



Hennepin-Carver Workforce Development Board

Hennepin-Carver Workforce Development Board

Action Request: 2024 - 9

Topic: WIOA One Stop Operator- Request for Proposals Recommendations

Board Meeting Date: November 13th, 2024

Item Description

The Hennepin-Carver Workforce Development Board solicited proposals from public, private, and non-profit organizations and consortiums of organizations to deliver Workforce Innovation and Opportunity Act (WIOA) funded One-Stop Operator services in Suburban Hennepin and Carver Counties. There is no current provider of One-Stop Operator services in Local Workforce Development Area (LWDA) 09 (Hennepin-Carver).

Action Needed

A motion and second to approve Hennepin County Workforce Development staff to enter into contract negotiations with the recommended organization (or consortium of organizations) established by the RFP Evaluation Panel as WIOA One-Stop Operator service provider for anticipated contract term 1/1/2025 – 12/31/2027 for suburban Hennepin and Carver Counties.

Background

Hennepin County, with the Hennepin-Carver Workforce Development Board, has requested proposals for WIOA One-Stop Operator services in suburban Hennepin and Carver Counties funded by the federal **Workforce Innovation & Opportunity Act (WIOA)**. Selected proposer(s) will carry out One-Stop Operator services, including but not limited to coordinating service delivery, leveraging resources, and increasing collaboration among the required federally-funded employment and training programs and local workforce providers that comprise the local one-stop system, both within the CareerForce Centers and out in the local community; and assist with implementing the HCWDB's Strategic Vision through collaboration, coordinating required one-stop partner activities, and strengthening the talent development ecosystem.

Hennepin County Workforce Development staff will provide technical assistance, strategic planning, resources and support to the selected provider while monitoring grant spending and program compliance.

The purpose of the Hennepin-Carver Workforce Development Board (HCWDB) is to ensure workforce services are provided within the service area via a coordinated intentional way therefore providing a pipeline of skilled workers to meet business demand. Conversations about the role and responsibilities of the One-Stop Operator with board members and HCWDB Work Groups over the past four months have informed the scope of services and values detailed in the Request for Proposals (RFP).

The One-Stop Delivery System brings together a series of partner programs and entities responsible for workforce development, educational, and other human service programs to collaborate in the creation of a seamless customer-focused service delivery network that enhances access to the programs and services. Partners, programs, and providers will co-locate, coordinate, and integrate activities so that individuals seeking assistance will have access to information and services that lead to positive employment outcomes. Across the system, continuous improvement is supported through evaluation, accountability, identification of best practices, and data-driven decision-making.

The system is broader than the CareerForce Centers in each area. The system brings together partners and programs to provide universal access to career and training services in a seamless fashion. The goal is to increase system access for all customers. Not all system programs will be universal; that is, all programs will not be able to serve all people. However, all people can be served somewhere in the system. The system is about defining commonalities across programs and integrating career and training services provided by partners into the CareerForce Centers. The central tenant of the One-Stop Operator's role is to help partners embrace their place in the system and work together with all partners to ensure that employer and job seeker customers receive the services they need.

Scope of Services: In addition to the required One-Stop Operator activities described in WIOA final rules and regulations (20 CFR § 678.620), The selected proposer will be expected to execute the following services:

