

STATE OF SOUTH DAKOTA
BUREAU OF ADMINISTRATION
OFFICE OF PROCUREMENT MANAGEMENT
523 EAST CAPITOL AVENUE
PIERRE, SOUTH DAKOTA 57501-3182

ONE-STOP OPERATOR AND WIOA TITLE I ADULT AND DISLOCATED WORKER
PROPOSALS ARE DUE NO LATER THAN JUNE 2ND 2017; 5:00PM CST

RFP #: 1037

BUYER: Heather Pelle

EMAIL: Heather.Pelle@state.sd.us

READ CAREFULLY

FIRM NAME: SD Division of Field Operations AUTHORIZED SIGNATURE: Bill McEntaffer

ADDRESS: 123 W. Missouri TYPE OR PRINT NAME: Bill McEntaffer

CITY/STATE: Pierre, SD TELEPHONE NO: 605-773-3101

ZIP (9 DIGIT): 57501 FAX NO: 605-773-6184

FEDERAL TAX ID#: 466000364 E-MAIL: bill.mcentaffer@state.sd.us

PRIMARY CONTACT INFORMATION

CONTACT NAME: Bill McEntaffer TELEPHONE NO: 605-773-4548

FAX NO: 605-773-6184 E-MAIL: bill.mcentaffer@state.sd.us

One-Stop Operator for WIOA Title I Adult and Dislocated Worker Programs

Table of Contents

Executive Summary	2
Career Services	5
Access to Training Services	7
Access to Adult and Dislocated Worker employment and training programs	7
Access to Workforce and Labor Market Information	7
Access to programs and activities carried out by the One-Stop partners	8
One-Stop Operator Services	9
One-Stop Operator Eligibility	12
One-Stop Operator's Role	12
Required Practices, Policies, and Procedures	12
One-Stop Operator Prohibited Functions	12
Priority of Service	13
Required One-Stop Partners	13
Proposal Requirements and Company Qualifications	14

Executive Summary

The South Dakota Division of Field Operations, under the South Dakota Department of Labor and Regulation (SDDLRL) proposes to be the One-Stop Operator for the State of South Dakota and provide services to WIOA Adult, Dislocated Workers, and Youth.

The Division of Field Operations is responsible for the SDDLRL local offices in communities across the state and has for decades. Its mission is to achieve a skilled workforce contributing to economic development by efficiently and respectfully serving businesses, job seekers, and community partners through innovative workforce development solutions and serving as an information resource.

These funds would assist in providing the wages for the Division of Field Operations program assistant and the Director over the proposed timeline. Wages for the local office staff would be provided by other resources.

The 12 SDDLRL local offices the state is located in the following communities: Aberdeen, Brookings, Huron, Madison, Mitchell Pierre, Rapid City, Sioux Falls, Spearfish, Vermillion, Watertown, and Yankton.

Every year the trained professionals of the local offices assist job seekers and employers with their employment needs by providing dedicated career services. Each office has resources for both job seekers and employers. These resources help job seekers identify opportunities, prepare for interviews, and obtain productive employment. They also help employers locate and hire the workers they need to grow their organizations and businesses.

Title I (Adult, Dislocated Worker, and Youth) and Title III (Wagner-Peyser) programs are co-located with the local offices include the Senior Community Service Employment Program (SCSEP), Trade Adjustment Assistance (TAA), Jobs for Veterans State Grant (JVSG), State Unemployment Compensation, and the work component of the Temporary Assistance to Needy Families (TANF).

The local office managers oversee their staff to implement these programs to provide the services to job seekers and to work with the other core and required partners.

The SDDLRL staff work with employers to provide work based learning opportunities for in-demand occupations. Job seekers get updated skills to meet the changing needs of the workforce.

In working with the partners communication continues to be the key. Establishing a plan/process of contacting businesses needs to be made, so that each partner has an opportunity or is aware of the contact with the job seeker or business. This way each partner will have the opportunity to share how they may be able to best meet the needs of both.

