

Roger Williams
University

SCHOOL OF CONTINUING STUDIES



Response to the Request for Information for

One Stop Services

&

Provider of Adult & Dislocated

Worker Programs & Services

Designation and management of a comprehensive One-Stop location with satellite One-Stop locations at community-based organizations throughout the Providence/Cranston Workforce Development Area & Provider of Adults and Dislocation Worker Programs and Services

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PART I: IDENTIFYING INFORMATION

1. Legal Name of Respondent: Roger Williams University
2. Authorized Contact Person/Title: Jamie Scurry, Dean The School of Continuing Studies
3. Address: One Empire Street, Providence, Rhode Island 02903
4. Telephone: (401) 254-3118 Email: jscurry@rwu.edu
5. Website: <https://scs.rwu.edu/>
6. Organizational Structure:

- X Institution of Higher Education
Employment Service State Agency
Non-Profit Organization
Government Agency
Non-Traditional Public Secondary School
Area Vocational and Technical School
Other: _____

By my signature, I am empowered and can act on behalf of the proposing organization in submitting this response. I certify that the information contained herein is true and correct to the best of my knowledge.

Andrew A. Workman

Name of Certifying Official

Provost and Senior Vice President

Title

[Signature]
Signature

8-9-16

Date



PART II: RESPONSE TYPE

- X As a One-Stop Operator of a comprehensive center with satellite One-Stop locations at community-based organizations in the Providence/Cranston Workforce Development Area.

- X I have indicated an interest and described my qualifications and capacity to provide WIOA adult, dislocated worker programs and services at the One-Stop location (s) indicated in Section A.



PART III: QUALIFICATIONS AND CAPACITY

Organizational Capacity and Experience Delivering Requested Services:

Roger Williams University's, School of Continuing Studies (SCS), is uniquely positioned to operate a One-Stop Center offering career services and training, deliver access to programs and services offered by One-Stop partners and community organizations, and provide employment market research and placement support. Roger Williams University's core mission is to strengthen society through engaged teaching and learning. The SCS inspires and educates students to lead fulfilled lives by ensuring they acquire and develop the knowledge, skills, and habits of mind necessary to become reflective, responsible individuals who interact with society in mutually rewarding ways. The SCS inspires and educates students and families with its integrated, holistic, community based app, to break free of intergenerational and multigenerational poverty.

Located in downtown Providence, the SCS offers opportunities to complete training, college degrees, certificates, and work experience that can lead to new careers and career advancement. Career tracks at the SCS respond to current RI industry needs, such as health care/emergency medical services, early childhood education, networking and security, and manufacturing. The School is leading how workforce development is conceived in the state by creating a non-credit workforce certificate program as well as a "stackable" approach to degree completion that



integrates a self-discovery and career alignment process. This approach means that the SCS meets students where they are and offers a way for students to “step into” education and begin on a path to success that supports student needs and goals. The SCS works closely with local industries to ensure that programs offer the appropriate skills and knowledge that will lead to long-term employment, and the School teaches unemployed, under-skilled and “hard to employ” workers the hard and soft skill sets needed for career success. The SCS understands the shifting demographics in the state and their impacts on the state’s workforce. These programs and prior experience demonstrate how SCS is well equipped to operate a One-Stop Center.

The physical space in the SCS is ideal for a One-Stop Center. The professional facility, home of the current School of Continuing Studies at Roger Williams University is located at One Empire Street in Providence is directly accessible by bus, private transportation, and within walking distance from the Providence train station. There is a parking garage located at 165 Washington Street providing free parking for staff and visitors (with validation from SCS). The building, which currently services hundreds of costumers per day is equipped with live security and monitoring, is compliant with the Americans with Disabilities Act, has a long term lease (12 years) and includes adequate insurance coverage for a large university. As a competitive university, the space is more than able to accommodate the data needs of the anticipated increase in clients (10,000 visits) as a result of establishment of an on-site One-Stop Center. While there

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are already a substantial number of computers available in a staffed resource area for client use, as well as Virtual Desktop access that would be made available to One-Stop clients and partner staff, the SCS plans on adding additional work stations and to maintain wait-free computing for the clientele. Operating a One-Stop Center within an established and centrally located university has the added benefit of offering flexible hours and programming structure. The SCS is open late to accommodate current students, and the facilities and services, including trainings, can be accessed outside of normal business hours and on the weekend, when many other organizations and institutions are closed.

In addition to being centrally located and accessible, SCS also has an Electronic Entry Point for intake and orientation, support, and virtual office hours. For those opting for a remote support experience, SCS uses GoToMeeting for private, asynchronous, and/or synchronous group sessions, which can be scheduled periodically. For remote support and training opportunities, SCS has a Learning Management System with pre-populated modules on the system and service processes with touch points for interacting with live people.

