

ADA Compliant Transcript
WIOA: Implementing Change
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Title Slide

OMJ Center Operations

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Overview of Presentation

1. Considerations for Selecting Operator
2. Procurement Requirements
3. Requests for Proposals
4. OMJ Center Certification
5. Panel Presentation

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OMJ Center Operations

Part 1. Considerations for Selecting the Operator

Picture of OMJ Center office front

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WIOA Requirements

Chart showing five components

1. WIOA 121 (d) (2) (a)
2. Competitive Process
3. Operator can be for-profit, non-profit, or govt. entity
4. At least one Center per area
5. Operator procurement is local board function

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WIA Model vs. WIOA Model

Chart that illustrates the comparative difference between WIA and WIOA models, emphasizing mandatory competitive procurement of providers in WIOA

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Who Can Conduct OMJ Center Operator Procurement?

- Board
 - Or board's staff
- Fiscal Agent
 - If no conflict exists
- Board's consultant

- If no conflict exists

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Government vs. Non-Profit vs. For-Profit Operator?

Chart describing comparison between three different types of operators

- Government
 - Experienced with following policies & regulations
 - May hesitate to make controversial decisions or to move quickly
- Non-Profit
 - Mission oriented
 - Accustomed to survival with inconsistent funding
 - May value customer outcomes over regulations or costs
- For-Profit
 - May be fast to act with low service delivery cost
 - May be more focused on money than mission
 - Area will need to negotiate a fair profit

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Ratio of Operators to Centers: One Operator over all Centers

Board selects one entity to operate all OMJ Centers

- Greater control and consistency area-wide
- More economies of scale
- Fewer potential bidders willing or able to take on the task

Graphic image of the operation structure

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Ratio of Operators to Centers: One to One

Board selects unique entity to operate each Center

- More agreements and relationships to manage
- Greater local customization
- Greater variances in services and quality

Graphic image of the operation structure

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Ratio of Operators to Centers: Many to Many

Board permits bidder to propose how many sites it will operate

- Greatest flexibility for bidders
- Mixture of service consistency and local customization

Graphic image of the operation structure

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Considerations for How Many Operators to Procure

Chart showing continuum between one operator and multiple operators

One Operator

- Few OMJ Centers

- Similar environments
- Consistency preferred
- Limited board oversight & communication resources

Multiple Operators

- Numerous OMJ Centers
- Diverse environments
- Customization preferred
- Plentiful board oversight & communication resources

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Issuing Separate RFPs for Operator and Career Services

Board issues separate RFPs for Career Services and OMJ Center Operator

- More agreements and relationships to manage
- More inclusion of new providers in delivery system
- Cleaner separation of WIOA vs. One-Stop duties

Graphic image of the operation structure

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Combining OMJ Operator RFP with Career Services RFP

Board issues one RFP.

Bidder must offer Operator duties + Career Services

- Fewer entities willing or able to take on the task
- Fewer RFP processes and contracts to manage
- Less ability to use market forces to improve quality

Graphic image of the operation structure

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Timeframe Considerations: Procure Operator by 7/1/16

Chart showing key timetables

- 7/1/2016 – Procured Operator begins work.
- June 2016– Negotiate & write contract. Issue PO.
- Late May 2016– Selection finalized by Board, appeals heard. (*When is your board's spring 2016 meeting?*)
- By mid-May – Review committee rates proposals, identifies highest scoring proposal(s).
- Mid-Feb to mid-April – 60 days for bidders to submit proposals.
- By mid-Feb. 2016 (ideally in January) – One-Stop Operator Request for Proposals is released. Bidder's conference is held.
- December 2015– Write RFP requirements, define Operator roles, determine scoring criteria.

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OMJ Center Operations

Part 2. Procurement Requirements

Picture of a One-Stop office front

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WIOA Requirements

- WIOA 121 (d) (2) (a)
- Competitive Process
- At least one Center per area

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OhioMeansJobs (OMJ) Operator Procurement

Factors to consider prior to initiating procurement process:

- Local Workforce Development Board Responsibilities
- Local Workforce Development Board Vision
- Relationship between the Local Workforce Development Board and the OMJ Center Operator
- Procurement of the OMJ Center Operator

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OhioMeansJobs (OMJ) Operator Procurement continued

Local Workforce Development Board Responsibilities:

- The Board is authorized, with the agreement of the Chief Elected Officials, to certify and/or terminate the eligibility of the Operator;
- The Operator MUST be certified through a competitive process;
- The Operator can be:
 - A public, private, or non-profit entity
 - A consortium of entities that must include at least three (3) or more required partners
 - Institution of higher education
 - State Wagner-Peyser employment agency

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OMJ Operator Procurement continued

Local Workforce Development Board Responsibilities:

- The Operator can be (continued):
 - Community-based organization, non-profit organization, or intermediary
 - Private, for-profit entity
 - Government agency
 - Other interested organization or entity, which may include a local chamber of commerce, business or labor organization
- The Operator cannot be:
 - An Elementary or Secondary School, except non-traditional public secondary schools and area career and technical education schools
 - Staff of the workforce development board

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OMJ Operator Procurement continued

Local Workforce Development Board Responsibilities:

WIOA 121(e) defines the requirements of a local system, which should be used to determine the responsibilities of the Operator.

