The mission of the Providence Cranston Workforce Development Board is “To continuously improve the Providence/Cranston Workforce Development Area’s capacity to connect individuals, employers, jobs, education and service.”

The Providence/Cranston Workforce Development Area (WDA) includes the capital city of Providence and the state’s third largest city, Cranston. Together, these two cities account for approximately 8,100 private sector employers and 126,000 private sector jobs, almost one third of the total employment base in the state of Rhode Island (PROVCRAN Local Plan 11/17).

In July of 2017, the WorkPlace entered into an agreement with the Providence Cranston Workforce Development Board (PCWDB) to provide coordination of delivery of programs and services at the One-Stop/American Job Center (AJC) through fostering partnership and communication and encourage cross agency information sharing.

To ensure each partner fulfills their responsibility and to monitor and assess their progress towards outlined goals, a detailed MOU was drawn up among partners outlining roles, responsibilities and deliverables. This Memorandum of Understanding became effective on January 1, 2018.

This report contains a status report on the progress of those mutually agreed deliverables.
1. **Managing the daily operation of the One-Stop building to include hours of operation, coordinating and scheduling facilities usage such as, but not limited to classrooms, work areas, resource center, and assessment and conference rooms;**

The One Stop Operator (OSO) Assistant Systems Manager (ASM), in coordination with onsite partner Managers, manages daily operation of One Stop (OS) including hours of operation, opening and closing the building, coordination of program space and scheduling facility classroom, conference rooms, and the Resource Center. Schedules recruitments on behalf of the Business Service Unit (BSU). The OSO implemented use of SKEDDA software to schedule building resources and to provide information on facility usage to all Center Managers and Front Desk Support Staff.

2. **Establishing a One-Stop Management Team including the OSO, the PCWDB and One-Stop partners for the purpose of discussing and addressing tactical and strategic issues related to One-Stop operations;**

The OSO has developed a management team for the purposes of discussing and addressing tactical and strategic issues related to the OS. The System Director came on board mid-December while the Assistant Systems Manager and Data Manager began in mid-August.

In January, the OSO implemented regularly scheduled weekly Wednesday “One Stop Management Team Meetings” consisting of the OSO ASM, the RI Department of Labor & Training Site Manager (DLT) and the PCWDB Employability Coordinator. These meetings are designed to review and discuss strategic issues and improve communication throughout the One Stop.

Future planning to include other partners as they begin to increase colocation.

3. **Coordinating or providing professional development and staff training for One-Stop partner staff in order to improve operations and deliver higher value to job seeker and business customers of One-Stop Center;**

The One Stop office is closed on Friday mornings until 10 am to provide staff time to meet and discuss issues, attend workshops and enhance their skills to assist their customers in the best possible way. The OSO is facilitating training sessions during these meetings. Presentations have included: Real Pathways RI, Platform to Employment (P2E), Goodwill Industries, the Genesis Center, and English for Action. Upcoming presentations scheduled: RI Community Food Bank and the SNAP program.

Informal survey of staff to determine training needs to enhance services provided throughout service delivery areas. Professional development and staff training topics to improve operations
and deliver higher value to job seekers and business customers include partner cross-trainings and skills workshops.

A master OS schedule for partner cross trainings will be available in March/April.

4. Establishing a single point of entry for job seekers and coordinating a triage system for one-stop customers that best directs them to the most appropriate services offered by One-Stop partners;

OS management team is currently in the process of redesigning front desk client flow to more effectively address the needs of the OS customers. The OSO met with partner staff to understand the process and has identified gaps in services and challenges.

Over the last several months, the front desk responsibilities have transitioned from strictly a DLT function to a shared responsibility with DLT staff and PCWDB staff working jointly to address the needs of job seekers looking for assistance.

The longer-term plan is to have a receptionist who can serve as the initial point of contact to triage the customer and direct them to the most appropriate services. More in depth intake can then take place in the resource area one on one with individuals.

