

FY21 One Stop Operator Statement of Work

Service location(s) – services must be delivered in-person, in the State of Idaho. The successful bidder must have the primary contact(s) for the contract located in Idaho. Bidders may propose a distributed staffing model based on existing infrastructure (i.e. offices) in the six regions of Idaho (see attached map) or include a travel budget for the primary contact to deliver services in each region, as needed.

Restrictions on when/how services can be provided – services must be provided during normal State of Idaho business hours (Monday – Friday, 8:00 a.m. – 5:00 p.m.).

Required deliverables (*note – “service delivery area” refers to the six regions of Idaho*):

Activity	Relevance	How Success Will Be Measured
Coordinate cross training of staff for all core and partner programs in each service delivery area. Training should be provided in-person at least once during the program year. When feasible, training segments should be recorded or developed in an online platform so that new staff among the partners have access to the one-stop system training. Maintain and distribute electronic reference materials to support cross-training of staff, facilitate referrals and improve coordination of business/employer services.	One-Stop partners provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery.	<ol style="list-style-type: none"> 1. Number of trainings provided. 2. Develop a baseline for staff participation across all core partners. Demonstrate gains in participation rates. 3. Number and quality of resources developed to support training for new staff that are hired between annual trainings. 4. Resource library is accessible to all partners.
Convene quarterly partner meetings in each service delivery area to identify and remove barriers to the seamless delivery of services to participants and employers. These meetings may be hosted via conference call/web meeting and recorded for those who are unable to attend.	Staff from differing programs understand other partner programs’ services, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers.	<ol style="list-style-type: none"> 1. Number of partner meetings held and attendance. 2. Report on the barriers and solutions identified and implemented.
Establish, convene, and maintain effective business outreach teams in each service delivery area. Develop a working relationship between the team and the workforce training centers and regional economic development organizations, coordinating with the Council’s Business Partnership Manager. Ensure that each partner agency	As part of an aligned team, partners have access to a wider range of business engagement strategies, increasing the	<ol style="list-style-type: none"> 1. A coordinated business outreach “work plan” is developed in each region. 2. Partners are sharing information about and coordinating outreach to employers.

submits a monthly “business contact” list and consolidate information into a resource to share back to the partners.	opportunity for better placement services and outcomes for all customers. This partnership also allows for a unified voice in communications with area employers.	3. Each partner agency provides a list of business contacts made during the previous month and it is consolidated and shared back.
In collaboration with One-Stop partners, develop and implement a formal referral process for services within and outside of the One-Stop System. Define standards for referral, referral follow-up expectations and documentation of referral outcomes.	Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, appropriately assist customers, and make knowledgeable referrals to partner programs, as appropriate, given the authorized scope of, and eligibility requirements for, each program.	<ol style="list-style-type: none"> 1. Referral system implemented. 2. Referral outcomes reported to One-Stop Committee on monthly basis.
Serve as the coordinating body for the American Job Center Certification process including: accept and verify completeness of applications for affiliate and comprehensive center certification; coordinate with the Council to schedule on-site visits; provide technical assistance to centers who receive provisional certification or are denied certification on how to improve such that certification can be achieved, maintain a list of certification status, including ADA physical and programmatic assessments, providing reminders to centers on deadlines to maintain their status.	American Job Centers are effective, physically and programmatically accessible, and evaluated for continuous improvement.	<ol style="list-style-type: none"> 1. Accurate list of certification status, renewal dates and accessibility assessments. 2. Development and implementation of consistent customer service surveys across affiliate and comprehensive centers. 3. Summary of technical assistance provided to help centers achieve full certification status. 4. Provide feedback to One-Stop Committee on AJC Certification Policy to support policy updates.
Negotiate and maintain standards set forth in the service delivery area MOUs. Lead negotiation of resource sharing agreements for comprehensive centers. Collect participant	High standards for customer-focused seamless services from	<ol style="list-style-type: none"> 1. Annual summary of service delivery area MOU implementation.

counts and other information required to keep MOUs current.	a network of employment, training, and related services that help individuals overcome barriers to obtaining and maintaining employment are upheld.	2. Data for resource sharing agreements collected and provided to the fiscal agent.
Identify and communicate best practices and/or stories to showcase the successes of the one-stop system.	Enhanced communication extends the one-stop reach to increase customer participation and enrollments, and to engage and support businesses.	1. A minimum of six best practices/story ideas are shared with the Council's Outreach & Communications Manager and distributed to the partners.
<p>Serve as an active member on the Council's One-Stop Committee and chair the WIOA Advisory Group. Assist the Council in executing the strategies and objectives for the one-stop system as approved by the Council.</p> <p>Attend quarterly Council meetings and annual workforce development summit hosted by Council. Attend/support as needed other Council facilitated efforts to increase collaboration among employers and workforce/education/economic development partners.</p>	One-Stop Operator staff are keenly aware as to how their work supports and contributes to the overall vision of the Council, as well as within the American Job Center network. This enhances their ability to ensure that partner programs are seamlessly integrated within the service delivery areas.	1. Attendance at Council events as requested, engagement as appropriate, and demonstration of understanding of Council's priorities through implementation of contract.