SDDLRL staff provides skill assessment programs to assist with job openings and referrals to training. When skill gaps are identified, job seeker training needs can be

quickly addressed and paired with transferable skills of job seekers. SDDLRL also provides assistance on self-service tools and share best practices for successful recruiting using the online system.

The Division of Field Operations will continue to partner with its Title II providers and continue to support existing work-readiness initiatives and workplace literacy projects.

Local offices also have a close relationship with Education and training providers. The technical schools are currently eligible training providers in the state. Build Dakota, a scholarship opportunity for people to receive a two-year degree for no cost, is being provided through Education with SDDLRL being a partner.

WIOA core (Titles I and III) and partner programs work closely with job seekers wanting education/training at the State's colleges and technical schools. Each Local Office has established working relationships for assisting job seekers register for training, for vouchering for training assistance funds, and support services. DLR and GOED publicize high growth areas and encourage job seekers to consider the information as they partner in their employment plan development.

Given the historic partnership and collaboration in South Dakota amongst Titles I-IV, the expectation exists whereby both referred individuals and co-enrolled participants can work with a host of eligible training providers,

The Registered Apprenticeship program will be utilized to offer broad-based skills and career development required for employees to achieve employment security and workplace productivity. Educational institutions, including joint labor-management skill training partnerships will be able to provide expertise on instructional methods, credentials, and skill certifications.

Local offices currently work with their local/regional/state economic development entities. Local office staff is asked to provide labor market information and go meet with potential businesses that may want to relocate or looking at expanding their current business.

The Division of Field Operations local offices currently:

- Provides the career services;
- has Title I (Adult, Dislocated Worker, and Youth) programs co-located;
- has Title III (Wagner-Peyser) program co-located;
- has Trade Adjustment Assistance program co-located;
- has the Temporary Assistance to Needy Families work component co-located;
- has the Senior Community Service Employment Program co-located;
- has a majority of the Title IV (Vocational Rehabilitation) programs co-located;
- has established relationships with Title II, Registered Apprenticeship, economic development, and career technical education;
- using the data management system for registering and enrolling individuals;

- works closely with the labor market information center.

Customer service is the goal and by knowing the services of partners will only benefit that customer. It also makes it that no one entity has to be the expert in everything but allows connections for those customers.

Detailed Response

- 4.0 The South Dakota's Department of Labor and Regulation's Division of Field Operations will provide the services required as the One-Stop Operator. These services will include providing assessments (My Next Move, Key Train, Work Keys, Tests of Adult Basic Education (TABE), in-depth interviewing) to assist in writing employment plans (types of barriers to be overcome and to establish goals, and timelines), leading to discussions regarding career pathways towards achieving a career.

The local offices will be able to identify targeted populations and understand those that have priority of services: recipients of public assistance, other low income individuals, individuals who are basic skills deficient, and veterans.

The following will be provided to all job seekers:

A. Career Services:

Basic career services will be made available and will include the following;

- Determination of whether an individual is eligible to receive assistance from the adult or dislocated worker program;
- Outreach, intake and orientation to information and other services available through the one-stop;
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities, and supportive service needs;
- Labor exchange services to include job search and placement assistance;
- Provide referrals to and coordination of activities with other programs and services;
- Provide workforce and labor market employment information including job vacancy listings, information on job skills necessary, and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
- Provide information relating to the availability of supportive services or assistance;
- Provide information and assistance to individuals seeking assistance in filing a claim for unemployment compensation;
- Assist in establishing eligibility for programs of financial aid assistance for training and education programs;

Individualized career services will also be made available to an individual to obtain or retain employment. These will include:

- Comprehensive and specialized assessments of the skill levels and services; may include interest assessments, Key Train, Work Keys, and Tests of Adult Basic Education (TABE);

