

Ohio Department of Job & Family Services – Office of Workforce Development
Sample Statement of Work for Local OhioMeansJobs Center Operator RFP

The selected One Stop Operator will provide:

1. Program Facilities

- a. A full service comprehensive OhioMeansJobs Center (OMJ Center) is currently operated at [enter address] and has affiliate OMJ Centers at [enter addresses]. The selected operator will be expected to maintain a comprehensive OMJ Center and affiliated locations. The specific number of facilities and their locations is determined by the local board and may change over the course of the service agreement. Occupancy and related costs for each location will be borne by the selected operator, funded with Workforce Innovation and Opportunity Act (WIOA) funds, state OMJ Center Resource Sharing funds, and contributions collected from other partners, and will be reflected in the contract resulting from this RFP.
- b. Identify and implement specialty centers and/or access points in under-served communities and ensure workforce development services are accessible to local area residents including residents with disabilities in a cost-effective manner.
- c. Operate the OMJ Centers as fully functioning One-Stops as defined in WIOA legislation in a manner that is professional and inviting in appearance with easy customer flow and courteous, professionally-attired staff of the OMJ Centers and partners and cooperate with the local board in ensuring the OMJ Centers remain compliant with the Americans with Disabilities Act (ADA).
- d. Maintain facilities and services to assure ongoing State certification of the facilities as OMJ Centers, including at least one comprehensive center, as required in current or future state and federal guidance.
- e. Furnish and staff a resource area in each Center for use by the public. Evaluate the feasibility of a client tracking system for ongoing usefulness to OMJ Center operations for recording visitor entry, time, and usage of the Center, to recording attendance at workshops, or any other uses requested by the board or partners.

Ohio Department of Job & Family Services – Office of Workforce Development

Sample Statement of Work for Local OhioMeansJobs Center Operator RFP

- f. Offer hours convenient to customers and appropriate to the number of customer visits to include extended hours as necessary. Adjust hours as necessary in response to usage and customer satisfaction data.
- g. Make available, at no cost, meeting/training space to the local board, board staff, Fiscal Agent, Chief Elected Officials, and partners. Other employment related organizations may also use the space and the selected operator is encouraged to fundraise; one possible solution for generating revenue is to rent the facilities to other non-co-located partners and entities.
- h. Cooperate with the local board on property management to assure space is available in the OMJ Centers for partner services per agreement between the selected operator, the partners, the local board, and the Chief Elected Officials. Use of space for full-time equivalents is detailed in the Memorandum of Understanding which the operator will prepare and negotiate with the required partners under WIOA and other co-located entities.
- i. Support and promote the visibility of OhioMeansJobs brand, logo, and tagline for the workforce system and the area OMJ Centers. Use the name and logo on signage, forms, stationery, marketing, Internet resources, and other media under the auspices of this project.
- j. Provide for referral systems and for use of the facility for working with WIOA Youth as outlined under the local board's expectations for youth to connect with the OMJ Centers for services.

2. Outreach & Recruitment

- a. The operator is responsible for aggressive marketing to jobseekers and customers seeking job advancement and training, including to such target groups as Veterans (noted as first among equals among customers), the unemployed; ex-offenders, persons with disabilities, few skills, little work history or education, or personal barriers; persons with cultural or language barriers; young adults, older workers, skilled workers and professionals. Include specialized outreach

Ohio Department of Job & Family Services – Office of Workforce Development

Sample Statement of Work for Local OhioMeansJobs Center Operator RFP

methods and marketing to non-traditional and hard-to-reach or -serve groups. Target neighborhoods and communities with high unemployment.

- b. In collaboration with the local board and partners, market, promote and advertise the OMJ Centers to educate employers, training institutions, targeted groups and the general public about what services are available; their benefits and how to access them; and industries given priority for training and employment connections, as well as resources available to employers and jobseekers to cement these connections
- c. Collaborate with the local board for particular outreach efforts with specific industry sector and career pathway efforts and consortia for which the board is a creating partner and/or member.

3. Services for Job Seeking Customers

- a. The OMJ Centers will offer integrated services of partners in a seamless and streamlined fashion. Adaptations will be available for specialized populations such as those with significant language and cultural barriers, people with disabilities, as well as people with other challenges.
- b. Services available to the core customer will include the following, some of which will require WIOA program registration:
 - Outreach, intake, and orientation to the OMJ Center and to the system of partner services to be available via print, videotape, and workshop or one-on-one with a customer service representative.
 - Initial assessment of skill levels, aptitudes, abilities, and need for supportive services.
 - Initial development of employment plan.
 - Job search and employment assistance.
 - A resource room in each Center with self-service information to help customers in selecting careers, job searching, job matching, placement, retention and advancement through ample computers, print, video, and

Ohio Department of Job & Family Services – Office of Workforce Development
Sample Statement of Work for Local OhioMeansJobs Center Operator RFP

other media. The resource rooms should be designed for ease of customer use, and staffed with technologically proficient professionals who can answer questions and assist in information searches, decisions, and connections to services.

