ONE-STOP OPERATOR AGREEMENT

The following One-Stop Operator Agreement (the Agreement) sets forth the terms of agreement for the Providence/Cranston Workforce Development Board (PCWDB) and its One-Stop Operator (OSO), The WorkPlace.

1. Purpose of Agreement
It is the purpose of this Agreement to specify the responsibilities of the OSO related to implementing, managing and operating the one-stop system in the Providence/Cranston workforce development area under the Workforce Innovation and Opportunity Act (WIOA). The designation of the OSO has been awarded by the PCWDB and approved by the City of Providence Board of Contract & Supply. The OSO so designated is The WorkPlace.

2. General Terms of the Agreement
The OSO will ensure that the Providence one-stop and affiliate sites operate in a manner which supports the operational policies and procedures of the PCWDB and of its designated administrative entity, Workforce Solutions of Providence/Cranston (WSPC).

The organizations operating at, or in association with the One-Stop Center or community affiliate sites shall sign a Memorandum of Understanding (MOU) outlining their commitments to the operation of the one-stop system. The Memorandum of Understanding and Resource Sharing Agreement for each partner organization further define the operational commitments.

This Agreement will be reviewed at a minimum of every two years.

3. One-Stop Operator Role/Function
The OSO’s role is to coordinate activities throughout the one-stop system in accordance with the signed MOUs, following guidance provided by the PCWDB. Additionally, the OSO is responsible for ensuring that the service delivery system at the One-Stop Center and affiliate sites fully integrate the services, protocols, and quality standards that conform to the PCWDB Strategic and Operations Plans and related policies. The OSO shall utilize the Integrated Resource Team consisting of partners that have entered into MOUs with the PCWDB as the primary structure within which operational issues are identified, referred and/or resolved.

The OSO shall support the PCWDB structure for design and implementation of customer services. Specifically, the OSO’s roles and responsibilities include but are not limited to the following:

- Coordination of the service delivery of the mandatory one-stop partners and other service providers at a comprehensive One-Stop Center to include managing partner responsibilities as defined in the MOU among the partners;
- 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;
• 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;

• 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;

• 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;

• 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;

• 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;

• 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;

• 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;

• Enforcing the policies of the PCWDB;

• Collaborating with the PCWDB on oversight of the One-Stop Center;

• Reporting One-Stop activity to the PCWDB;

• Collaborating with the PCWDB for particular outreach efforts with specific industry sectors and career pathway efforts;

• 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;

• 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;

• Collaborating with the One-Stop partners to bring and integrate additional and complementary services to the One-Stop Center;

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

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

• Arranging for and coordinating the staffing of a resource area for use by the public;

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

• Coordinating marketing and branding of the One-Stop Center;

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

• Providing access to space for businesses to interview candidates, hold recruiting events, conduct informational meetings, etc.;
• Providing access to employers for in-person opportunities to inform job seekers about available job openings within their organization;
• Providing access to screened job seekers based on the employer’s skill requirements through the GSOL system.
• Through outreach, inform employers of the opportunity to post employment availability throughout the public workforce system;
• Assisting in the coordination of job fairs offering multiple employers the opportunity to meet job seekers;
• Educating businesses about all the services available through the one-stop system from partner programs through marketing and outreach efforts;
• 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;
• Providing businesses access to information related to various training models available throughout the workforce development area;
• Assisting employers in understanding and applying for programs offered through the Governor’s Workforce Board-RI;
• Provide other services as required by the PCWDB.

4. PCWDB Responsibilities
• Providing policy guidance, direction, and strategic planning;
• Monitoring and oversight of the One-Stop System and of all WIOA activities within its purview, with the aim of accomplishing continuous quality improvement and attaining program goals/standards;
• Reviewing and analyzing the needs of the local business community in order to develop responses to those needs;
• Reviewing and overseeing training processes and procedures; and
• Reviewing and approving of MOUs.