5. Facilitating training sessions among One-Stop partners where each partner’s programs and detailed procedures will be made known to all of the other partners

The Systems Director and ASM are currently meeting individually with all of the Partners in the MOU (Memorandum of Understanding). As part of these meetings cross trainings are being discussed and scheduled. The OSO is ensuring that cross trainings are purposeful and will provide information that is valuable to the front line staff.

A master OS schedule for partner cross trainings will be available in March/April.

6. Developing and maintaining written policies on broad operational guidelines that will outline the responsibilities and objectives of each of the One-Stop partners while providing excellent customer service;

Policies will be produced and approved by the PCWDB Board for the OSO to implement.
7. **Increasing customer satisfaction by developing flows and processes that are driven by feedback from both businesses and job seeker customers as well as community-based organizations whose clients are referred to One-Stop Center;**

The OSO has developed both Customer and Business surveys which have been sampled. Full approval of survey instrument is pending. In process of creating a timeline once the surveys are approved to implement them, collect them, review and utilize feedback to inform the process.

8. **Coordinating the timely and efficient handling of incoming telephone calls by staff who are knowledgeable of the basic available services and the current availability of staff;**

Front desk continues to be evaluated to ensure timely and efficient handling of phone calls. The efficient handling of in-coming telephone calls will also be addressed in future staff customer service trainings and partner cross-training for appropriate referral purposes.

The OSO, the Board, PC, and DLT are working on a staffing plan that will be consistent in the long term.

9. **Enforcing the policies of the PCWDB;**

OSO refers to WIOA rules and regulations, TEGL updates, and State and local plans to enforce/reinforce policies of the PCWDB. The OSO team management has clear and frequent communication with the PCWDB to ensure policies and guidelines are enforced.

As policies are passed through the Board they will be followed up on.

10. **Collaborating with the PCWDB on oversight of the One-Stop Center;**

OSO collaborates and communicates with the PCWDB management and OS management team through constant and on-going communication and feedback.

11. **Reporting One-Stop activity to the PCWDB;**

The OSO has provided PCWDB with initial data reports and will produce this monthly. The OSO reports out to the WIOA Oversight Committee and the full Board monthly.

The OSO is in constant contact with the Executive Director of the PCWDB.
12. **Collaborating with the PCWDB for particular outreach efforts with specific industry sectors and career pathway efforts**

The OSO has collaborated and continues to actively collaborate with the PCWDB on specific industry sectors and career pathways efforts.

OSO has outreached to:

- The Governor’s Workforce Board Real Jobs and the Real Pathways programs which include the Healthcare, Hospitality, Professional Scientific and Technical services, Construction, Manufacturing, Defense, Finance and Insurance, and Marine Trades.
- The Northern RI Career Academy (NRI), Skills RI, Building Futures/ApprenticeshipRI, and the Center for Women and Enterprise.
- Outreach to additional industry sectors and other industry partners, including Real Jobs Programs and Real Career Pathways Partners, is on-going.

13. **Facilitating problem solving and continuous improvement activities for the One-Stop Center, as well as establishing a process for on-going quality improvement in One-Stop Center operations;**

Weekly OS Management meetings consisting of OSO, PSWDB Employability Site Manager, and the DLT Manager facilitate problem solving and continuous improvement at the One Stop. The weekly meeting has established a mechanism for continuous and timely quality improvement in the OS. The OS will include other partners moving forward and will establish a feedback loop with partners once tools are in place.

14. **Fostering partnerships within the center to function as a multi-agency team and promoting and participating in collective accountability that recognizes system outcomes, in addition to an individual partner’s program outcomes;**

Full partner meetings were held in September and in January and will continue to be regularly scheduled quarterly.

**January** – OSO met with the RI Department of Human Services/Office of Rehabilitative Services (ORS) to: create cross training schedule, review colocation schedule and create scheduled time for consultation/case conference between WIOA counselors and ORS counselors

**February** - meeting with RI Department of Education/Adult Education scheduled Scheduling individual meetings with all other partners throughout February and March

**March/April** – Next Full Partner meeting to review status and ensure partners are moving forward with their commitments in the MOU.
15. **Collaborating with the One-Stop partners to bring and integrate additional and complementary services to the One-Stop Center**;

Fostering of partnerships and collaborations has resulted in additional services, and increased integration and participation of partner services within the OS.

