

# **PROVIDENCE/CRANSTON WORKFORCE DEVELOPMENT BOARD**

**REPORT OF SPECIAL MEETING HELD Thursday, January 17, 2019, 8:30 AM**

**Providence netWORKri Office, 1 Reservoir Ave., PROVIDENCE, RI**

The Providence/ Cranston Workforce Board met on Thursday January 17, 2019 at Providence netWORKri Office, located 1 Reservoir Ave., in Providence with the following members in attendance:

Keri Borba, Courtney Cantata, Claudia Cardozo, Andrew Cortes, Dee DeQuattro, Lawrence DiBoni, Joseph DiPina, Kenneth Fliarski, Hy Goldman, Scott Greco, Timothy Kinnaman, Jeffery Machado, Joanne McGunagle, Michael Montanaro, Tekla Moquin, Bernice Morris, Brian Palmer, Karen Paolucci Janet Raymond, Raymond Sepe, Michael Traficante, and Vickie Walters.

Staff members included Brian Hull, Richard Beneduce, Francine Lipizzera, Adrianna Dextrateur, Colleen Fonseca, and Aoua Coumbassa.

Guests included Sharon Geoffrey, Ryan Mitchner, Daniel Parrillo, and James Riley.

Chair Janet Raymond called the meeting to order at 8:34am. Chair Raymond gave the floor to all members, staff and guest to introduce themselves.

## *Approval of Minutes of December 10<sup>th</sup>, 2018*

Chair Raymond recommended a motion to approve the Minutes of December 10<sup>th</sup>, 2018. The motion was made by: Mike Montanaro seconded by Larry DiBoni and passed unanimously.

## *Report from the Chair*

Chair Raymond announced the deferment of item six on the agenda. It was then reported that twelve members have been reappointed to serve on the PCWDB. Marc Amato, Steve Boyle, Andrew Cortes, Alexis Devine, Lawrence DiBoni, Joseph DiPina, Kenneth Filarski, Rick Laferriere, Bernice Morris Debra Quin, Janet Raymond and Hillary Salmons are the twelve members that have been reappointed to serve the Board until the end of their term, December 31<sup>st</sup>, 2021.

Claudia Cardozo has been reintroduced to the Board as the Membership Chair for WIOA Committee. Moving forward, Claudia Cardozo will schedule committee meetings and reach out to members.

## *WIOA Committee Update*

In the absence of Chair Amato, Chair Raymond provided updates from the recent WIOA Committee meeting:

The WorkPlace attended a portion of WIOA Committee meeting to review progress on the corrective actions resulting from the Monitoring process as well as providing additional reports. During the WIOA Committee meeting, it was reported that role of an operator is not to deliver services, and instead, coordinate the services that the Board is responsible for. In addition to this, The WorkPlace will provide regular reports that include the operator and staff's performance to both WIAO Committee and the Full Board. It was also reported that the Committee reviewed the RFP draft and made suggestions. The chair reminded the Board that the current contract expires on June 30<sup>th</sup>, 2019.

## *Executive Director's Report*

Executive Director Brian Hull updated the Board on the new One-Stop Operator RFP. Director Hull reported that although the current and new RFP shares the same language, the main difference between the two is

the expectations for a new Operator to focus more on the daily activities in the Providence AJC. The following additions are expected to facilitate a better customer experience and alleviate existing operational challenges; the staffing model of this new RFP includes a bilingual Front Desk Receptionist, a bilingual Resource Area Coordinator, and a bilingual Career Center Associate, in addition to the Center Manager position. In addition to this, Director Hull informed all that Colleen Fonseca will perform data keeping duties. Below is an overview of the One-Stop Operator, which Director Hull presented to the Board:

### **Section I: Introduction**

The introductory section discusses at a high level the purpose and the purpose and background of the WIOA legislation- to bring about increased coordination and alignment among the various federal workforce programs. It discusses the purpose of the RFP-remaining the service delivery model of the One-Stop so it is more customer-focused in new and unique ways. It contains references to enabling legislation and structure of the Providence/Cranston Workforce Board and it lists the various programs and partner agencies of the one-stop system.

### **Section II: One-Stop Operator Responsibilities**

#### *Part A: Eligible Applicants*

This part lists the different types of entities that are eligible to apply, and is based on federal legislation. The list is fairly exhaustive; however, it does not allow for elementary or secondary schools from applying. It also contains language excluding entities that have been debarred or suspended from receiving federal or state funds, have had a contract terminated for cause, or have not repaid disallowed costs.

#### *Part B: Characteristics of a High Quality One-Stop Center*

This part discusses the characteristics of successful one-stop, grouped into four functional categories. Much of this language is pulled from federal guidance and best practice research. The 4<sup>th</sup> element is a priority of the Board itself.

### **Section I: Introduction**

The introductory section discusses at a high level the purpose and background of the WIOA legislation - to bring about increased coordination and alignment among the various federal workforce programs. It discusses the purpose of the RFP - reimagining the service delivery model of the One-Stop so it is more customer-focused in new and unique ways. It contains references to the enabling legislation and the structure of the Providence/Cranston Workforce Board and it lists the various programs and partner agencies of the one-stop system.

### **Section II: One-Stop Operator Responsibilities**

#### *Part A: Eligible Applicants*

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#### *Part B: Characteristics of a High-Quality One-Stop Center*

This part discusses the characteristics of a successful one-stop, grouped into four functional categories. Much of this language is pulled from federal guidance and best practice research. The 4<sup>th</sup> element is a priority of the Board itself.

