks with large and small employers and their intermediaries; and (v) to develop, convene, or implement industry or sector partnerships...”

ROLE OF THE ONE STOP OPERATOR

The following overarching goals will guide the One Stop Operator:

* Improve services delivery by focusing on customer satisfaction and outcome measurements and community locations that can be an access point for services.
* Strengthen relationships with current and new partners who are similarly committed to the prosperity of individuals, the community and the economy.
* Solicit and listen to the needs of the diverse array of job seekers, workers, and employers to design services and programs and integrate and align resources, programs, and staff for maximum customer benefit.
* Emphasize and maximize technology to promote the capabilities and outcomes of the Racine County One-Stop System.

The following are specific roles and responsibilities of the One-Stop System Operator in working with all system partners:

1. Represents all of the partners in the system and will be responsible for promoting the vision of Racine County’s customer-centric, fully integrated, collaborative and comprehensive One-Stop service delivery system.
2. Assist in the development, implementation and oversight of standards/procedures/protocol to ensure expectations and exceptional customer experience for job seekers, workers and businesses are met throughout the system, includes customer feedback and review system.
3. Establish shared customer service standards.
4. Ensure that the look and feel of the Racine County comprehensive primary center and satellite site is welcoming and accessible to all.
5. Be the first level point of contact for customer complaints.
6. Facilitate and support existing committees, taskforces, and WIOA partnerships to transform the Racine County One-Stop System to meet the local and WIOA vision.
7. Engage all WIOA required and non-required partners to contribute to and support the Racine County One-Stop System.
8. Coordinate and facilitate operational conversations among partners to ensure a customer centric and robust services delivery system. Be proactive in addressing partnership and system needs/issues.
9. Understand and operate within WIOA, local, state, federal laws, policies, regulations, and guidance.
10. Assess the system for compliance with the Memorandum of Understanding (MOU) and the Infrastructure Funding Agreement (IFA).
11. Recommend strategies to strengthen the skills/competency of the One-Stop System professionals.
12. Develop strategies (tracking, validating and reporting) to ensure that federal WIOA performance measures and SE WDB local measures are met and/or are exceeded.
13. Ensure that all applicable federal, state and local policies and procedures are effectively communicated and carried out at all Racine County One-Stop System sites.
14. Provide reports to SE WDB Executive Board and Racine County One-Stop System partners and other stakeholders as appropriate.
15. Develop processes/protocol with partners to ensure that all Racine County One-Stop System sites have predictable operational hours, have sufficient staff coverage, have sufficient and operational equipment, etc.
16. Be able to take on other duties as they become necessary due to the evolution of WIOA and the system/network.

WIOA DISLOCATED WORKER PROGRAM

The WIOA dislocated worker program offers employment and training services for eligible workers who are unemployed through no fault of their own or who have received an official layoff notice. WIOA expands the definition of dislocated worker to include the spouse of an active military member who lost employment as a result of a permanent change in duty location or is unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment. It is important to read the Program Guidance at: <http://racinecounty.com/Home/ShowDocument?id=15569>, and other resources as previously noted in this RFP. The WIOA Dislocated Worker Program is a core program of the One Stop Center that provides career planning, job search support and training for eligible individuals. Eligible individuals are those that have lost their employment as a result of a layoff, separation from the military or a business closing. Program services include presenting orientations to groups of employees affected by business layoffs.

WIOA ADULT PROGRAM

Priority for adult services must be given to recipients of public assistance and other low-income individuals, with added priority for individuals who are basic skills deficient. Priority access to services by members of this group applies automatically. Veterans and eligible spouses continue to have priority of service for WIOA and other designated job training programs, funded in whole or part by the U.S. DOL. It is important to read the Program Guidance at: <http://racinecounty.com/Home/ShowDocument?id=15569>, and other resources as previously noted in this RFP.

The WIOA Dislocated Worker Program and the WIOA Adult Program will provide guidance for eligible participants to develop a mutually agreed upon Employability Plan using all assessment information.

Talent Development Managers advocate for the participant, assure participant accountability by monitoring compliance to the employment plan, and provide encouragement and support which ultimately helps participants to secure employment and become financially self-sufficient. Talent Development also provides internal case record reviews to ensure program integrity. Talent Development Managers will assist eligible participants to develop an Employability Plan, monitor plan activities per a signed agreement, and assign participants to components that meet their individual needs and fulfill the requirements of the programs. These activities may include remedial education, vocational skills, vocational exploration, job training, job search, and short-term customized training. When barriers to employment are identified, case management will assist participants in overcoming barriers to participation, assign them to appropriate supportive services, and monitor the participants’ progress during their participation. Where indicated, participants will be referred to a community services such as Alcohol and Other Drug Abuse (AODA) treatment, Division of Vocational Rehabilitation (DVR), abuse counseling or psychological services. Talent Development Managers will arrange other support services such as reimbursement for transportation, childcare and special needs. Talent Development Managers will be responsible for the authorization and verification of transportation.

Talent Development Managers will coordinate the flow of participant information to and from all components including direct data entry into the WIOA Management Information System (ASSET). Staff performing these functions may also be called upon to provide supportive assistance or training to other Job Center staff as the need arises. The WIOA Dislocated Worker Program and WIOA Adult Program are currently provided by Racine Area Manufacturers and Commerce.

CAREER SERVICES [Ref: WIOA 121 (b)]

Career services consist of three types:

* 1. Basic career services
  2. Individualized career services
  3. Follow-up services – for up to 12 months after first day of employment

1. Basic career services
   1. Eligibility determinations for I-B programs
   2. Job Center outreach, intake (including profiling) and orientation
   3. Initial assessment of skill levels, (including literacy, numeracy, and English language proficiency) aptitudes, abilities (including skills gaps), and supportive service needs
   4. Labor exchange services
   5. Referrals to and coordination with other programs and services
   6. Provision of workforce and labor market employment statistics information
   7. Provision of information on ETP performance and related program costs
   8. Provision of information about local area achievement in performance measures and OSO performance
   9. Information and referrals to supportive services or assistance
   10. Provision of information and assistance regarding filing claims for UI
   11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA
2. Individualized career services
   1. Comprehensive and specialized assessments of skill levels and service needs of adults and dislocated workers
   2. Development of an individual employment plan
   3. Group counseling
   4. Individual counseling
   5. Career planning
   6. Short-term pre-vocational services
   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

EMPOYMENT AND TRAINING ACTIVITIES

TRAINING SERVICES MAY INCLUDE: [Ref: WIOA 134(d)]

1. occupational skills training, including training for nontraditional employment;
2. on-the-job training;
3. incumbent worker training;
4. programs that combine workplace training with related instruction, which may include cooperative education programs;
5. training programs operated by the private sector;
6. skill upgrading and retraining;
7. entrepreneurial training;
8. transitional jobs;
9. job readiness training provided in combination with services described in any of clauses (i) through (viii);
10. adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services described in any of clauses (i) through (vii); and
11. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.