Examples include:

- Adult Education partners Genesis Center and RI Family Literacy Initiative (RIFLI) make available in the One Stop additional classes such as Basic Literacy Services, English as Second Language classes, and the National External Diploma Program (NEDP) where participants can achieve a High School Diploma and an eight week computer training class.

- RIFLI will now be available 3 days/week for remediation assistance making this service available to more customers thereby coordinating a more effective process. *(Previously only used for WIOA customers needing to improve TABE for training.)*

- Real Jobs Partner NRI provides Labor Market Information overview and information on available free training.

- RI Department of Human Services/ SNAP program will be available to meet with customers once a week to take applications and disseminate information.

16. **Resolving conflicts among partners in alignment with disputes process and responding to complaints of one-stop customers in accordance to policies**;

OSO maintains open communication model to prevent conflicts and disputes among Partners and OS customers. Customers are encouraged to resolve their complaints informally if possible via a meeting with the OS Site Manager who resolves day-to-day customer complaints.

Customers not satisfied are referred to the PCWDB for appeal/escalation of complaint. Complaint process and contact information is clearly outlined on informational fliers prominently posted throughout the OS.

17. **Developing cross-referral protocols in partnership with One-Stop partners and community service providers**;

Full Partner Meetings take place quarterly with last ones held in September and January. Next scheduled full partner meeting in March/April.

The OSO has been part of a committee to develop a RI Service Referral Directory in collaboration with Governor’s Workforce Board and other community organizations (Economic Progress Institute, United Way 211 Mobile van, Goodwill Industries, RI Housing).
Master schedule of partner cross trainings will become available and begin in March/April. Development of cross-referral protocols will be a priority during these meetings. During these meetings Partner counselors will begin monthly Case Conference meetings in March/April.

18. **Arranging for and coordinating the staffing of a resource area for use by the public;**

Changes to Resource area process have been initiated that ensure resource area is jointly covered by Wagner Peyser and WIOA staff with an eye towards increased streamlining staffing in the future.

The OSO is currently reviewing overall process and customer flow to create a more effective intake process in the resource area.

19. **Coordinating the delivery of workshops conducted by partner staff that will enable one-stop customers to become job- and training-ready;**

The OSO has not yet scheduled workshops for customers. Once OSO has met with each partner workshop schedules will be developed.

20. **Coordinating marketing and branding of the One-Stop Center;**

The OSO System Director has met with the Marketing Unit of the DLT. The OSO has responsibility, through the DLT Marketing department, for informing the public of the weekly and monthly OS calendars and information. Calendars and OS information is disseminated through OS public monitors, web site, and as take ones at the OS front desk and in the Resource area.

21. **Involving Chambers of Commerce and other business associations in providing feedback and advice to improve services and performance results of the one-stop system;**

Two Members of the PCWDB WIOA Committee are Greater Providence Chamber of Commerce executives and the Director of the RI Hispanic Chamber of Commerce has initiated a relationship with the OSO to provide feedback and advice on improving services and performance results.

The OSO attends monthly RI Workforce Alliance meetings and the Ocean State Employment Service Network (OSESN) to obtain feedback and advice on improving services and performance.

The OSO will reach out more in the future to the Chambers of Commerce.
22.  *Providing access to space for businesses to interview candidates, hold recruiting events, conduct informational meetings, etc.*

The OSO coordinates and provides space for businesses to interview candidates, hold recruiting events, and conduct informational interviews.

Recent hiring events have included: By Chloe, Dairy Queen, Millstone Medical, Upcoming events include: First Student, the Groden Center, Flagship Trailways, CoWerx, Combined Insurance, peopleready, and Van Pool Transportation.

See attached OS calendar.

23.  *Providing access to employers for in-person opportunities to inform job seekers about available job openings within their organization*

The OSO continues its efforts to work towards the Providence/Cranston OS being a comprehensive business center providing access to employers for opportunities to inform job seekers about available job openings in-person.