- A. Coordinate internal communication among Core and Required One-Stop Partners and develop external partnerships to enhance availability of services;
- B. Coordinate and facilitate, at minimum, six (6) meetings with Core One-Stop Partners per calendar year and two (2) meetings with Required One-Stop Partners per calendar year, focusing on coordinating partner services and service delivery within the One-Stop system and within LWDA 09;
- C. Develop, implement, and manage a system-wide referral process with Core and Required program providers in LWDA 09 ; recommend and assist Hennepin County and HCWDB staff in the development of strategies to increase partner referrals and co-enrollments; and track referrals made and outcomes of referrals. Referrals and outcomes should be included in quarterly reports to Hennepin County and HCWDB.
- D. Develop and facilitate two (2) cross-training opportunities for Core and Required partner program staff per calendar year, or more frequently as necessary, and promote educational and training opportunities from other entities on an ongoing basis;
- E. With assistance from Hennepin County and HCWDB staff, lead the development, implementation, and annual monitoring of memorandums of understanding (MOU) with Core and Required WIOA partners and optional partners; and manage partner responsibilities as defined in the MOU;
- F. Assist Hennepin County and HCWDB staff with the development and implementation of Infrastructure Funding Agreements (IFA) with Core and Required WIOA partners and optional partners; manage partner obligations as defined in the IFA; and lead IFA reconciliation on an annual basis.
- G. Coordinate the One-Stop certification process for all CareerForce centers in Suburban Hennepin (excluding Minneapolis) and Carver Counties, and participate in DEED Job Service monitoring of the comprehensive CareerForce center;
- H. Develop and implement, in coordination with Core and Required partner programs, a system-wide outreach strategy with regular activities agreed upon by partner programs;
- I. Work with Core Partner program providers to obtain access to customer satisfaction data and develop common measures and methods for reporting. Analyze customer satisfaction data, report regularly to the HCWDB, and propose service strategy changes as necessary;
- J. Develop common strategies and tools to streamline information-sharing and service-delivery strategies across partner programs, and manage implementation;
- K. Assist CareerForce Center management with operational duties as necessary, which may include tasks related to the opening of the new CareerForce Center in Brooklyn Center in November 2024;
- L. Submit written quarterly reports to Hennepin County and HCWDB and participate in HCWDB meetings and HCWDB Work Group meetings as requested;
- M. Participate in bi-weekly meetings with Hennepin County and HCWDB staff;
- N. Upon request by Hennepin County and the HCWDB, assist with development of policies, plans and programs to meet performance standards for workforce development programs;
- O. Upon request by Hennepin County and the HCWDB, assist with designing programs to meet goals of the County and HCWDB; and
- P. 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.

Questions & Evaluation: To determine the ability of selected provider(s) to execute One-Stop Operator services in alignment with the values and goals of the HCWDB, proposals were evaluated based on their responses to 19 questions

covering 1) qualifications and capacity of the organization(s), 2) service delivery plans and strategies, 3) compliance, and 4) budget.

Evaluation criteria for the proposals submitted include:

- Approach to performing services
- Commitment to disparity reduction through coordinated service delivery
- Adherence to federal, state, and local policies and procedures
- Experience with WIOA, Workforce Development programs, or related programs or initiatives
- Ability to demonstrate a satisfactory record of past performance in delivering the proposed or similar scope of services, including demonstrated quality of services and successful outcomes.
- Experience developing and fostering partnerships and leveraging resources across public programs in order to streamline service delivery.
- Professional credentials
- Expertise, including preferred expertise in strategic planning, systems alignment or program integration, facilitation or mediation, program management and oversight, or other similar areas.
- Demonstrated understanding of the scope of services, Key Performance Indicators, and relevant laws, regulations, rules and policies of WIOA-funded programs
- Compliance with proposal format & content
- Clarity and thoroughness of proposal
- Detailed budget that aligns with the proposed service delivery plan and associated activity costs.

Funding: The HCWDB intends to obligate no more than \$50,000 annually for this three (3) year reimbursement-based contract for a total Not To Exceed (NTE) amount of \$150,000 for the estimated contract period of 1/1/2025 – 12/31/2027. At its discretion, the Board may amend contracts based on performance and funding availability.

Funding Period	Amount
1/1/2025 – 12/31/2025	\$50,000
1/1/2026 – 12/31/2026	\$50,000
1/1/2027 – 12/31/2027	\$50,000

Staff Recommendation

Approve a motion to allow Hennepin County Workforce Development staff to enter into contract negotiations with the recommended organization (or consortium of organizations) established by the RFP Evaluation Panel as WIOA One-Stop Operator service provider for anticipated contract term 1/1/2025 – 12/31/2027 for suburban Hennepin and Carver Counties.

Attachments

None