



COCHISE COUNTY PROCUREMENT DEPARTMENT

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20-13-BOS-02

Attachment 2 – Scope of Work

In accordance with 20-13-BOS-02, the Contractor shall provide all labor, materials, transportation and expertise in order to accomplish One Stop Operator services to the satisfaction of the County. The Contractor shall complete the following tasks:

1.0 ONESTOP OPERATOR REQUIREMENTS

In accordance with the Workforce Innovation and Opportunity Act (WIOA) Section 121, the Contractor shall establish, facilitate and manage an integrated one-stop delivery system that begins with accurate assessment and identification of customer needs and connects those customers to appropriate services in a seamless manner. The Contractor shall support and facilitate a human centric design by providing services that are easily accessible, customer driven, personalized, and responsive to the community's workforce development needs. The Contractor shall, at all times, have the capabilities to perform the duties and provide services to all required customers as established within their area of responsibilities. The areas of responsibility for the Contractor shall be performed in Cochise, Graham, and Greenlee Counties. The Contractor shall consistently remain within conformance of any Training and Employment Guidance Letters (TEGLs) release by the Department of Labor (DOL).

2.0 REQUIRED SERVICES

The Joint WIOA Final Rule requires the provision of “career services” through the American Job Center network, to support and empower customers in making informed decisions based on local and regional economic demand and in achieving their personal employment and education goals (20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430). All applicable career services must be made available (i.e., provided) in at least one comprehensive American Job Center in each local area. As stated in section 4.C. of this guidance, these services also may be provided and accessed through one of the aforementioned methods. Some or all of the career services may also be available either at affiliated sites or specialized centers.

Career services provide local areas and service providers with flexibility to target services to the needs of the customer. For example, a recently laid off customer may only require local labor market information to prepare for a new job, whereas an entry level worker may need a comprehensive assessment in order to establish a baseline for determining appropriate training

options. There are three types of career services: basic career services; individualized career services; and follow-up career services. The distinction between basic career services and individualized career services is not intended to imply that there is a sequence of services, which was eliminated under WIOA. Rather, the distinction is to clarify that, while basic career services are available to all participants, individualized career services are available to participants after American Job Center staff have determined that such services are required to retain or obtain employment

2.1.1 Basic Career Services

(20 CFR 678.430(a), 34 CFR 361.430(a), and 34 CFR 463.430(a))

At a minimum, all of the basic career services described in WIOA secs. 134(c)(2)(A)(i)-(xi), and 20 CFR 678.430(a), 34 CFR 361.430(a), and 34 CFR 463.430(a), must be provided in each local area through the one-stop delivery system. Basic career services must be made available and, at a minimum, must include the following services:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs, including co-enrollment among these programs;
- Outreach, intake (including identification through the state's Worker Profiling and Reemployment Services system of Unemployment Insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the one-stop delivery system. For the TANF program, States must provide individuals with the opportunity to initiate an application for TANF assistance and non-assistance benefits and services which could be implemented through the provision of paper application forms or links to the application Web site;
- Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- Labor exchange services, including—
 - Job search and placement assistance, and, when needed by an individual, career counseling, including the provision of—
 - information on in-demand industry sectors and occupations;
 - information on nontraditional employment;
 - information from career profiles and interest inventories, and
- Referrals to, and coordination of activities with, other programs and services, including those within the American Job Center network and, when appropriate, other workforce development programs;
- Workforce and labor market employment information, including accurate information relating to local, regional, and national labor market areas, including—
 - Job vacancy listings in labor market areas;
 - Information on job skills necessary to obtain the vacant jobs listed;
 - Information relating to local occupations in-demand; and the earnings, skill requirements, and opportunities for advancement for occupations in demand;
- Provision of performance information and program cost information on eligible providers of training services by program and type of providers and workforce services by program and type of providers;

- Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area’s American Job Center network;
- Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and 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 SNAP; assistance through the earned income tax credit; housing counseling and assistance services sponsored through HUD2 ; and assistance under a State program for TANF, and other supportive services and transportation provided through other programs or agencies;
- Assistance in establishing eligibility for financial aid assistance for training and education programs not provided under WIOA; and
- Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim—
 - “Meaningful assistance,” as described in Unemployment Insurance Program Letter (UIPL) 20-15 and 20 CFR 678.430, 34 CFR 361.430, and 34 FR 463.430, means providing assistance as follows:
 - Only merit staff (State government employees) may, in person a one-stop centers or remotely, answer questions, provide advice, or make decisions that could affect claimants’ UI eligibility. However, other one-stop staff may assist in claims by acceptance of information from claimants.
 - If an individual in a one-stop center is referred to a telephone for UI claims assistance, it must be a phone line dedicated to serving one-stop customers in a timely manner. Individuals must not simply be referred to a general information/dial-in line with the state UI agency contact center where the individual is placed into a phone queue along with all other claimants in the State. If the assistance is provided remotely using technology, it must be a technology that enables trained staff to provide the assistance. Examples of technology that enables remote assistance include live Web chat applications, video conference applications, or other similar technology.
 - The costs associated in providing meaningful assistance may be paid for by the State’s UI program, the WIOA Adult or Dislocated Worker programs, the Wagner-Peyser Act ES, or some combination of these programs.
 - For purposes of the VR program, basic career services may encompass some of the activities authorized under 34 CFR 361.48(b), which must be provided under an individualized plan for employment for an eligible individual with a disability (e.g., assessments for determining VR needs).