- Develop an employment plan to identify the employment goals, achievement objectives and a combination of services to achieve their employment goals - this includes documenting needs and services that may be needed; will also document various goals for that individual to work towards;
- Group Counseling - conduct various degrees of job counseling. An example of this would be the Job Search Assistance Programs (JSAP) held in each local office;
- Individual Counseling - every Title I and Title III participant will be case managed and provided guidance towards training or employment;
- Career Planning - This is completed in various methods; it will start with assessments (interest), also available is Key Trains and Work Keys (NCRC) which can assist them in determining the types of occupations they have the skills for possible training;
- Short-term pre-vocational services - JSAP classes are held in provide guidance in job seeking skills. This includes networking, completing applications and resumes, interviewing skills, and how to retain employment. Also referring individuals to the Bring Your "A" Game to Work, which discusses soft skills;
- Work Experiences that are linked to careers - local offices will provide work experiences that will be able to assist individuals in careers of their interest. Work Experiences are typically for individuals that have no work history or a poor work history and need an opportunity to prove themselves in a work setting. Local offices will offer to pay a job seeker's wages for a length of time (no more than 500 hours) if the business agrees to provide supervision and guidance during the hours;
- Financial literacy services - the local offices will arrange/refer individuals to financial literacy classes that are usually provided by an outside source for no cost;
- Out-of-area job search assistance and relocation assistance – funding will be available for gas and/or lodging to assist individuals that are seeking appropriate employment beyond the commuting area (more than 50 miles one way). If someone needs to relocate for appropriate employment assistance may be provided in renting a truck or assisting with gas for the move.
- English language acquisition and integrated education and training programs – referrals will be made to appropriate entities, mainly the local Adult Education and Literacy (AEL) partner to provide the English language acquisition with the local office assisting in training programs as needed.

Follow-up services will also be provided – local offices will provide these services which may include counseling regarding the workplace for up to 12 months for those that are placed in unsubsidized employment.

Partner with TANF program – The TANF work portion is within the local office and individuals in TANF will be provided case management and the same services as any job seeker.

B. Access to Training Services

Each local office will be able to provide the training service options to eligible participants.

Training services that are available will include:

- on-the-job training;
- occupational skill training;
- customized training;
- AEL or ESL in combination with training;
- registered apprenticeships;
- pre-apprenticeships;
- non-credential trainings;
- entrepreneurial training.

These trainings will be conducted with partners of the one-stop which will include businesses, post-secondary institutions, and other appropriate providers to conduct the training.

C. Access to Adult and Dislocated Worker employment and training programs:

Each local office will continue to have Adult and Dislocated Worker funds to assist with employment and training programs for eligible participants. This will include the training services above (Section B.) and will also include:

- Work Experiences
- Support Services
- Staff provide testing including, customer service, computer software, clerical office skills, and Microsoft Office.

D. Access to all workforce and labor market information:

All of the local offices have access and can provide specific information regarding labor market and/or will provide an employer with the website (www.dlr.sd.gov) or how they can also review information they may be seeking.

South Dakota's Labor Market Information Center (LMIC) provides labor market information in the state. The LMIC department provides labor market information for use in business and economic purposes. Job reports, unemployment rates, and wage reports consist of a few of the services that local office staff provides to help businesses make more informed workforce decisions.

E. Access to programs and activities carried out by the One-Stop partners

Currently the local offices WIOA Title I (Adult, Dislocated Worker, and Youth) and Title III (Wagner-Peyser) services/programs are co-located.

Each local office will meet on a regular basis with their local partners. These partners, depending on the community will vary somewhat, but may include WIOA Title II (AEL) and Title IV (VR), continuing technical education, Native American programs, housing, migrant seasonal farmworker program, and Job Corps. Also those programs currently under the South Dakota Department of Labor and Regulation will continue as partners and include: Reemployment Services, Trade Assistance Act (TAA), TANF, SCSEP, and Vets programs.

The core partners will strive to build new sector partnerships and strengthen existing partnerships with employers to increase work-based learning experiences, such as paid work experiences and registered apprenticeships that provide job seekers with the skills and credentials necessary to secure employment and advance in their jobs.

