

One Stop Operator (OSO)

April 2017

Background

- The Executive Committee and Board have been kept apprised for the past two years of the federal requirement of having a One Stop Operator that is procured through a competitive bid process.
- According to the Workforce Innovation and Opportunity Act (WIOA), the OSO role is to coordinate all the various service providers that operate through the one stop centers.
- However, the WIOA law also allows Boards to deliver their own Career Services with in-house staff (except Training and some youth services), which most of the Michigan Works Agencies have chosen to do. Our board took action to this effect when WIOA was enacted. Delivering Career Services in-house greatly reduces costs and improves communication lines, performance outcomes, and staff accountability.
- The OSO role is extremely limited under these circumstances and not necessary. However, USDOL is not giving any waivers.
- There is a provision in the law that allows the Boards to be their own OSO if they do not receive any bids, but according to USDOL guidelines, if the board makes that choice then they must not do their monitoring activities with in-house staff.
- We utilize our in-house monitoring process as a continuous improvement activity, and find it to be very advantageous to staff training and performance guidance. For that reason, we do not want to contract out our monitoring, and it would be quite expensive to do so.
- We chose to put our OSO role out for bid with a limited definition of the role. During the first RFP process we received no bids. During the second RFP process, we received one bid.
- The bid is from Traverse Bay Area Intermediate School District (TBAISD). It is well prepared and very reasonably priced at \$2,500. It is **attached** for your review.

Recommendation

It is recommended that the board approve a contract with TBAISD to be the One Stop Operator per their proposal, and that the contract be for one year, renewable for up to three consecutive years.

**Proposal Cover Sheet
Networks Northwest – One Stop Operator Bid**

Name of bidding organization: Traverse Bay Area Intermediate School District

Address (physical): 1101 Red Drive Traverse City, MI 49684

Address (mailing, if different):

Type of organization (legal status): Intermediate School District


Name & title of authorized official: Jason M. Jeffrey, EdD – Assistant Superintendent for General and Career and Technical Education

Name & title of contact person (if different from above):

Telephone: 231.922.6280 Email: jjeffrey@tbaisd.org

Date of bid submission: March 22, 2017

Email address of submitter: jjeffrey@tbaisd.org

Signature of authorized official: 

Section 2: Description of Coordination Services - WORK PLAN

Items, in priority order	Methods & Reporting	Est. Date for Completion
<p>1. Provide a once/year assessment of the effectiveness of inter-program referral and feedback processes, as well as recommendations for continuous quality improvement, among partner programs</p> <ul style="list-style-type: none"> a. Adult Ed. b. Voc. Rehab. c. Veterans Employment Service 	<p>For each of the 3 categories;</p> <ul style="list-style-type: none"> • Interview staff from both parties (NMW and the partner program) for review of policies and practices related to inter-program referral and collaboration • Assess for elements that are working well and areas that need improvement • Compile results into a report with recommendations <p>OSO time required: est. 20 hours</p>	<p>6/30/18</p>
<p>2. Provide a once/year assessment of the common intake system (via G-Stars software and membership card)</p>	<ul style="list-style-type: none"> • Interview NMW staff for info on purpose and procedures • Test the system at least 5 times for ease and functionality • Informally interview at least 10 customers • Compile results into a report and recommendations <p>OSO time required: est. 10 hours</p>	<p>3/31/18</p>
<p>3. Provide a spot-check functional analysis of the Unemployment Insurance Agency's Problem Resolution Office within the greater context of the Traverse City Michigan Works! Center</p>	<ul style="list-style-type: none"> • Interview MWA staff for info on purpose and procedures • Observe functionality for a total of at least 8 hours • Compile results into report and recommendations <p>OSO time required: est. 10 hours</p>	<p>4/30/18</p>
<p>4. Provide a once/year assessment of the effectiveness of partnerships among Northwest Michigan Works! and all of its education partners</p>	<p>Note: This activity is conducted by the TDCC, which is a committee of the Networks Northwest Board. No additional activity is necessary for this element of partnership coordination. The TDCC will make its annual report to the Board by the end of the year.</p> <p>OSO time required: -0-</p>	<p>12/31/17</p>

Section 3: Staffing

The TBAISD Assistant Superintendent will be the staff person responsible for carrying out this function. His job description is attached. He reports directly to, and is evaluated by, the TBAISD Superintendent. It is assumed that this individual will be able to perform this work with little or no supervision. This person is very familiar with the Northwest Michigan Works! system.

It is estimated that the OSO function will take a total of 40 hours.

Section 4: Experience

a) Coordination of multiple programs and partners for a unified delivery system of programming:

TBAISD's history is replete with examples of combining multiple funding streams into unified programming. As the administrator for programs ranging from Special Education, to Career Tech Training, to K-12 teacher skills enhancement activities, the agency's way of life involves a very high degree of coordinated programming. It is responsible for coordinating 14 K-12 school districts and their common goals and needs, for a unified voice, and for sharing of best practices.

b) Specific experience in the delivery of, and/or depth of understanding of comprehensive workforce development programs:

TBAISD was the sub-contracted agency for delivery of all the integrated employment and training programs under Northwest Michigan Works! for nearly two decades, and prior to that was the subcontractor for all Michigan Works youth programs. As such, the agency is intimately familiar with all aspects of programming and administration relative to Northwest Michigan Works!.

c) Depth of knowledge and experience regarding the specifics of WIOA law, regulations and programming, as well as that of the other federal and state programs delivered at the Northwest Michigan Works! Centers:

Because of the experience mentioned above, TBAISD is very familiar with federal employment, education and training programs, their laws, and regulations. TBAISD has been an active partner in the design and delivery of many programs in partnership with Northwest Michigan Works! over the years, including but not limited to the Beaver Island Lighthouse School, Adult Education, Newton's Road, and Jobs for Michigan's Graduates.

In addition, the TBAISD Superintendent sits on the Networks Northwest Board, and the Assistant Superintendent chairs the Board's Talent District Career Council (TDCDC).

Section 5: Budget

Staff costs:	\$ 2,000.00
Travel:	400.00
Supplies:	<u>100.00</u>
Total:	\$ 2,500.00

Section 6: Disclosures and Assurances

a) Conflicts of Interest:

The TBAISD Superintendent, Mike Hill, is a member of the Networks Northwest board representing adult education. As such, he would abstain from any votes relative to the OSO.

The TBAISD Assistant superintendent, Jason Jeffrey, is a member of and chair of the Talent District Career Council (TDCC) which is a committee of the Networks Northwest board. As an advisory and collaboration committee, it is unlikely there would be any voting; however, he would abstain from any votes relative to the OSO.

b) Practices that Create Disincentives:

TBAISD commits to actively refraining from any practices in its work, and in its recommendations, that would cause disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and/or education.

c) Compliance Commitment

TBAISD fully commits to comply with Federal regulations, and procurement policies, relating to the calculation and use of profits from this OSO activity.