

RFP Attachment B

Scope of Services

1. INTRODUCTION

The City of San José's San José Silicon Valley Workforce Development Board ("WDB") is seeking to fund a One-Stop Operator (or America's Job Center of California ("AJCC") Operator, as mandated by WIOA) to lead coordination of services delivered in the local service delivery area described in Section 1 of this RFP. Services to be coordinated are provided by WIOA Core Partners (see Attachment E, Core Partners list) and service providers contracted to serve Adult and Dislocated Worker clients and Youth clients. The One-Stop Operator will play a leadership role in coordinating partnerships and facilitating the successful implementation of services across the WDB's workforce system. The service strategy will focus on customer centered design, looking first at what the customer needs, then, using cultural competencies, developing an appropriate service delivery to meet those needs.

2. LOCATION OF SERVICES

AJCCs in the San José Silicon Valley Local Workforce Area

Comprehensive:

San José One-Stop
1601 Foxworthy Avenue
San José, CA 95118
WIOA Title I Adult and Dislocated Worker programs

Affiliate:

North San José Job Center
1901 Zanker Road
San José, CA 95134
Wagner-Peyser Act Employment Services, Unemployment Insurance, Veterans Services, Trade Adjustment Assistance, Reemployment Services and Eligibility Assessment

Affiliate:

Gilroy One-Stop
379 Tomkins Ct.
Gilroy, CA 95020
Title I Adult and Dislocated Worker programs, WIOA youth services

Affiliate:

Morgan Hill One-Stop
17666 Crest Avenue
Morgan Hill, CA 95307
Wagner-Peyser Act Employment Services, WIOA Title I Adult and Dislocated Worker programs

Specialized:

work2future Youth Training Center
2072 Lucretia Avenue
San José, CA 95122
WIOA youth services

3. ONE-STOP OPERATOR ROLES AND PROHIBITED FUNCTIONS.

The basic role of a one-stop operator is to coordinate the service delivery of participating one-stop partners and service providers. At a minimum, States and Local WDBs must ensure that in carrying out this role, one-stop operators do the following:

- Disclose any potential conflicts of interest arising from the relationships of the one-stop operators with particular training service providers or other service providers, including but not limited to, career services providers;
- In coordinating services and serving as a one-stop operator, 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 regulations, and procurement policies, relating to the calculation and use of profits.
- Additional locally established roles:
 - Ensuring the implementation of partner responsibilities and contributions agreed upon in Memorandums of Understanding (“MOUs”) - Phase I and Phase II.
 - Coordinating service providers within the center and across the one-stop system
 - Coordinating service delivery in a multi-center area, which may include affiliated sites.

When the entity serving as the one-stop operator is also serving in a different role within the one-stop delivery system, the one-stop operator may perform some or all of these functions, but only if it has established sufficient firewalls and conflict of interest policies and procedures.

One-stop operators may not perform the following functions:

- Convene system stakeholders to assist in the development of the local plan;
- Prepare and submit local plans (as required under WIOA Sec. 107);
- Be responsible for oversight of itself;
- Manage or significantly participate in the competitive selection process for one-stop operators;
- Select or terminate one-stop operators, career service providers, and youth providers;
- Negotiate local performance accountability measures; or
- Develop and submit budgets for activities of the Local WDB in the Local Area.

4. ONE-STOP OPERATOR REQUIRED CORE RESPONSIBILITIES:

- Monitor and ensure implementation of Core Partner onsite services at the Comprehensive AJCC, as outlined in MOUs negotiated by the CITY.
- Facilitate meetings among partners and WIOA-funded service providers to share best practices and foster collaboration.

- Foster and measure partner engagement. Set partner engagement goals, develop engagement measurement metrics, and measure actual partner engagement. If indicated by engagement measurement, revise engagement strategy.
- At the WDB’s request, report or present to the WDB and/or to its committees, information on the effectiveness of service delivery strategies, outcomes of customer satisfaction surveys, suggestions for service delivery improvements, and other topics.

5. ADDITIONAL ALLOWED TASKS

Any or all of the following additional tasks may be assigned to the One-Stop Operator at the WDB discretion, subject to funding allocation and successful performance of required core responsibilities.

- Analyze WDB work groups’ internal processes for opportunities to streamline. Develop recommendations for streamlining and present to WDB staff and partners as directed.
- Research technologies that could be utilized by WDB to improve processes, reporting, or other data-driven elements of WDB output. Report research results to WDB staff and partners as directed.
- Analyze WDB client flow, client processes, and staff processes for opportunities to incorporate Human Centered Design. Develop recommendations and present to WDB staff and partners as directed.
- Other tasks related to continuous quality improvement needs as requested by WDB Director

Additional tasks may be determined by the WDB or suggested by the core partners or service providers or the one-stop operator to fulfill the one-stop operator’s role of system coordination and quality assurance.

The one-stop operator will be accountable to the WDB, which is responsible for its oversight. The one-stop operator will not hold responsibility for preparing or submitting the WIOA Local Plan, or convening stakeholders to assist in its development; managing, selecting, or terminating Access Point operators; negotiating local performance accountability measures; or developing or submitting budgets for WIOA-funded activities.

6. PERFORMANCE MEASURES

Performance Measure	Minimum Annual Goal
Number of meetings facilitated with partners and WIOA Service Providers	4
Number of WDB/committee meetings attended	4
Partner Engagement	100% of 9 partners engaged at a level of 75% or greater

Performance measures for Additional Allowed Tasks will be negotiated at the time the task is assigned.