Title IV (VR) entities may expend funds to provide training and technical assistance to employers regarding the employment of individuals with disabilities.

Vocational rehabilitation offers individualized services that include transition services that facilitate the transition from school to post-secondary life, as well as the vocational training itself. The provision of pre-employment transition services such as the Youth Leadership Forum through vocational rehabilitation will further prepare youth with disabilities for post-secondary education.

In line with one of our strategies, designing education and training programs to address workforce needs and in order to respond to high demand economic sectors in South Dakota, the vocational rehabilitation agencies in South Dakota will work with businesses and providers to develop a training and placement program for people with disabilities.

The Governor's Office of Economic Development (GOED) serves as a resource to explore expansion of primary job opportunities for all South Dakotans. They are also a resource for expanding existing businesses, fostering new businesses and facilitating business succession. Recruitment of out-of-state businesses offers new options for job seekers with a focus on six targeted industries: bioscience, financial services, professional business services, oil and gas, shooting, hunting and outdoors and value-added agriculture. The office works closely with community economic development corporations to expand and diversify the state's industry and economy.

Business Services

Certain services will also be made available to local employers, including specific labor exchange activities and labor market information. The local offices will establish and develop relationships and networks with large and small employers.

South Dakota employers use the online system, SDWORKS, to post job listings, search resumes for qualified candidates, review labor market information and market trends. SDDLRL staff provides facilitated self-help to employers, who telephone into the local office and need coaching to access online services. SDWORKS is currently being enhanced with Geographic Solutions as the vendor to list jobs that are added to SDDLRL's internal job listing, which provides great advantages for employers. Employers who list job openings on a corporate website will automatically have their positions listed in SDWORKS and will not have to re-enter job order information.

Customized Services may be provided;

It is our intent to work more closely with businesses to have them tell us what credentials are possible. Local offices, along with our partners, will be contacting high-demand businesses to meet with them to discuss the types of career pathways available within their industry. This may mean an informational interview or a tour of their facility to see what they do. Not only does it educate us it also shows businesses that we are wanting to partner with them in meeting their needs.

Other business services and strategies that meet the workforce needs of area employers may be provided on an as needed basis.

5.0 One-Stop Operator Services:

5.1 – Coordinate of reception and initial registration services for all customers

The local offices have and will continue to provide the registration of all job seekers. When a job seeker comes into the office and if they are not currently registered they will be directed to a public computer and assisted on the registration process.

5.2 – Implement cooperative agreements and MOU with all One-Stop partners.

The Division of Field Operations will ensure that the MOU's will be in place with the One-Stop Partners.

5.3 – Coordinate One-Stop partner services, with guidance from the SDWDC.

This is currently happening or is being planned for in the local offices and will continue to be monitored by the Division of Field Operations to ensure it does continue.

5.4 – Provide for effective allocation of staff among all the One-Stops.

This will be reviewed, at a minimum, on a yearly basis to be the most effective. Statistical analysis and performance measures will be reviewed to determine staff allocation. Each time a new opening may occur through retirement or resignation the need for that position for that local office will be reviewed.

5.5 – Coordinate access to virtual resources at appropriate partner locations within the state workforce area.

This is done on an as needed basis, as it has been in the past.

5.6 – Develop processes to ensure that all customers receive appropriate, timely and effective Career Services.

A continued review of the local offices will occur. Policy is going to be being reviewed to determine if adjustments need to be made. Also being considered is a plan by each local office and how they will incorporate/ implement their plan.

5.7 – Develop and implement a formal referral process for services within and outside of the One-Stop.

Currently each local office has a referral process and outcomes with some of the partners. If there is not a current referral process with a particular partner each local office will be instructed to develop one. This will be one area to be reviewed and possible to standardize this process in each office.

5.8 – Provide reports as required by the SDWDC.

The Division of Field Operations will comply with any information asked of by the SDWDC. Under the new data management system a variety of reports can be obtained to be reviewed by the SDWDC.

5.9 – Actively participate with the Core Partners to integrate services in the One-Stop System and the One-Stops.