- (1) Providing Excellent Customer Service through a welcoming and friendly “no-wrong door” approach to demand-driven, relevant, and empowering services to jobseekers and employers.
- (2) Innovation and Effective Service Design that allows front-line staff to intake a refer customers to the appropriate services smoothly and focusing on the integration of the various programs and services to facilitate customer success.
- (3) Systems Integration and High-Quality Staffing that relies of expanded partnerships, functional delivery of work rather than programmatic delivery, and streamlined and protected use of technology to facilitate information flow between partners.
- (4) Community Focus demonstrated through better engagement, marketing, and delivery of services with community members within the walls of the One-Stop as well as outside of the walls of the One-Stop.

#### *Part C: Contract Term*

July 1, 2019 to June 30, 2020

Optional Renewal Year One: July 1, 2020 to June 30, 2021

Optional Renewal Year Two: July, 1, 2021 to June 30, 2022

#### *Part D: Contract Reimbursement*

This is a cost reimbursement contract based on submission and evaluation of expenses that are budgeted and substantiated with backup documentation.

#### *Part E: One-Stop Services Required*

This section details the specific services and requirements of the operator. Focus your attention on this section.

- Coordination of services among partners
- Managing daily operations of the center

- Establishing a one-stop management team to address operational issues
- Managing a customer triage system
- Bi-monthly training sessions among partners
- WIOA Oversight Committee collaboration and reporting through monthly reporting
- Problem solving and continuous improvement
- Integration of additional services into the one-stop
- Reporting conflicts to OEO Director and responding to customer complaints
- Ensuring adherence to cross referral protocols
- Arranging for and coordinating the staffing of a resource area for use by the public
- Coordinating the delivery workshops within the One-Stop Center
- Enrolling new customers into EmployRI
- Hosting orientations of services and programs to new customers
- Coordinating services to employers including information sharing about job openings
- Coordinating businesses to interview candidates and to hold recruiting events bi-monthly
- Coordinating Job Fairs of multiple employers at minimum once a quarter
- Assisting self-service customers in the Resource Area
- Greeting walk-in customers
- Referring customers to appropriate partner based upon established triage system
- Providing other services as required by the WIOA Oversight Committee

There was discussion about adding additional quantitative metrics for each of these elements.

### **Section III: Proposal Response Format**

#### *Part A: Identifying Information*

#### *Part B: Program Narrative Response*

This part structures how applicants are to apply so that WSPC can read and rank proposals that follow the same format, including sections for Program Coordination, Customer Assessment and Triage, One-Stop Building Management, One-Stop Customer and Employer Satisfaction, and One-Stop Outreach and Recruitment

#### *Part C: Organizational Capacity and Experience*

This part requires respondents to discuss the applicant's organization, experience with special populations, management structure, past experience with workforce development, organizational chart and staffing, management capability, past experience with federally-funded programs, and any unique attributes of the organization's proposal

#### *Part D: Executive Summary*

2 page overview of proposal.

#### *Part E: Budget and Staffing*

### **Section V: Submittal Information and Instructions**

#### *Part A: Responsive Proposals*

#### *Part B: RFP Timeline*

#### *Part C: RFP Bidders Conference - January 20 at 9am*

#### *Part D: Inquiries - Up until Feb 8*

### **Section VI: Selection Criteria**

50 points for proposal narrative

50 points for organizational capacity and experience

Applicants must meet a minimum threshold score of 70 to be considered

Throughout the overview of the new One-Stop Operator RFP, Board members provided the following suggestions:

1. Operator will report to both the PCWDB and WIOA Committee; the frequency of these reports will be specified.
2. For clarity, add in parenthesis "American Job Center" after "One-Stop Job Center".
3. One-Stop Operator will collaborate with all partners and identify gaps in services.
4. Under *Section III: Proposal Response Format- Part E[bullet nine]*, clarify that the operator "promptly" report conflicts.

5. In *Section III: Proposal Response Format Part C [Past Experience in Workforce Development]*, include language detailing success of past experience and providing outcomes.
6. In *Section III: Proposal Response Format- Part C [Organizational Chart and Staffing]*, clarify why we need four position and include in language if operator decides to deviate from our proposed model and for them to provide justification.
7. Include language in RFP that details a 40hr work week and can accommodate flexible hours as needed.
8. Under *Addendum 1*, include in language that more than 3 references is acceptable.
9. In the *RFP Timeline*, Bidder's conference date to remain as January 30<sup>th</sup>, 2019 from 1:00pm-3:00pm
10. In the *RFP Timeline*, change the final date for submitting questions regarding the RFP from February 8, 2019 to February 4, 2019.
11. In the *RFP Timeline*, change the date for responses to submitted questions from February 11, 2019 to February 8, 2019.
12. In *Section VI: Selection Criteria*, change the point system:
  - a) Minimum score from 70pts to 80pts
  - b) Maximum points from 100pts to 110pts
  - c) *Organizational Capacity and Experience* overall points changed from 50pts to 55pts; includes changing *Past Experience in Workforce Development* from 5pts to 10pts.
  - d) Add Budget and Budget narrative with 5pts.

#### *One-Stop RFP Vote*

Chair Janet recommends motion to approve the new One-Stop Operator RFP that reflects the suggestions made by the Board. Motion was set by Kenneth Filarski, seconded by Andrew Cortes and motion passed unanimously.

#### *Board Training Retreat*

The chair announced that a doodle poll was created for members to select dates/time that best fits their schedule- the date selected by the majority will be the date of the Board meeting. Chair Janet asked Aoua Coumbassa to send out a reminder, encouraging Board members participation in the doodle poll.

With no other business, Chair Raymond adjourned the meeting at 9:49 am