The local system must:

- Provide career services;
- Provide access to training services, including serving as the point of access to training services for participants with individual Training Accounts;
- Provide access to employment and training activities related to customized training, fee for service based training, and for individuals with disabilities;
- Provide access to programs and activities carried out by the required system partners;

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OMJ Operator Procurement continued

Local Workforce Development Board Responsibilities:

The local system must (continued):

- Provide access to the data, information, analysis and all job search, placement, recruitment, and other labor exchange services under the Wagner-Peyser Act;
- At a minimum, make each of the required partner programs, services, and activities accessible at not less than one (1) physical center in each local area.
- Co-locate Wagner-Peyser services in OMJ Centers.
- Use common system identifiers, including the state's "OhioMeansJobs", and the federal "American Job Center" brand.

The local system may make programs, services, and activities available through:

- A network of affiliated sites that can provide one or more of the required programs to individuals; and/or through

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OMJ Operator Procurement continued

Local Workforce Development Board Responsibilities:

The local system may make programs, services, and activities available through (continued):

- A network of eligible OMJ Center partners at an affiliated site that consists of a physical location or an electronically or technologically linked access point that assures availability of career services regardless of where the individuals enter the statewide workforce development system.
- Specialized centers to address special needs, such as the needs of dislocated workers, youth, or key industry sectors; and
- Electronic means in a manner that improves efficiency, coordination, and quality in the delivery of partner services.

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OMJ Operator Procurement

Local Workforce Development Board Vision:

Graphic with the word "vision"

The board vision for the Operator's roles and responsibilities should reflect what is identified in the local and regional plans . The needs of business and the needs of individuals for a local area need to be taken into consideration. The board's vision and mission statements should be used as the overall guiding principle for the OMJ Center Operator.

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OMJ Operator Procurement continued

Relationship between the Local Workforce Development Board and the OMJ Center Operator:

- As the local workforce development board is responsible for oversight and management of the OMJ Center Operator the board must decide if it will:
- Maintain an advisory role, providing direction to the OMJ Center Operator with expectations that the Operator will carry out the activities needed to fulfill the board's directives with the authority and decision making ability to do so;
- Commit local board staff to maintain an active role in managing the operator and being involved in daily decisions for which a management structure will need to be clearly defined; or
- A combination of both.

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OMJ Operator Procurement

Relationship between the Local Workforce Development Board and the OMJ Center Operator:

This decision will affect the relationship and standards for communication and interaction between the board and the operator. The board will also need to decide if the operator will be involved in systemic activities such as:

- Strategic planning, outreach planning, service planning or other planning activities;
- Engagement, recruitment, management, and servicing of business; and
- Policy recommendations.

All of these decisions by the local workforce development board will define the relationship with the operator and how the local OMJ Center delivery system will be managed.

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OMJ Operator Procurement continued

Procurement of the OMJ Center Operator:

Graphic of OMJ logo – Owen with a graduation cap

WIOA 121(d)(2)(a) requires that the OMJ Center Operator shall be certified through a competitive process. The local workforce development board will need to decide how that procurement will take place. The local board may conduct the procurement process

directly using board staff or perhaps the local board will work with a local agency or contractor to accomplish this task. If working with another entity the local board must ensure there is no conflict of interest with that entity regarding their involvement. The local board must also ensure that all local, state and federal procurement requirements are followed.

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OMJ Operator Procurement continued

Operator Responsibilities- As defined by the local board including but not limited to:

- The number of physical sites the Operator will be responsible for managing, including hours of operation;
- Technological resources such as the local system website, case management software, business networking software, or online testing sites that the Operator will use and/or maintain;
- Management of the daily operational costs and the relationship with the WIOA fiscal agent for remittance of invoices;
- Management and coordination of the partner services;
- Coordination with youth service providers;

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OMJ Operator Procurement

Operator Responsibilities- As defined by the local board including but not limited to (continued):

- Management of employer services;
- Number of staff expected to operate the system;
- Basic career services the Operator will be assigned to perform (orientations, assessments);
- Maintaining a referral system with the partners;
- Compliance with federal and state regulations pertaining to EEO responsibilities, customer complaints, and accessibility;
- Implementation of board policies;
- Operation of the resource room and/or computer labs;

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OMJ Operator Procurement continued

Operator Responsibilities- As defined by the local board including but not limited to (continued):

- Meeting performance goals and measures;
- Preparation and submission of annual operating budgets;
- Reporting to the board on a regular basis;
- Continuous improvement activities (customer satisfaction); and
- Use of site(s) by the community.

