

WorkSource Columbia Basin One-Stop Operator Statement of Work

A. OVERVIEW

The Workforce Innovation Opportunity Act (WIOA) requires Local Workforce Development Boards (LWDBs) to select a One-Stop Operator to administer the area’s American Job Center Network system, here in Benton-Franklin known as the WorkSource Columbia Basin (WSCB). The Benton-Franklin Workforce Development Council (BFWDC) selected the Benton-Franklin Workforce Consortium (BFWC) to be the WSCB One-Stop Operator through a competitive procurement process on May 20, 2021, with potential annual extensions through June 30, 2025, based on performance and mutual agreement between BFWDC and the BFWC.

The BFWC is a collaboration between four partners which represent the four core WIOA titles:

- Career Path Services (CPS) (Title 1)
- Columbia Basin College (CBC) (Title 2)
- Employment Security Department (ESD) (Title 3) and
- Division of Vocational Rehabilitation (DVR) (Title 4).

Each partner plays a unique role in our workforce development system, lending strengths and expertise to shape the integration of the workforce system in alignment with the goals and objectives of the Benton-Franklin Workforce Development Council’s (BFWDC) Strategic Plan 2024-2028. The BFWC utilizes the WorkSource System Coordinator (WSC) as the agent of the Consortium. They have agreed that Career Path Services will serve as the employer of record for the WSC and manage the budget.

B. PURPOSE

The purpose of the BFWC is to coordinate the service delivery required of WSCB partners and service providers. The BFWC works in partnership with the BFWDC to provide guidance and leadership to the WorkSource system centered around the following pillars:

- Functional and programmatic integration
- Service provision, including equitable service delivery, affirmative outreach to populations with barriers, physical and programmatic accessibility
- Customer satisfaction
- Staff training participation
- Partnerships
- Employer engagement
- Performance and accountability

The work of the BFWC is done in accordance with the Benton-Franklin Workforce Development Council Memorandum of Understanding with WorkSource System partners. The MOU describes agreements among the partners for operating the workforce system and guides the operator’s work.

C. STATEMENT OF WORK

The BFWC will work as a team with one vision, a shared mission, and a mutual purpose. The BFWC shall coordinate work so that agendas, outcomes, and credit are shared equitably and broadly. All parts of the delivery model shall be transparent and relevant. On behalf of the BFWC, the WSC shall work with partners to remove territorial differences and expand common ground.

Functional and Programmatic Integration

- Ensure WorkSource One-Stop System partners continue to align through the lens of Integrated Service Delivery and facilitate processes that leverage, connect, and integrate services across partners in the system to increase across the center.
- Research and develop new service delivery strategies in collaboration with WSCB Partners to meet the goals outlined in the Benton-Franklin Strategic Plan.
- Lead and facilitate system-wide meetings/events that promote integrated service delivery.

Service provision, including equitable service delivery, affirmative outreach to populations with barriers, physical and programmatic accessibility

- Ensure access to One-Stop services as prescribed by WIOA Section 188 with coordination with the local EO Officer and Compliance Coordinator.
- Providing services in a manner that addresses disparities and removes barriers to access.
- Ensuring all groups, especially marginalized or underserved populations, receive the same quality and level of service.

Customer Satisfaction

- Use Human-Centered Design (HCD), Lean, and other customer-informed methodologies to ensure integrated service delivery model options meet the needs of local businesses and job seekers.

Staff Training Participation

- Promote a culture of diversity, equity, inclusion, and belonging by ensuring partners have the time needed to engage in agency trainings and cross functional activities which support team building.
- Maintain a center-wide readiness for change and new program services implementation, and continuous improvement, enabling WorkSource to quickly adopt new best practices and services
- Identify potential cultural clashes between partners, facilitate crucial conversations that build understanding, and restore working partnerships.
- Identify training needs surrounding customer complaints and work with complaint contacts/EO Officer to facilitate that training.
- Work with partners to assess training needs and use qualitative and quantitative approaches to evaluate effectiveness of the training.

- Be knowledgeable of the mission and performance standards of all partners and facilitate cross-training among all staff.
- Ensure that staff are trained and know how to use auxiliary aids and adaptive technology equipment and are aware of services for individuals with disabilities.

Partnership

- Collaborate, build relationships, and interact with community-based organizations who have common goals in the areas of workforce services, to build a more equitable service delivery system.
- Work with the One-Stop partners to evaluate and troubleshoot referral and coordination efforts.
- Coordinate WSCB partner meetings and serve on the leadership team to ensure all partner expertise is present and can be leveraged to meet customer needs.
- Interact with all WIOA and non-WIOA partners to coordinate and facilitate operational conversations among partners to ensure racially equitable and customer centric services are delivered throughout WSCB.
- Lead convenings between WorkSource Connection sites and WSCB to reinforce an effective referral system that leverage resources for customers.
- Proactively address partnership or system needs/issues and provide technical assistance to each One-Stop partner related to the provision of services agreed upon in the Memorandum of Understanding.
- Identify and enlist community businesses and other community-based organizations as partners in identifying, developing, and implementing workforce solution investments (inclusive of training resource solutions, strategic partnership to meet customer needs, NEW partners onsite at WSCB).

