

Pima County One-Stop Operator – Scope of Work and Performance Expectations

1.1. Overall Administration

The Contractor shall:

- 1.1.1. Comply with WIOA law and regulations, federal Uniform Guidance Requirements, State and local policies, and the ARIZONA@WORK Pima County Local Plan.
- 1.1.2. Is responsible for the following services and activities at the Pima County One-Stop Career Centers (“Career Centers”):
 - 1.1.2.1. Facilitate, Monitor and Report the seamless coordination of Resource Area and Basic Career services in Career Centers
 - 1.1.2.2. Facilitate, Monitor and Report the seamless coordination of Reception and initial registration services for all customers
 - 1.1.2.3. Facilitate and Support the Implementing of and fulfilling of cooperative agreements and memoranda of understanding (MOU) with partners
 - 1.1.2.4. Coordinating one-stop partner services, with guidance from Pima County Workforce Investment Board (PCWIB) and Pima County Leadership
 - 1.1.2.5. Coordinating access to virtual resources at appropriate partner locations, libraries, and other points within the Career Centers
 - 1.1.2.6. Facilitate and Support the Developing of processes to ensure that all customers receive appropriate, timely, seamless and effective Career Services including appropriately communicating with persons with disabilities;
 - 1.1.2.7. Facilitate and Support the Developing and implementing a formal referral process for services within and outside of the Center(s); define minimum standards for referral, meet referral follow-up requirements, and document referrals made and received, which also include tracking outcomes;
 - 1.1.2.8. Providing reports as required to the PCWIB
 - 1.1.2.9. Managing technological resources such as webinars and virtual/online trainings
 - 1.1.2.10. Actively leading the Core and Required Partners to integrate services in the Pima County One-Stop System
 - 1.1.2.11. Performing continuous improvement activities to achieve high-level service quality and exceptional customer service including implementation of a customer feedback system and provide quarterly reports of feedback and improvements made

- 1.1.2.12. Developing and implementing a coordinated staff development/training plan (customer service, cross training on partner services, community resources, etc.) for Career Center staff and Partners program staff
- 1.1.2.13. Facilitate, Monitor and Report partner responsibilities as defined in the MOU
- 1.1.2.14. Facilitate, Monitor and Report compliance of hours of operations at Career Centers utilizing Arizona Department of Health Services guidance as a guideline for a safe opening or reopening of access sites and career centers to provide in-person services;
- 1.1.2.15. Facilitate, Monitor and Report implementation of branding standards for the Federal – a proud partner of the American Job Center network, State – ARIZONA@WORK and Local Workforce Area;
- 1.1.2.16. Follow federal and state regulations pertaining to handling of Equal Employment Opportunity
- 1.1.2.17. Facilitate, Monitor and Report compliance with all Federal, State and local policies and procedures relative to the One-Stop System and One-Stop Centers and access sites
- 1.1.2.18. Have the capability to modify their offering to comply with any new revised WIOA regulations.
- 1.1.3. Provide services as the “ARIZONA@WORK Pima County One-Stop Operator” and under the ARIZONA@WORK Pima County brand regardless of organizational affiliation.
- 1.1.4. Ensure that as an OSO, they¹
 - 1.1.4.1. Disclose any potential conflicts of interest arising from the relationships with particular training service providers or other service providers, including, but not limited to, career services providers.
- 1.1.5. Refrain from establishing practices, in coordinating services and serving as a OSO, 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
 - 1.1.5.1. Comply with Federal regulations and procurement policies relating to the calculation and use of profits, including those at 20 CFR § 683.295, the Uniform Guidance in 2 CFR Part 200 including the contractual provisions in 2 CFR 200.326 and 2 CFR part 2900 and other applicable regulations and policies.
- 1.1.6. Provide competent and cooperative management with a vision for developing and supporting a positive and collaborative organizational environment.
- 1.1.7. Support the plan through strategies and outline a clear business strategy for the ARIZONA@WORK Pima County system that supports the Local Plan.

¹ DOL Training and Employment Guidance Letter WIOA No. 15-16

1.2. Coordination of Services

The Contractor shall:

- 1.2.1. Be responsible for leading the design, the coordination, and implementation of the partner program service delivery system as outlined in the Local Plan.
- 1.2.2. Ensure the flow and delivery of services in accordance with workforce system policies.
- 1.2.3. Use a high level of innovation and creativity in designing and implementing a human-centric workflow system that will benefit ARIZONA@WORK Pima County customers
- 1.2.4. Develop and/or refine an integrated intake, eligibility and referral process
- 1.2.5. Coordinate the service delivery of required and participating One-Stop partners and service providers. All services must be consistent with the Local Plan. The OSO needs to encourage all One-Stop partners to work under the ARIZONA@WORK Pima County brand and represent one unified brand to customers. The OSO shall work to develop a plan to address coordinated branding.
- 1.2.6. As of the issuance of this RFP, the following programs/partners offer services in the County as part of the One-Stop System; however, other required or additional partners may be added or removed at the discretion of the PCWIB.
- 1.2.7. Programs authorized under Title I of WIOA:
 - Adult Program
 - Dislocated Worker Program
 - Youth Program
 - 1.2.7.1. Migrant and Seasonal Farmworker Programs;
 - 1.2.7.2. The Wagner-Peyser Act Employment Service program authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by WIOA Title III;
 - 1.2.7.3. The Adult Education and Family Literacy Act (AEFLA) program authorized under Title II of WIOA;
 - 1.2.7.4. The Vocational Rehabilitation (VR) program authorized under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.) as amended by WIOA Title IV;
 - 1.2.7.5. The Senior Community Service Employment Program authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.);
 - 1.2.7.6. Trade Adjustment Assistance activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.);
 - 1.2.7.7. Jobs for Veterans State Grants programs authorized under chapter 41 of Title 38, U.S.C.;
 - 1.2.7.8. Temporary Assistance for Needy Families (Jobs Program only);
 - 1.2.7.9. Job Corps;

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1.2.7.10. Employment and training activities carried out by the Department of Housing and Urban Development; and

1.2.7.11. Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law).

1.2.8. Review commitments of the MOU and ensure the execution of partner responsibilities outlined in the agreed upon MOUs between the system partners and the PCWIB.

1.3. One-Stop System service delivery locations.

The Contractor shall:

1.3.1. Facilitate and Support the Developing of the efficient flow and integration of services at One Stop Career Center service locations throughout the county. There are two levels of One Stop Career Centers: Comprehensive and Specialized sites. At a minimum, the OSO will visit each Comprehensive location once a month and Specialized site once a quarter; or as determined by the PCWIB to review and conduct workflow analysis is appropriate.

Service locations include the following; however, additional locations may be added or removed as service delivery is established at the discretion of the PCWIB and County.

1.3.1.1. Comprehensive Center: The Comprehensive Center shall be open to the public from 8:00 a.m. to 5:00 p.m. MST, Monday through Friday and shall follow the County's holiday schedule.

DES - Tucson - East (ARIZONA@WORK Affiliate Site)

1455 South Alvernon Way Alvernon Heights
Tucson, Pima County, Arizona, Arizona 85711

DES - Tucson - North (ARIZONA@WORK Affiliate Site)

316 West Fort Lowell Road Amphi
Tucson, Pima County, Arizona, Arizona 85705

Kino Workforce Center (ARIZONA@WORK Comprehensive Center)

2801 East Ajo Way
Tucson, Pima County, Arizona, Arizona 85713

Rio Nuevo Service Center (ARIZONA@WORK Comprehensive Center)

340 North Commerce Park Loop City of Tucson Community Resource Center,
Tortolita Building Tucson, Pima County, Arizona, Arizona 85745

1.3.1.2. Specialized Center: If the specialized center is housed within a noncounty facility, the holiday schedule of that facility shall be followed. To access specialized centers, visit:

<https://arizonaatwork.com/locations/pima-county>

1.4. Onsite Partner Leadership

1.4.1. Conduct workflow analysis in the development of a needs assessment that identifies gaps and or challenges in service availability, coordination and delivery.

- 1.4.2. Submit recommendations of such assessments to the PCWIB and other system partners when applicable.
- 1.4.3. Analyze whether one-stop center staff possesses the appropriate training, tools and equipment needed to carry out job functions, including:
 - 1.4.3.1. Creating a needs assessment that identifies existing gaps among staff and partner agency staff to ensure their success in supporting one-stop deliveries, and providing recommendations at quarterly meetings regarding specific training needs and professional development;
 - 1.4.3.2. Learn and remain knowledgeable of the program services and performance standards of all system partners and facilitate cross training amongst all staff.
 - 1.4.3.3. Reporting results of staff training to the PCWIB and other system partners when applicable.
- 1.4.4. In coordination with the PCWIB, assure partners understand their roles in workforce system initiatives impacting customers, such as career pathways, sector strategies and other key strategies or requirements under WIOA.

1.5. Ensure and Report Compliance

- 1.5.1. Ensure Americans with Disabilities Act and WIOA section 188 compliance for the ARIZONA@WORK Pima County service delivery locations as well as, County ADA policies.
 - 1.5.1.1. ARIZONA@WORK Pima County service delivery locations have and maintain adequate, up-to-date signage related to accessibility of space and programs in compliance with ADA and WIOA section 188.
 - 1.5.1.2. Report annually to the PCWIB on ADA and WIOA section 188 compliance.