The School of Continuing Studies offers a space where learning, training and collaborating takes place on a daily basis with a network of industry, educational, community-based, governmental and military partners. Due to the diverse population we serve, the SCS is well staffed with bi-

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lingual intake staff and trainers. In anticipation of serving an additional 10,000 visits per year (at this and several satellite community offices), SCS would bring on additional culturally competent bilingual intake and advising staff. We will also provide information on English language classes within the system and the community at large, and are equipped to offer GED classes directly on site for those who do not currently have a diploma or GED.

Every client who enters the SCS already enters into an inviting atmosphere with clearly indicated facilities and approachable staff. With the designation of a One-Stop Center, and to service the increased clientele, SCS will add five new training liaisons to support the existing staff. The clients will be welcomed by bilingual staff that will provide an orientation and review of the space, program services, and requirements that are available through the One-Stop system of providers. Each client will go through our boot camp and assessment to determine the services that can best meet their needs, and the clients will be supported throughout the process. The staff member who becomes the client's liaison will schedule periodical follow-up contacts to the client to offer support and help track the client's progress. The liaison's intake system will be designed to highlight and elevate those clients who are veterans (or eligible spouses) in order to give them priority among the clientele.

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To improve our accessibility and increase capacity throughout the project area, SCS will work with other community partners to bring satellite One-Stop centers to locations in the community, supported by SCS. These partners include West Elmwood Housing Development Corporation Academy for Career Education and the Juanita Sanchez Education Complex, and the Community Action Partnership of Providence. SCS currently provides referrals to a unique collaboration of grassroots community-based organizations, through an established partnership with Unified Solutions, an umbrella organization that includes 15 nonprofits providing services in employment training, family support, including mom and dad groups, as well as athletics and the arts.

Through the Center for Workforce and Professional Development, SCS offers a Job Readiness Boot Camp and Workforce Development Certificate program specific to multiple high-demand career tracks. These workshops will be taught by capable bilingual staff who in coordination with One-Stop partners, will breakup the relevant work readiness curriculum into comprehensive workshops that can help clients development employment directed skills to obtain and retain employment.

After initial intake and review of eligibility, those clients who are eligible for WIOA Adult and Dislocated Worker Programs and Services will move on to the full onboarding. The SCS

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provides innovative and meaningful education options that help students navigate highways to professional and career advancement through the pursuit of educational achievement. Some of these highways consist of credit-bearing, non-credit bearing, prior-learning credits, and competency based programs to help craft an individual learning experience to fast-track students to destinations that have been previously unavailable to them due to temporal, financial, and personal limitations. Before entering into academic studies, training or career service, every student goes through a comprehensive intake process or “onboarding”.

The School of Continuing Studies is experienced in onboarding of new students and will replicate this model with the qualified clients, folding in the services offered by our One-Stop partners. The expanded model will make the entry point for One-Stop clients both efficient and comprehensive. All students, regardless of their entry point begin with an “unpacking” of their story: Who are they? What’s their history? When have they been most successful or challenged? What decisions/behaviors led them into a situation that caused them to not be successful? What do they feel purposeful about? Assessing their non-cognitive skills, skills like perseverance, self-awareness, and grit, which employers seek but are often not identified in the more traditional assessment approach, is key during this process. From this onboarding process, we develop a complete profile of the learner that helps us to better-craft individualized plans, complete with language, literacy and numeracy assessment, skill building, an educational roadmap (stackable,

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learn and earn approach), integrated coaching, tutoring, mentoring, and process remapping to develop an individual employment plan. The clientele eligible for Training Services will move into the training track of the Center while all of the clients will benefit from job search and placement support and career counseling where necessary. The clientele will be referred to one or multiple coordinated programs, counseling, and services within the One-Stop network.

The School of Continuing Studies, through innovative efforts, thoughtful collaborations, and an integrated and stackable education approach will build and harnesses a pipeline of knowledgeable and skilled workers who are prepared to meet the needs of an ever-changing economy, as well as industry and society. Our nimble and responsive programs are coordinated and aligned with employer needs, industry competencies, and for jobs that might not yet exist. While the intake process is first stop for clients entering the One-Stop system and the training and career services component, the system of services and support that follows this process is continuous and integrated. Unlike traditional educational and workforce development programs, the SCS framework will create a individualized plan for its clients, to take advantage of the programs and services within the One-Stop center when it meets the needs of the client, not at a pre-determined interval. The One-Stop system operates concurrent programming and coordinates with partners to integrate the support the client needs to achieve the goals laid out in during their intake and onboarding.



The School of Continuing Studies intentionally collaborates with employers to unpack and understand the skills and knowledge of particular jobs within their company, the competencies and attributes that are required for career success, the organizational culture today and over the next 3 – 7 years, as well as the trends in their industry.