Optional Responsibilities- if defined by local board:

- Coordination and management of the local workforce development system MOU;

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OMJ Operator Procurement

Optional Responsibilities- if defined by local board (continued):

- Entering into lease agreements for the physical sites;
- Providing career services under the adult and dislocated worker programs;
- Training for partners;
- Fee for service activities;
- Outreach and recruitment of customers and voluntary partners;
- Grant proposals through non-profit, governmental, or private organizations; and
- Membership with local associations, participation on workgroups, task forces, etc.

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OMJ Operator Procurement continued

Non-Permissible Operator Responsibilities:

- Convene system stakeholders to assist in the development of the local/regional plan;
- Prepare and submit local plans;
- Be responsible for oversight of itself;
- Manage or participate in the competitive selection process for Operators;
- Select or terminate OMJ Center Operators, career services, and youth providers;
- Negotiate local performance measures; and
- Develop and submit budget for activities of the local board.

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OMJ Center Operations

Part 3. Request For Proposals

Picture of One-Stop office front

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Section 1 – General Purpose

- Purpose
- Background
- Overview
- Objective(s)

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Section 2 – Procurement Process

Timetable

- Estimated release date
- Question/answer (clarification)period
- Due dates/times/location (specifics)
- Review period
- Award announcement
- Protest period

- Contract period
- Miscellaneous

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Section 2 – Procurement Process

- Question/answer (clarification) in detail
- Communications prohibitions
- Resources/Vendor library

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Section 3 – Vendor Experience and Qualifications

- Mandatory criteria
- Organizational experience/qualifications/capabilities
- Staff experience/capabilities
 - Key staff requirements

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Section 4 – Scope of Work/Specification of Deliverables

Technical proposal

- Proposed work plans/SOW
- Administrative structure
- Specification of deliverables
- Compensation structure

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Section 5 – Format and Submission

- Submission information
- Format/organization
- Cost proposal
- Disqualifiers

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Section 6 – Evaluation/Scoring

- Initial qualifying criteria
- Technical proposal scoring criteria
- Cost proposal scoring criteria
- Review process/caveats
- Award/denial process

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Section 7 – Protest Procedures

- Description
- Timeframes
- Related caveats

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Section 8 – Other Conditions/Requirements/Caveats

- Contract/agreement requirements
- EEO/Accessibility requirements
- Trade secret prohibition
- Public information disclaimer
- Travel limits/restrictions (if applicable)
- Confidentiality
- Ethics/conflicts of interest
- Waiver of minor errors
- Prevailing wage/other DOL requirements

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Section 8 – continued

Affirmations

- ORC 9.24 Finding for recovery
- Current/prior contract performance
- Federal debarment (SAM)
- Disclosure of work locations
- Offshore services prohibition
- Proposal as public record
- Ownership of deliverables/intellectual materials

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Section 9 – Attachments/Appendices

- Glossary of terms
- Forms

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OMJ Center Operations

Part 4. OMJ Center One-Stop System Certification

Picture of One-Stop office front

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OMJ System Certification

WIOA Requirements §121(g)

In order to receive infrastructure funding, One-Stop centers must be assessed and certified at least once every three (3) years.

The State Board, in consultation with chief local elected officials and local boards, establishes the objective criteria to be used.

One-Stop Certification is carried out by the local board.

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OMJ System Certification continued

Criteria & procedures for certification shall include:

- Standards relating to service coordination among the partners
- Factors relating to the effectiveness, accessibility, and improvement of the One-Stop delivery system
- Achievement of performance measures
- Integration of available services
- Meeting the needs of local employers and participants

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Certification Workgroup

- Comprised of multiple partners
- Approach based on TEG 4-15 – “Vision for O.S. System and WIOA”
- Uses established benchmarks and critical success factors updated from the Gold Standard Program
- A locally selected review team with peer members conduct desk and on-site review
- Site must be ADA approved prior to requesting certification from local board
- Incorporates partner activities such as Mystery Shopping and Data Provision

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OMJ System Certification

Local areas may include additional measures related to their delivery of services.

Graphic drawing of individuals/customers in a system

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Phased Approach

- Phase I - Review of one comprehensive center per area and of overall system services against limited set of “must pass” standards
- Phase II - Affiliate and specialized centers included in quality review of entire system using all benchmarks
- Phase III – Continuous improvement activities based on a balanced scorecard type approach

Quality of services for both businesses and individuals constant in all phases

Benchmarks document (draft) available for O.S. Operator RFPs

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OMJ System Certification

Screen shot of a spreadsheet timetable for One-Stop Certification (tentative), showing key points for Phases 1, 2, and 3.

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OMJ Center Operations

Part 5. Panel Presentation

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Questions?

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