

The following is in response to Section 5.1.1.B – Technical Ability - as it applies specifically to Attachment 2 – Scope of Work - Section 4.0 Integrated Service Delivery (ISD) Coordination, 4.1 System Partner Coordination and 4.2 Continuous Improvement Efforts.

Background experience in working with Pima County Local Workforce Investment Board –

Proposed One-Stop Operator has been actively involved in the Pima County One Stop system since 1984. As a member of the private sector, working as a Human resource professional at Raytheon Missile Systems (aka Hughes Aircraft Company) proposed contractor was Chair of the Private Industry Council (now known as the Local Workforce Investment Board) for 16 years under the Job Training Partnership Act. Proposed One Stop Operator (OSO) conducted monthly Board meeting with both private sector and public sector entities. In addition to the monthly meeting the proposed OSO worked with Pima County staff on a regular basis to assure workforce programs and agency goals were being monitored. AS the Private Industry Council Chair I was appointed a Board position under Governor Symington, on the State Workforce Council.

Since 2000, proposed OSO has continued to work in the One Stop System both as a representative of the private sector, a consultant and five years as a Pima County employee. During my tenure as a consultant I worked with both County and One Stop staff to do Organizational development, staff training, and my last seven years served as the Manager of the Business Services Outreach team. The primary function of this position was to develop private sector partnerships that would enhance the type of training best suited to meet the needs of industry.

In June of 2017, SER Jobs for Progress was awarded the One Stop Operator contract for Pima County. Based on my knowledge of how the “system” works and the proven ability to get both public and educational entities to work together to understand the workforce needs of the private sector, I was chosen for the One Stop Operator position.

The primary task I was given was to get the Mandated Partners to start collaborating with each other on a consistent basis. Secondary, was to have the Partners put together a client referral system that allowed the tracking of clients as they went from agency to agency.

My duties include convening on a monthly basis, the 16 mandated partners in Pima County, maintaining contact with the agencies and providing updates as they might occur.

The first task I had was to introduce myself to each of the agency directors. I conducted on-on-one meetings for the first two months. My goal was to find out if there was a common need within the group that we could focus on. Clearly the need for a “client referral system” was number one on everyone’s list. The second step was to introduce the 16 partners to each other and to assure the services of each were known to each other. Each partner put together presentations on their individual agencies and over a 4-month period made presentations to the group. As a side note the most telling outcome of these presentations was the number of times the agencies would say to each other “I didn’t know you did that”. Working together the individual agencies are better able to address the needs of their specific populations and strengthen and increase the capacity of the overall workforce system.

In addition to presenting their program to each other, I coordinated One Stop system staff training, for agencies to present to One Stop and agency staff. The idea behind this was to inform front staff, case managers and program managers of the services available to clients.

Additionally, the Partners thought the need for specific training of staff within the system was a role they wanted to play, so we went about putting together three quarterly training sessions over the last 10 months. The first was front staff training on Customer Satisfaction, conducted by Gabe Loyola and Associates, Inc. The second session was on “Conflict Management, conducted by Frank Brewster from DES, and the last session we had in December was on “Compassion Fatigue – Self Care” conducted by Cathy Shiroda, CEO of Generations Home Care. **At all of the staff training sessions we had over 90 % attendance from staff.** We will continue the training on a quarterly basis. We will be holding a training session on Mental Health First Aid in the first quarter of 2020. One Stop management has totally supported this consistent effort.

In addition to the Client Referral System the Partners worked together to put in place a Client Services spreadsheet that identifies the services of the agencies. This “service grid” is a tool that helps the front staff initially identify agencies that provide services to the clients. Many times, a client will come to the front desk indicating they have a specific need. It is impossible for front staff, or any other staff, to know all the services. The grid is set up to direct clients to specific agencies based on a question such as “where can I get some help with my utilities bills”, or “are there any homeless shelters where I can take my dog?”

As the Proposed OSO I will manage all aspects of the integrated service delivery coordination to foster partnerships to promote Center function as a multi-agency team and ensure seamless service to customers, including:

System Partner Coordination:

The Proposed OSO shall, at a minimum:

- Monitor all System Partner Memorandums of Understanding (MOUs) to ensure maximum availability of services for customers.
- 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.
- 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.
- Ensure Contractor logos and branding are used exclusively and consistently.

Continuous Improvement Efforts:

The Proposed OSO shall, at a minimum:

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

ACCESSIBILITY AND EQUAL OPPORTUNITY

The Proposed OSO shall 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 Proposed OSO will demonstrate full compliance with the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and all other equal opportunity laws. This involves the Proposed OSO ensuring its staff receive accessibility training and may involve developing accessibility plans. The Proposed OSO 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 Proposed OSO shall comply and adhere to all Federal and Arizona State regulatory guidance and practices in regard to equal opportunity and ADA compliance.

ADMINISTRATIVE ISSUES:

The Proposed OSO shall adhere to the following requirements:

General:

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

Records:

- Maintain confidentiality when accessing or utilizing Arizona Job Center (AJC) and maintain computer equipment with compatible software;
- Invoice in accordance with the payment information listed in this RFP;
- Maintain an accounting system that tracks funding for these services separately from other funding sources;
- Maintain a payroll ledger and submit Journals and a General Ledger as requested by the County;
- Use an accrual method of accounting;
- Retain program files and records, in compliance with Federal and State WIOA requirements and the County's record retention policies; and
- 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.

DOL Training and Employment Guidance Letter:

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

- 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;
- 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
- Comply with Federal and State regulations and procurement policies relating to the calculation and use of profits.

REPORTING REQUIREMENTS:

The Proposed OSO shall comply with the following reporting requirements:

Monthly:

- Communicate with System Partners to provide updates on operations and address potential issues via email or telephone or meet as an on needed basis.

Quarterly:

- Attend either the Local Workforce Development Board (LWDB) or the Board's Executive Leadership Committee meeting;
- Submit written reports to the County to include:
 - the number of customized recruitments and job fairs hosted at the Centers and Othe 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.
- Submit quarterly budget report(s) to Cochise County Procurement Department.

Annually:

- 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;
- Prepare written Board and Board committee reports for LWDB review; and
- Prepare and present requested information to the Board and Board committee, as directed by LWDB.

Total Cost:

Task 01 – Salary \$10,000.00 - Hourly rate - \$100 x total 100 hours