This is currently being done with Title I and Title III as they share the same data management system and both are under the SD Department of Labor and Regulation and co-located in each local office. The integration of services for Title II and IV is occurring in the local offices but the one item that has been reviewed is how to integrate the data needed to be reported. This will continue to be addressed until a resolution has been found.

The Title II Program and its sub-grantee providers will work with the other core programs and the required One-Stop partners to articulate Career Pathways, stackable credentials, and Title II's responsibilities thereof. Additionally, Title II shall continue its involvement with the statewide National Career Readiness Certificate initiative.

SDLR and the Title IV, vocational rehabilitation programs, have a cooperative agreement in place to address transition services for youth with disabilities. The agreement presents a common policy and conceptual framework for addressing interagency transition planning at the local level, thus ensuring that youth with disabilities have access to the services and resources needed to enter adult life (and the world of work) successfully. Cooperating agencies benefit from maximum coordination of services, more efficient utilization of agency resources, increased service options, and improved interagency communication. The following organizations are included in this agreement: Department of Education, Division of Curriculum, Career and Technical Education and Special Education programs; Department of Human Services, Divisions of Developmental Disabilities, Rehabilitation Services and Service to the Blind and Visually Impaired; and Department of Social Services, Divisions of Community Behavioral Health and Child Protection Services

5.10 – Perform continuous improvement activities to achieve high-level service quality and exceptional customer service.

To improve in these areas training will continue so that the tools are provided to all staff and the local office managers will ensure practices are implemented.

This training will also be coordinated with all partners as to meet the needs that may have also.

5.11 – Develop and implement a coordinated staff development/training plan for One-Stop and Partner program staff.

SDDL is currently working on accomplishing this goal. In October 2017 a statewide training will be held by Title I, III, and IV. Title II partners are also invited to this training.

More and more opportunities of training are being shared amongst all of the partners to include the SD Department of Education and the Migrant Seasonal Farm Worker (MSFW) program.

Also there will be a Veterans training held this summer that will also incorporate training that will be valuable for Title I and Title III staff also.

This type of coordination will only continue to expand as time goes by.

5.12 – Ensure compliance with all federal and State laws, regulations, policies, and procedures relative to the One-Stop System and One-Stops.

Working closely with the SD's Division of Workforce Training and the other partners the Division of Field Operations will ensure these items will be met.

Division directors will meet on a regular basis to discuss any items/issues that need to be addressed regarding the local offices.

6.0 One-Stop Operator Eligibility:

The SD Division of Field Operations, under the South Dakota Department of Labor and Regulation is considered a public entity thus eligible to receive funds to operate a One-Stop Operator.

7.0 One-Stop Operator's Role:

The SD Division of Field Operations has local offices located statewide currently and will continue to fulfill the roles listed below to the satisfaction of the SDWDC:

- I. coordinate the service delivery of required One-Stop partners and service providers; The Division director will ensure that this is being accomplished;
- II. coordinate service providers across the One-Stop delivery system, which requires a statewide presence; and
- III. collect performance information from the providers of on-the-job training, customized training, incumbent worker training; internships, paid or unpaid work experience opportunities and transitional employment as the Governor may require, and use the information to determine whether the providers meet such performance criteria as the Governor may require. This will continue by utilizing the data management system, SDWORKS;
- IV. disseminate information identifying such providers that meet the criteria as eligible provider and the performance information, through the One-Stop delivery system. Currently being conducted by the local offices and will continue.

8.0 Required Practices, Policies, and Procedures:

8.1 - The SD Division of Field Operations will disclose any potential conflicts of interest and will not establish practices that create disincentives to providing services to individuals with barriers to employment and will comply with federal regulations and procurement policies.

8.2 – If the SD Division of Field Operations also serves a different role within the One-Stop System will establish sufficient firewalls and conflict of interest policies and procedures.