5. DURATION OF AGREEMENT
The Agreement will commence on the 1st day of March 2017, and shall remain in full force and effect until June 30, 2019 or until (a) the Chief Local Elected Official withdraws the agreement; (b) the Chief Local Elected Official extends the agreement; or (c) the PCWDB, with the agreement of the Chief Local Elected Official, designates a new One-Stop Operator through a competitive process.

6. CONTRACT REIMBURSEMENT
Reimbursement will be based on the total contract amount and provided in 28 equal monthly installments of $13,134.82, starting on March 31, 2017. Payments are subject to requisitions and evaluation of expenses.
7. DISPUTE RESOLUTION
A disagreement about some matter within the OSO which falls outside of the scope of the Agreement and which cannot be resolved by the OSO will be referred to the Executive Director of WSPC for resolution. If a resolution cannot be reached, the matter will be referred to the PCWDB Chairperson and the Chief Local Elected Official (CLEO) who will meet with the parties involved in the dispute in order to attempt to resolve the issue. The WDC Chairperson and the CLEO will issue a written recommendation for resolving the issue.

8. PERFORMANCE STANDARDS
One-Stop performance standards established by the PCWDB:
- There should be no less than an average of two (2) to four (4) employers represented within the One-Stop Center per month. This representation can include hiring events, job fairs, mock interviews or other similar activities;
- There should be no less than five (5) different workshops offered to customers per month. This can include topical workshops (e.g., financial literacy, parenting, etc.) and career-related workshops (e.g., job search workshops, mock interview, resume writing, etc.);
- There should be no less than two (2) partner meetings each month;
- There should be at least one (1) training session among partners each quarter;
- There should be no less than an eighty percent (80%) customer satisfaction achievement of both job seeker and business customers as evidenced by customer surveys;
- There should be no less than one (1) meeting with industry partners that have been identified by the Governor’s Workforce Board – RI each quarter (Bioscience, Construction, Healthcare, Defense, Hospitality and Tourism, Information Technology, Marine Trades and Manufacturing);
- In order to ensure a minimum presence of community-based organizations at the One-Stop Center, there should be no less than two (2) community-based organizations represented each month at the One Stop Center during which their staff is provided space for one or more days to provide one-stop customers with information regarding their services;
- In order to ensure a minimum presence of the One-Stop system in the Providence/Cranston community, there should be no less than two (2) One-Stop partner staff individuals out stationed for one or more days at community-based organizations each month;
- There should be no less than four (4) employer education sessions each year on such topics as available tax credits, navigating the employment and training grant opportunities available from the Governor’s Workforce Board – RI, available on-the-job (OJT) and customized training programs; and any other business services offered through the one-stop system; and
- Other performance expectations determined appropriate by the PCWDB.

9. AMENDMENTS
This Agreement may be amended at any time by the written, signed consent of all the parties.

10. SEVERABILITY
Should any part of this Agreement be invalidated or otherwise rendered null and void, the remainder of this Agreement shall remain in full force and effect.
11. **TERMINATION**
Termination for Cause: The PCWDB may terminate the agreement if, after following the provisions set forth in this Agreement, it determines that the OSO has failed in the performance of the covenants and obligations of this agreement. The PCWDB shall notify the OSO in writing of the termination and reasons for the termination, together with the effective date.

Termination for Convenience: Either party may, without cause, at any time during the term of this agreement, terminate this agreement by giving a written notice of its intention to terminate the agreement 90 days prior to the effective date of termination. If the party giving the termination notice does not withdraw the notice in writing, this agreement shall terminate on the date specified.

12. **AUTHORITY**
The undersigned officials are authorized to execute this Agreement on behalf of the parties. It is mutually understood that this Agreement shall not become effective until executed by all Parties involved.

Workforce Solutions of Providence/Cranston

By: [Signature]

Brian Hull
Executive Director

[Signature]

Date: 3-30-2017

The Workplace

By: [Signature]

Joseph Carbone
President and Chief Executive Officer

Date: 3-30-17