2.1.2 Individualized Career Services

(20 CFR 678.430(b), 34 CFR 361.430(b), and 34 CFR 463.430(b))

If one-stop center staff, including designated partner program staff, determine that individualized career services are necessary for an individual to obtain or retain employment,

these services must be made available to the individual. These services must be available in all comprehensive one-stop centers. American Job Center staff may use recent previous assessments by partner programs to determine if individualized career services are needed.

Individualized career services include:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
 - Diagnostic testing and use of other assessment tools; and
 - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, achievement objectives, and the combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;
- Group counseling, which involves two or more participants addressing certain issues, problems, or situations that may be shared by the group members;
- Individual counseling, which is a one-on-one session that may go into greater detail for a participant regarding certain issues, problems, or situations;
- Career planning (e.g. case management, see WIOA sec. 3(8));
- 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;
- Internships and work experiences (including transitional jobs) that are linked to careers;
- Workforce preparation activities (see 34 CFR 463.34);
- Financial literacy services available through the WIOA title I youth program as described in WIOA sec. 129(b)(2)(D) and 20 CFR part 681, including:
 - Supporting the ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals;
 - Supporting the ability to manage spending, credit, and debt, including credit card debt, effectively;
- Out-of-area job search assistance and relocation assistance; and
- English language acquisition programs (see 34 CFR 463.31) and integrated education and training programs (see 34 CFR 463.35).

For purposes of the VR program and similar to basic career services, individualized career services may encompass some of the activities authorized under 34 CFR 361.48(b), which must be provided under an individualized plan for employment for an eligible individual with a disability (e.g., vocational rehabilitation counseling and guidance, vocational and other training services, and rehabilitation technology).

2.1.3 Follow-up Career Services

(20 CFR 678.430(c), 34 CFR 361.430(c), and 34 CFR 463.430(c))

Follow-up services must be provided, as appropriate, for Adult and Dislocated Worker program participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Counseling about the work place is an appropriate type of follow-up service. States and local areas should establish policies that define what are considered to be appropriate follow-up services for the Adult and Dislocated Worker programs. Follow-up services do not extend the date of exit in performance reporting. For purposes of the VR program, follow-up career services are similar to post-employment services, as defined in 34 CFR 361.5(c)(42), and are provided subsequent to an individual with a disability achieving an employment outcome. Post-employment services, under the VR program, are necessary in assisting an individual with a disability in maintaining, regaining, or advancing in employment, consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

3.0 CUSTOMER SERVICE:

The Contractor shall coordinate with on-site System Partners to perform the lead role in providing customer service at each of the Centers to include:

3.1 Intake Function:

- 3.1.1 Provide staff for front desk coverage between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, to exclude Arizona state holidays.
- 3.1.2 Coordinate System Partner participation in the Welcome Function and front desk coverage during lunch/break times and other times as determined necessary.
- 3.1.3 Ensure all other Intake Function tasks are assigned on a daily basis. These tasks include the following items, which are subject to change:
 - Managing and providing orientation of One-Stop system services.
 - Facilitating AZ Job Connection (AJC) registration. The Contractor shall enter into a data agreement with the Arizona Department of Economic Security to use AJC.
 - Observe customers to determine computer literacy and limited English proficiency and provide accommodations/partner referrals as needed.
 - Providing next recommended service(s) to customer and refer customer to appropriate One-Stop System partner.
 - Managing customer flow to ensure timely responsiveness to initial inquiries and services sought.

The Contractor may own or lease the space required for operating the One Stop center, however, the Contractor shall ensure this space is easily accessible and open to the general public, as stated within section 1.0, and complies with the Americans with Disabilities Act (ADA), and shall be located within the local area of responsibility during the lifecycle of any resulting contract. Additionally, the Contractor shall ensure a partnership with an Integrated Service Delivery (ISD) network, which allows customers access to all required services as specified. These requirements may include, but not be limited to the following:

- 3.1.4 Coordinate with Center building owners to ensure Equal Employment Opportunity (EEO) compliance in the provision of and access to Center services.

- 3.1.5 Coordinate with staff to ensure adequate coverage in each Centers computer lab/resource room to address customer flow.
- 3.1.6 Coordinate on-site space usage for recruitments, public workshops, and other events.
- 3.1.7 Ensure One-Stop Center and One-Stop System compliance with all applicable state and local policies and procedures.