9.0 One-Stop Operator Prohibited Functions:

The SD Division of Field Operations will not carry out the functions listed below:

- I. convene system stakeholders to assist in the development of the local plan; prepare and submit local plans;
- II. be responsible for oversight of itself;
- III. manage or significantly participate in the competitive selection process for One-Stop Operators;

- IV. select or terminate One-Stop Operators, and career service providers;
- V. negotiate local performance accountability measures; or
- VI. develop and submit budgets for the SDWDC's activities in the area.

10.0 Priority of Service:

10.1 – Veterans

The SD Division of Field Operations currently does and will continue to follow the policy to give priority of service to Veterans and eligible spouses in its local offices.

10.2 – Other Priority Populations

The SD Division of Field Operations will direct local office and service providers to follow the policy to give priority for the receipt of career services to recipients of public assistance, other low income individuals, and individuals who are basic skills deficient.

11.0 Required One-Stop Partners:

The SD Division of Field Operations currently has close partnerships with many of the partners since they are under the SD Department of Labor and Regulation (SDDLRL) and are co-located. A Memorandum of Understanding (MOU) will be put into place with all of the partners and reviewed on a regular basis. Part of that review process will be to ensure that all partners are adhering to the MOU.

All of the local offices are required to have an agency integrated resource team (IRT) meeting with core partners on a monthly basis and with all partners at least quarterly.

Listed below are the programs/partners under (SDDLRL):

Title I Programs - the Adult, Dislocated Worker, and Youth programs; All of the local offices provide these programs.

Title II – Adult Education and Literacy activities; currently there are 6 AEL providers co-located within a local office. Those not co-located in a local office meet a minimum of once a month, but typically communication occurs on a weekly basis.

Title III – Wagner-Peyser Act; All of the local offices provide this program.

Senior Community Service Employment Program (SCSEP) – have regional people in 3 offices to provide services statewide.

Trade Adjustment Assistance (TAA) – All of the local offices provide this program as needed.

Jobs for Veterans State Grants (JVSG) – All of the local offices provide veteran services.

State Unemployment Compensation – All of the local offices are able to provide information and guidance regarding Unemployment Insurance (UI). The actual application is completed via phone or internet.

Temporary Assistance to Needy Families (TANF) – work component – All of the local offices provide these services.

The remaining partners:

Title IV - Vocational Rehabilitation (VR) – Local offices are close partners with VR. Many of the VR offices (8 out of 11) are also co-located in the local office.

Postsecondary career and technical education – Administrative staff work closely with career technical education (CTE) on various committees and have a close partnership with the National Career Readiness Certificate (NCRC) and working on Career Pathways together. Local offices work with the four technical institutes on as needed basis as they are all approved training providers.

Community Services Grant – currently none in SD.

Department of Housing and Urban Development (HUD) – currently establishing a closer partnership with them.

Second Chance Act (ex-offender program) – SD doesn't currently have a Second Chance program but local offices work closely with local correctional institutions in finding employment once they have been released. Corrections are also a close partner with Title II, AEL. Funding is provided for classes leading to a high school equivalency.

12.0 Proposal Requirements and Company Qualifications

12.4 – Provide the following information related to at least three previous and current service/contracts, performed by the offeror's organization, which are similar to the requirements of this RFP.

The Division of Field Operations has not had this specific type of contract previously, mainly as the WIOA requirement for a competitive process for a One-Stop Operator is new to the State. Previously it was the Governor that designated the One-Stop Operator and in the past it has been the SDDLRL.

Currently, as in the past, under this designation the Division of Field Operations local offices has successfully provided the services included in this RFP. So by the Division of Field Operations being selected to be the One-Stop Operator the continuation of these services would remain as it has in the past. The local offices have been established and all of the requirements specified in this RFP would be met.

The local office staff has been the front line with the job seekers and businesses seeking employees for over 40 years. The local offices have

partnered with SDLR's Division of Workforce Training's (Title I, Adult, Dislocated Worker, and Youth) and SDLR's Division of Employment Services (Title III, Wagner-Peyser) over the past and will continue to do so.