As examples: US Census actively recruits for census takers and supervisors daily from 9 to 1 pm. Electric Boat, Milestone Medical, BankAmerica have all conducted in-person screenings of job-seeking candidates.

24.  *Providing access to screened job seekers based on the employer’s skill requirements through the GSOL system.*

Currently, center staff make referrals of job seekers through matching employer requirements in the system (EmployRI) to job seeker skills.

25.  *Through outreach, inform employers of the opportunity to post employment availability throughout the public workforce system;*

Outreach by OSO staff to employers is in process. The OSO will coordinate these efforts with the Business Services Unit.
26. **Assisting in the coordination of job fairs offering multiple employers the opportunity to meet job seekers;**

OSO will assist in the coordination of the Workforce Solutions All Industry Job Fairs in April, June, September and October.

27. **Educating businesses about all the services available through the one-stop system from partner programs through marketing and outreach efforts;**

OSO currently refers businesses to the DLT Business Service Unit. The OSO is scheduled to meet with the BSU to develop strategy to market available partner services and programs to businesses. Some ideas for future events include hosting morning or after hours meet and greets with Chambers and businesses.

As part of the Partner meetings, the OSO is discussing coordinating any business services efforts being done by partner agencies.

28. **Working with appropriate entities, including Workforce Solutions staff and DLT staff to provide businesses access to information on a variety of workforce topics, including workforce-related and economic development tax incentives; unemployment insurance; labor market statistics; and other workforce-related information identified as providing value to businesses;**

The OSO is scheduled to meet with the Business Services Unit to discuss working together on providing business information workshops on site at the center. In addition, the OSO is gathering information on other possible entities to present information for businesses.

29. **Providing businesses access to information related to various training models available throughout the workforce development area;**

The OSO is scheduled to meet with the Business Services Unit.

Planning Employer Feedback Forums with Ocean State Employer Services Network (OSEN). 

30. **Assisting employers in understanding and applying for programs offered through the Governor’s Workforce Board-RI;**

The OSO is scheduled to meet with the Business Services Unit.
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| 5 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
Assistance with Food Stamp Issues 1pm-3pm | 6 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
High School Diploma Class 9am-12pm  
The Groden Center Recruitment 9-12:00pm  
Math/Reading Tutoring 1pm-3pm | 7 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
High School Diploma Class 9am-12pm  
Math/Reading Tutoring 1pm-3pm | 1 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
Combined Insurance Recruitment 10am-1:00pm | 2 US Census Applications & Assessment  
10:00a.m.- 1:00p.m |
| 12 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
Assistance with Food Stamp Issues 1pm-3pm | 13 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
High School Diploma Class 9am-12pm  
Math/Reading Tutoring 1pm-3pm  
CoWorx Staffing Recruitment 9-12:00pm | 14 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
High School Diploma Class 9am-12pm  
Math/Reading Tutoring 1pm-3pm  
People Ready Recruitment 9-2 | 8 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
Math/Reading Tutoring 1pm-3pm | 9 US Census Applications & Assessment  
10:00a.m.- 1:00p.m |
| 19 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
Assistance with Food Stamp Issues 1pm-3pm | 20 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
High School Diploma Class 9am-12pm  
Math/Reading Tutoring 1pm-3pm | 21 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
High School Diploma Class 9am-12pm  
Math/Reading Tutoring 1pm-3pm | 15 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
Flagship Trailways Recruitment 9-12:00pm | 16 US Census Applications & Assessment  
10:00a.m.- 1:00p.m |
| 26 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
Assistance with Food Stamp Issues 1pm-3pm | 27 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
High School Diploma Class 9am-12pm | 28 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
High School Diploma Class 9am-12pm | 22 US Census Jobs Info Session 9:00am-1:00pm  
English Classes for the HealthCare Industry 9am - 11:30am  
Math/Reading Tutoring 1pm-3pm | 23 US Census Applications & Assessment  
10:00a.m.- 1:00p.m |