- Following up with customers to ascertain progress in achieving career goals to direct them to other core services or partner services.

The resource rooms must provide access to:

- The OhioMeansJobs.com website for the State of Ohio for customers to post their resume, job search, complete practice assessments, and access other job hunting resources.
- Labor market information including job vacancy listings, job skill requirements for job listings, and information on wages, employment trends and career options, available training, and employment law;
- Information on resume writing, interview techniques, and application completion;
- Performance and cost information on eligible training providers and information on financial aid;
- Performance information on the local delivery system; and
- Information on partner services;
- Information on supportive services including how to obtain them, via print, the web site, or a partner representative.
- Information regarding filing for Unemployment Compensation.
- Help with establishing eligibility for WIOA services and for other training and education programs.
- Access to employability workshops, including workshops that develop “soft skills” such as effective oral communication, team-building and workshops on the use of technology for the job search.

4. Customer Data Collection

Ohio Department of Job & Family Services – Office of Workforce Development

Sample Statement of Work for Local OhioMeansJobs Center Operator RFP

- a. Secure basic information as required by DOL, ODJFS, and the local board on each business and jobseeker customer using OMJ Center Services. Track repeat customers.
- b. Register all job-seeking customers using OMJ Center services in the state of Ohio database system. Utilize OhioMeansJobs.com for labor exchange activities for jobseekers and employers. Employers post directly and in collaboration with the operator on the employer side of OMJ.com.
- c. Enter information into local client service tracking system as needed to comply with local board requirements. Maintain customer satisfaction information, customer complaints and conflict of interest declarations, reviewing same with the local board on a monthly basis.

5. Business Services

- a. Use strategic approaches for supporting regional economic development and providing employers with a job-ready trained workforce, following the direction of the local board policies, its current Strategic Business Plan, and the new Regional and Local WIOA Area Strategic Plan to be issued. These approaches will include but not be limited to:
 - Focus resources on a small number of industrial or occupational sectors as directed by the local board, such as healthcare, construction, energy, advanced manufacturing, etc. Targeted sectors will have two of the following --high staffing needs, self-sufficiency wages (including availability of benefits and opportunities for advancement), and need for skilled workers.
 - Identify sectors on which to focus resources through such means as analyses of labor market information (LMI), employer advisory groups, focus groups, surveys, collaboration with regional planning or economic development groups, etc.
 - Collaborate with the local board which is working with industry or occupational sectors to:

Ohio Department of Job & Family Services – Office of Workforce Development

Sample Statement of Work for Local OhioMeansJobs Center Operator RFP

- identify ongoing and emerging needs of these employers: what skills potential employees need, what career fields are expanding, and what jobs are available;
 - identify and/or develop training programs/institutions that meet the criteria of the industrial sector and can be certified as satisfactory
 - obtain lists of job openings
 - obtain agreement from employers to hire persons successfully completing certified training.
- b. Address employer and sector skill shortages through upgrading of jobseekers' basic job readiness or occupational skills.
- c. Strategically recruit and program for other employers:
- In demand occupations, offering self-sufficient wages, benefits, and chances for advancement.
 - Reflecting economic development priorities
 - Willing to hire returning Veterans, dislocating workers and people with special challenges, such as ex-offenders, people with significant language or cultural barriers, people with disabilities, and people with little work history.
- d. Recruit jobseeker customers with skills required by employers tailoring services to meet specific employer or sector needs. This includes resolving employer needs and brokering services.
- Recruit employers:
 - Coordinate recruitment efforts with the local board
 - Communicate with/market to area employers about OMJ Center services and other community services using a variety of approaches.
 - Increase partnerships with employers and employer organizations.
 - Coordinate employer contacts and placement services with partners, training vendors, and the Youth providers to ensure comprehensive non-duplicative products and services.