4.0 INTEGRATED SERVICE DELIVERY (ISD) COORDINATION

The Contractor shall manage all aspects of ISD Coordination to foster partnerships to promote Center function as a multi-agency team and ensure seamless service to customers, including:

4.1 System Partner Coordination

The Contractor shall, at a minimum:

- 4.1.1 Monitor all System Partner Memorandums Of Understanding (MOUs) to ensure maximum availability of services for customers.
- 4.1.2 Coordinate training for System Partner staff. Coordinating training includes, but is not limited to: identifying training needs, scheduling trainers and facilities for training sessions, to be funded by System Partners, and tracking System Partner staff participation. Training costs, which will be paid by the System Partners, must be approved in writing and in advance.
- 4.1.3 Schedule and staff quarterly System Partner meetings. Staffing duties include preparing meeting agendas, distributing meeting agendas to System Partners and Contractor staff in advance of the meetings, facilitating the meetings, taking meeting minutes, and distributing meeting minutes to System Partners and Contractor staff.
- 4.1.4 Ensure Contractor logos and branding are used exclusively and consistently.

4.2 Continuous Improvement Efforts

The Contractor shall, at a minimum:

- 4.2.1 Administer customer satisfaction surveys for first time customers via email or in-person;
- 4.2.2 Administer event participant survey for recruitments and other events in-person or via email within three business days of the event;
- 4.2.3 Conduct at least one customer focus group twice a year to improve customer and participant satisfaction; and
- 4.2.4 Research best practices and provide continuous improvement recommendations on an annual basis.

5.0 ACCESSIBILITY AND EQUAL OPPORTUNITY

The Contractor shall be required to ensure equal opportunity to all individuals. No individual shall be excluded from participation in, denied the benefit of, or subject to discrimination under, any WIOA funded program or activity because of race, color, religion, sex, national origin, age, disability, English proficiency, sexual orientation, political affiliation or belief. The Contractor shall demonstrate full compliance with the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and all other equal opportunity laws. This involves the Contractor ensuring its staff receive accessibility training and may involve developing accessibility plans. The Contractor shall ensure all written material and communications include the statement: "Equal Opportunity

Employer/Program; Auxiliary Aids and Services are available upon request" along with a contact number to coordinate needed arrangements. The Contract shall comply and adhere to all Federal and Arizona State regulatory guidance and practices in regard to equal opportunity and ADA compliance.

6.0 ADMINISTRATIVE ISSUES

The Contractor shall adhere to the following requirements:

6.1 General

- 6.1.1 Comply with the Uniform Administrative Requirements, Cost Principles and Audit Requirement for Federal Awards;
- 6.1.2 Comply with WIOA's funding requirements and for any disallowed costs or illegal expenditures in accordance with Uniform Guidelines 2 CFR 200; and
- 6.1.3 Utilize the branding of "Proud Partner of ARIZONA@WORK" name and logo on any printed material that will promote association with the program. The Contractor is prohibited from displaying its own name or logo exclusively on any materials associated with performing the scope of work.

6.2 Records

- 6.2.1 Maintain confidentiality when accessing or utilizing Arizona Job Center (AJC) and maintain computer equipment with compatible software;
- 6.2.2 Invoice in accordance with the payment information listed in this RFP;
- 6.2.3 Maintain an accounting system that tracks funding for these services separately from other funding sources;
- 6.2.4 Maintain a payroll ledger and submit Journals and a General Ledger as requested by the County;
- 6.2.5 Use an accrual method of accounting;
- 6.2.6 Retain program files and records, in compliance with Federal and State WIOA requirements and the County's record retention policies; and
- 6.2.7 All records must be filed and maintained in accordance with all Federal and Arizona State Statutes, and the Contractor shall, upon the County's request, make all associated financial data available to the County for audit.

6.3 DOL Training and Employment Guidance Letter

WIOA No. 15-11, dated January 17, 2017 (or most recent version)

- 6.3.1 Disclose to the County any potential conflicts of interest arising from any relationships it has with particular training service providers or other service providers, including but not limited to career services providers;
- 6.3.2 Refrain from establishing practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training and education services; and
- 6.3.3 Comply with Federal and State regulations and procurement policies relating to the calculation and use of profits.

7.0 REPORTING REQUIREMENTS

The Contractor shall comply with the following reporting requirements:

7.1 Monthly:

- 7.1.1 Meet with System Partners to provide updates on operations and address potential issues.

7.2 Quarterly:

- 7.2.1 Attend either the Local Workforce Development Board (LWDB) or the Board's Executive Leadership Committee meeting;
- 7.2.2 Submit written reports to the County to include:
 - the number of customized recruitments and job fairs hosted at the Centers and the number of job seekers in attendance;
 - number of customers welcomed at each Center;
 - success stories;
 - system updates;
 - results of customer satisfaction surveys and any event participant survey results, including a list of recommended system improvements to address any concerns identified by customers or participants; and
 - other information requested by the County, in a form to be approved by the County.
- 7.2.3 Submit quarterly budget report(s) to Cochise County Procurement Department.

7.3 Annually:

- 7.3.1 Submit annual reports to the County to include:
 - program year statistics tallied from quarterly reports, and
 - other information requested by the County, in a form to be approved by the County;
- 7.3.2 Prepare written Board and Board committee reports for LWDB review; and
- 7.3.3 Prepare and present requested information to the Board and Board committee, as directed by LWDB.