This process offers:

- invaluable insight to build relevant and appropriate programs;
- successful onboarding of individuals into the appropriate workforce development and educational pathways;
- appropriate and successful matching of employers who have the required knowledge, skills, and values, and who also feel connected/interested in the work, and share the same ethos.

The School of Continuing Studies is an established DLT training partner with nineteen (19) total programs currently approved on the Eligible Training Provider List (ETPL) and growing. The SCS is also a partner and training provider on two Real Jobs RI programs and has several approved DHS programs SCS is well positioned to identify and help clients prepare and meet employer demand, has a community focus and provides a direct connection between the One-

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Stop network (with many of whom SCS is already working), employers, job seekers and the programs and services of community based organizations located throughout the Providence/Cranston Workforce Development Area. SCS has an extensive network of community partners and an established outreach and marketing strategy to communicate, draw talent and partner with employers and community groups to help clients prepare for and obtain jobs available in their own communities. SCS also already conducts targeted outreach efforts to recruit qualified candidates for local employers in need of a workforce and tailored training programs to meet the needs of RI employers such as CVS Health and TACO Industries.

In order to further increase capacity, SCS will build out industry and community partnerships, hire a new corporate recruiter who will be able to guide program direction, help tailor career tracks and discuss skills and demands for employment on all levels, and engage employers in staff recruitment efforts. The corporate recruiter position will also oversee the online Career Platform to monitor and post job vacancies, draw out the related job skills for obtaining and advancing through careers to ensure they are integrated into all relevant trainings. SCS will also seek career commitments for job fairs with local employers and host micro-workshops which offer job readiness training (for the One-Stop clientele in addition to our longer Job Readiness Boot Camp. Clients in the WIOA Adult and Dislocated Worker Program will also have access to



the network of employers offering internships and work experience to those enrolled in programs at the SCS.

In addition to the trainings available through the SCS, the One-Stop Center will provide referrals and information on partner services as well as guidance in navigating services available in the community that may not be part of the Center's direct scope. The One-Stop Center at SCS will benefit from staff well versed in helping clients establish eligibility for financial aid will extend these services, coordinating with the DLT to assist clients in filing claims for unemployment compensation and seeking support for childcare services.

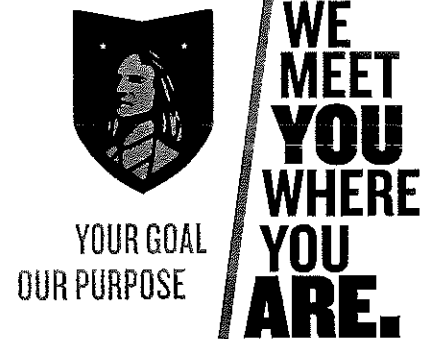
The SCS has an extensive network of community partners with MOUs in place to coordinate a diverse array of programs and services. SCS actively recruits additional partners and resources for expanding and improving programs. SCS will expand its current oversight of existing MOUs to track and coordinate the services offered by those organizations that have voluntarily entered into MOUs in line with the WIAO requirements. SCS will ensure that One-Stop partners adhere to the MOU reporting requirements and that the staff is fully trained on the array of services offered by One-Stop partners. In their experience coordinating services and programs with existing partners, SCS is well-positioned to coordinate meetings among partners, during which all partners can lay out their detailed operating plans, coordinate facility usage, review and



implement PCWDW internal operational policies regarding conduct and operations, all under the leadership of SCS with its experienced program management staff. All these tasks are customarily performed as part of the normal daily operations of the SCS and will be extended to meet the demands of the new clientele and partners.

The strength of the One-Stop system is in the coordination of programs, services and support among all partners, within an organized system that is responsive to the needs and feedback of the population it serves. To that end, the SCS will ensure that the operations of the One-Stop Center are highly adaptable to the needs of its clients, and will perform ongoing evaluation to maintain a high level of client satisfaction and job placement support. The build out of an online career platform will also help coordinate monitoring and program activities for individual partner activities as well as the larger One-Stop system.

The SCS is accustomed to implementing and acting in accordance to policy directives and reporting requirements. To ensure continued compliance, SCS will designate a reporting specialist to coordinate reporting among all the participating partners. Clients participating in the career services and training components will be tracked for one year following successful employment through an expanded monitoring database.



Cost Proposal:

By combining services and sharing resources of the One-Stop Center and WIOA Adult and Dislocation Worker Programs and Services, SCS seeks to reduce operational costs and maximize efficiency.

Cost Summary:

- Staffing - \$420,000K
- IT - \$50,000
- Programming (job skills, readiness, etc.) - \$1,000,000
- Marketing/Communication - \$200,000
- Online Career Platform - \$150,000

Total Estimated Cost: \$1,820,000