1.6. Continuous Improvement Activities

- 1.6.1. Facilitate and Support the Developing of continuous quality improvement processes to determine efficiency of data tracking, collection, and analysis methods, and integrating lessons learned to update best practices.
- 1.6.2. Assess current level of the effectiveness of quality services based on metrics defined by the PCWIB.
- 1.6.3. Coordinate and adjust delivery practices in collaboration with partner programs as needed.
- 1.6.4. Convene partners quarterly, or more frequently if requested by a majority of MOU partners, the OSO or the Pima County Local Workforce Development board.
 - 1.6.4.1. Create a joint partner plan for system improvement.
 - 1.6.4.2. Provide written and verbal updates on the coordination of the service delivery of One- Stop partners and identify areas of strength and challenge areas.

- 1.6.4.3. Determine agenda and provide minutes to partners for each meeting.
- 1.6.4.4. Provide meeting agenda and previous meeting minutes to the local board designee.
- 1.6.5. Coordinate and facilitate meetings with key and core partners, officials, leaders and staff to share best practices, discuss workforce trends, address the needs of the local and regional area, provide education on System Partner programs and services, and review service delivery and efficiencies;
- 1.6.6. Deliver ongoing training and technical assistance as needed.

1.7. Meeting Attendance, Tracking and Reporting

- 1.7.1. Monthly
 - 1.7.1.1. The successful proposer will meet with the PCWIB and/or County to provide updates and address issues on a monthly basis or at an agreed upon frequency.
 - 1.7.1.2. Unless otherwise noted, the successful proposer will prepare and submit written reports and metrics for the PCWIB to the Board's Executive Director. The metrics and reports required for this contract shall include, a summary of OSO activities, but are not limited to the following:
 - 1.7.1.2.1. Submit written reports and metrics by the 15th day following month end:
 - 1.7.1.2.2. One-Stop referrals and enrollments, as well as referrals and enrollments received through WIOA programs operated by partner agencies, in furtherance of an integrated service delivery system. The OSO shall gather data in partnership with all partners as required by the PCWIB and disseminate as necessary.
 - 1.7.1.2.2.1. Total number served by:
 - 1.7.1.2.2.2. Comprehensive Center
 - 1.7.1.2.2.3. Specialized Centers (list individually)
 - 1.7.1.2.3. Ratio of referrals to enrollments into partner programs.
 - 1.7.1.2.4. Total number placed in employment, and total number broken out by the following:
 - 1.7.1.2.4.1. Number of placed in targeted industries/in demand occupations as defined by the PCWIB.
 - 1.7.1.2.4.2. Average wage of those placed in employment.
 - 1.7.1.2.4.3. System training and professional development.
 - 1.7.1.2.4.4. System partner meetings and outcomes.
 - 1.7.1.2.5. 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 PCWIB and County.

1.7.1.3. Attend PCWIB meetings and committee meetings as directed by PCWIB and County staff.

1.7.1.4. Submit a general ledger summary of expenditures to the PCWIB Staff by the 15th day following the end of a month. Failure to submit accurate and complete reports by the 15th day following the end of a month, may result, at the option of the County, these reports shall be sent to:

PCWIB (contact info will be provided in final awarded contract.)

1.7.1.4.1. Expenditures for the One-Stop System will comply with 2 CFR 200; Public Law 113-128 of the 113th Congress described as the WIOA and Federal and State regulations and guidelines under the WIOA Title, 1-B Federal grant.

1.7.2. Quarterly

1.7.2.1. Prepare and present requested information to the board and/or board committees, as directed by the PCWIB and County.

1.7.3. Annually

1.7.3.1. Submit annual reports to include program year statistics tallied from monthly reports, and other information requested by the County, in a format to be approved by the PCWIB and County.

1.8. In accordance with WIOA §678.620 (b) (1) subject to paragraph (b) (2) an OSO may not perform the following functions:

1.8.1. Convene system stakeholders to assist in the development of the local plan

1.8.2. Prepare and submit local plans (as required under Section 107 of the WIOA)

1.8.3. Be responsible for staff oversight

1.8.4. Manage or significantly participate in the competitive selection process for OSO

1.8.5. Select or terminate OSO. Career services or youth providers

1.8.6. Negotiate local performance accountability measures

1.8.7. Develop and submit budget for activities of the WIB

1.9 20 CFR § 679.430 demonstrating internal controls and preventing conflict of interest.

1.9.1 An entity serving as an OSO that also serves a different role within the one stop delivery system may perform some or all of these functions when it is acting in its other role, if it has established sufficient firewalls and conflict of interest policies and procedures. The policies and procedures must conform to the specifications in 20 CFR § 679.430 demonstrating internal controls and preventing conflict of interest.