Employer engagement

- Align partners and provide workforce solutions that meet business needs including speaking the language of business, creating a common brand, and staff training on business engagement.

Performance and accountability

- Maintain system-wide reporting of service delivery data.
- Engage with WorkSource leadership to implement a continuous improvement strategy for the One-Stop Center to assess gaps in service delivery and maintain plans of action to address said gaps.
- Provide Bi-Annual reports to the BFWDC and WSCB Management Team on performance outcomes (set by the board), success and issues.

D. POLICIES AND PROCEDURES

- The BFWC must demonstrate sufficient firewalls and adhere to conflict of interest policies and procedures as well as conform to the specifications of 20 CFR section 679.430.
- Ensure all Americans with Disabilities Act requirements are met and managed as required by WIOA in coordination with the BFWDC EO Officer and Compliance Coordinator. The BFWC shall provide oversight to ensure the Operator is representing the system in a balanced way. Maintain Operations

- Handbook to include center-based day-to-day processes & procedures, onboarding & offboarding of team members, safety related protocols, etc.
- Ensure that the BFWDC non-program related policies and procedures are effectively communicated and conducted at WSCB.
- Comply with all policies governing WSCB.
- Serve as the point of contact for dissemination of federal, state, and local laws, regulations, and policy.

E. ONE STOP CERTIFICATION RESPONSIBILITIES

In support of the pursuit of growth, continuous improvement, and the performance excellence goals of the One-Stop delivery system, on at least an annual basis, the One-Stop Operator will ensure an annual presentation is provided to full board detailing the site's current status and progress toward reaching higher quality standard of the scope of work listed in this statement of work and the One-Stop Certification Policy.

F. DAY TO DAY OPERATIONS

- Oversee day-to-day operations related to the physical workplace, including office space, equipment, and supplies inventory.
- Serves as the Complaint Coordinator and logs all complaints received at WSCB.
- Serve as point of contact regarding One-Stop initiatives (board, community, media).
- Oversees social media outreach done under contract between BFWDC and Stephens Media Group.
- Serve as liaison between the BFWDC and WSCB, maintaining communication with the BFWDC staff with updates or issues that may arise at WSCB.
- Serve as the primary point of contact for facility maintenance and repair issues communicating all needs for maintenance and repair to the BFWDC to be addressed.
- Serve as a liaison between partners and WDC regarding Operational updates and needs
- Site schedule oversight & adjustments to meet business need
- Maintain AJC Certification
- Be the point of contact of social media activities
- Maintain WSCB Operations Handbook and Procedures
- Maintain a safety, security and health management oversight – including planning and process/procedure creation and dissemination
- Maintenance & weather-related notifications & coordination with the BFWDC
- Customer facing messaging (facility hours of operation via signage/reader board/Google Business, social media content creation, wi-fi password updates, media requests, PSAs, etc)
- Management of onboarding & offboarding processes, in addition to completion of facility mapping & access (badge requests, keys, relocations, phone directory), revision & training on processes, maintenance of records, etc.
- Communication of system supply order needs to the BFWDC for ordering

- Coordination & scheduling of meetings & center-based trainings including, but not limited to various leadership groups and 1:1s, All Staffs, external training sessions + agendas, slides, attendance, & meeting notes
- Branding oversight (including updates to policy in collaboration with BFWDC, Canva administration, photo releases, training & internal monitoring)
- Coordination of center-based outreach (event requests)
- Community connections (for cross training, partnership)
- Recurring meetings with BFWDC staff
- Technical support & training for center-based technology/processes
- Vetting of new partners for recommendation to the BFWC/BFWDC

G. REPORTING

- Produce monthly reports of WorkSource Site Operations, Customer Satisfaction, Service Delivery, and Facility Updates, Continuous Improvement, and goal progress by the 10th of each month.
- Provide a Bi-Annual presentation to the BFWDC and WSCB Management Team on performance outcomes (set by the board), success and issues.

H. CONFLICT OF INTEREST AGREEMENT

The BFWC and WSC must be able to function in a manner that is unbiased and free of conflicts of interest on behalf of all partners.

I. BUDGET

Budget Category	Annual Budget
Staff Salaries	\$ 91,860
Staff Benefits	\$ 36,744
Staff Travel	\$ 4,677
Staff Training	\$ 2,744
Other Direct Costs	\$ 15,693
Indirect Costs	\$ 18,282
Total	\$ 170,000