Ohio Department of Job & Family Services – Office of Workforce Development
Sample Statement of Work for Local OhioMeansJobs Center Operator RFP

e. Provide services to area businesses that address not only their current labor needs but assist in preparation for future labor needs. Services may include but not be limited to:

- Development of and plan and record of services requested and provided. This should be tailored to the needs of individual employers or sectors.
- Information about tax and other incentives for participating in center services
- Information about on-the-job training opportunities, using information obtained from such organizations as economic development organizations and local chambers of commerce.
- Information about best practices such as effective hiring and employee retention practices.
- Working directly with the local businesses to identify job openings, training needs and opportunities within their company.
- Assisting with recruiting, interviewing and screening of applicants as needed and providing space for on-site interviewing.
- Providing employers with access to expanded labor pools and assisting in their recruitment through posting job orders and matching them with job seekers that meet employers' minimum requirements.
- Hosting general and customized job fairs for occupation, industry, or employer.
- Communicating to employers their options for training and training funding, as well as tax benefits and other incentives for participating in OMJ Center services.
- Offering links to WIOA training services to support on-the-job and customized training to employers whose jobs meet the criteria set forth by the local board and who enter into agreements as set forth by board policy.

Ohio Department of Job & Family Services – Office of Workforce Development

Sample Statement of Work for Local OhioMeansJobs Center Operator RFP

- Brokering the provision of support services to WIOA customers who are new and incumbent employees of participating businesses, including retention services.
 - Making full use of the resources and services of the OhioMeansJobs.com website, including job matching.
 - Offering on the job training and customized training for new workers, including Veteran's OJTs, statewide special funded OJTs and other OJT resources that are available or can be pursued by the operator.
 - Following up with employers to assess their need for further assistance.
- f. Collect customer satisfaction information from employer customers that include Satisfaction with employees they hired who received WIOA supported occupational or on-the-job training.

6. Collaboration

- a. Collaborate with the partners to bring integrated and additional services to the OMJ Centers. Enter into a Memorandum of Understanding relative to these services and to the financial agreements with partners for cost sharing in accordance with WIOA legislation. Provide leadership and coordination for the integration of partner services into OMJ Centers and implementation of the Memoranda of Understanding and any subsequent agreements with partners, either mandated under WIOA or otherwise co-locating under the MOU.
- b. Improve customer access to partner services through implementing a common intake, common application, common case management and referral process as required under WIOA. Strive to streamline services and minimize duplication.
- c. Work with the WIOA youth service providers to familiarize youth with the full array of OMJ Center services and determine appropriateness of co-enrollment, particularly for out-of-school youth now prioritized under WIOA.

Ohio Department of Job & Family Services – Office of Workforce Development

Sample Statement of Work for Local OhioMeansJobs Center Operator RFP

- d. Leverage additional funding streams including those that support training, as well as in-kind and monetary contributions from regional organizations and businesses.
- e. Collaborate with other pertinent organizations in the community to meet the needs of customers.
- f. Collaborate with the local board to implement workforce development system initiatives and specific grant activities for which the local board has been required in the grant applications and subsequent funding
- g. Collaborate with the state, board staff and partners as necessary to implement state-generated initiatives related to services. Prior examples of such endeavors are the Incumbent Worker Training Program, Veterans Rapid Response Program (VR2), Veterans Short-Term Training Program (VSTP), and rebranding of the OhioMeansJobs system.

7. Performance Measurement and Continuous Improvement

- a. Meet or exceed all performance standards under the current WIOA performance measures included in law and subsequent regulatory decisions.
- b. Meet or exceed local board's performance measures which it has required of the operator. Subsequent to the federal regulatory advisories on WIOA implementation, the selected operator will work with the local board to redefine local performance measures for the upcoming transition time frame.
- c. Ensure ongoing improvement of OMJ Center services. Improvement should focus on but is not limited to program utilization, performance outcomes, customer satisfaction, and cost effectiveness. Report improvements in the monthly report to the local board.
- d. Establish a program of staff capacity building, within and across partners. Report on training undertaken in the monthly report to the local board. Collect and analyze appropriate data for quality assurance, continuous improvement, and reporting purposes.
- e. Implement process and schedule for reviewing and analyzing performance data internally and with partners, identifying areas to target for improvement,

Ohio Department of Job & Family Services – Office of Workforce Development
Sample Statement of Work for Local OhioMeansJobs Center Operator RFP

diagnosing causes of failure to meet performance standards, planning changes to improve performance, implementing changes and monitoring the results. Promptly develop solutions to address any identified problems in day to day operations and continue to apply corrective actions until performance meets standards.

- f. Work with the local board on any monitoring or measurement and continuous improvement activities or site visits in order to maximize learning and improvements from these processes.
- g. Work with the local board on completing audits, monitoring site visits, or other continuous improvement efforts of ODJFS, the Auditor of State, the Department of Labor or others to be determined.