



TO: All Potential One-Stop Operators
FROM: David Whitmer, Director
DATE: March 2, 2018
SUBJECT: Letter of Intent (LOI) – One-Stop Operators

The Northeastern Workforce Development Board (NWDB) is currently accepting letters of intent from entities to serve as One-Stop Operators for the local certified NCWorks Career Centers in Pasquotank, Chowan, and Dare counties. NWDB requires the One-Stop Operator to have a minimum of one year experience serving as the One-Stop Operator of an NCWorks Career Center.

Background. The Workforce Innovation and Opportunity Act (WIOA) requires the one-stop operator to be selected through a competitive process. A WIOA service provider may be the one-stop operator; however, there must be firewalls in place to ensure that the operator is not conducting oversight of itself as a service provider. The concept of firewalls is to ensure that job seeker and employer customers both perceive and receive counsel and information that is not biased toward any specific organization(s). This issue can arise in perception or in reality, whenever an organization that operates education or training services also operates a NCWorks Career Center. Therefore, proper internal controls and firewalls must be in place to ensure that the entity, in its role as a one-stop operator, does not conflict with its role of the service provider.

Purpose. The Northeastern Workforce Development Board is seeking letters of intent for the purpose of selecting organizations with the capacity and expertise to design, administer and implement an innovative and compliant system of one-stop workforce development services for the benefit of business and job seeker customers as designated One-Stop Career Center Operator(s).

Timeline. The Northeastern Workforce Development Board will release this request for letters of intent on March 2, 2018 for interested entities. The deadline for submission of LOIs is 4:00 PM EST on March 23, 2018. The initial period of performance is from July 1, 2018 through June 30, 2019. A fully executed contract must be in place within the first 30 days of the contract period.

Scope of Project. The One-Stop Operator will be expected to:

- Coordinate service delivery among required one-stop partners and service providers
- Manage hours of operation
- Manage partner responsibilities as defined in the Memorandum of Understanding
- Coordinate services for businesses and individuals through an integrated services delivery infrastructure to better meet their needs
- Ensure basic services such as orientations, information on career and labor markets, and resource rooms are provided

- Follow federal, state, and local area regulations/policies concerning handling of EEO responsibilities, customers complaints, and physical and programmatic accessibility
- Follow appropriate North Carolina Division of Workforce Solutions Policy Issuances
- Follow and implement Northeastern Workforce Development Board Local Area Issuances
- Report to Northeastern Workforce Development Board, as required
- Ensure staff/partners of the NCWorks Career Center receive necessary training in customer service, use of the NCWorks Online system, and partner agency services
- Offer demand driven resources to the public
- Use employer, customer, and staff feedback to drive the model
- Make decisions/develop strategies based on data and successful practices

Priority Populations. WIOA requires states, Workforce Development Boards, and One-Stop Career Centers to connect supports and services for priority populations that lead to long-term employment and outcomes for individuals seeking services, especially those with significant challenges to employment, including:

- Unemployed insurance claimants
- Youth and adults with disabilities
- Veterans
- Low-income residents
- Returning citizens
- Older workers
- Out of schools youth

The Career Center will also work closely with local businesses, particularly those in healthcare and advanced manufacturing industries (and others as identified by Northeastern Workforce Development Board). Additionally, the Career Center will collaborate with partners including community-based service agencies, community colleges, and local and state government.

Organization Qualifications. Who may be a One-Stop Career Center Operator? Eligible entities include [WIOA Section 121(d)(2)(B)]:

- A public, private, or nonprofit entity, or
- A consortium of entities that must include at least three (3) or more required one-stop partners located in the local area

It CAN be:

- An institution of higher education
- An employment service State agency established under the Wagner-Peyser Act [29 U.S.C. 49 et seq.] on behalf of the local office of the agency
- A community-based organization, nonprofit organization, or intermediary
- A private for profit entity
- A government agency
- Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization

It CANNOT be:

- An elementary or secondary school, or
- Staff of the local workforce development board

In addition, NWDB requires the One-Stop Operator to have a minimum of one year experience serving as the One-Stop Operator of an NCWorks Career Center.

Funding: Up to \$25,000 is available for the services of the One-Stop Operator (total for all three Centers).

LOI Guidelines and Requirements. Interested agencies shall complete, sign and return their Letter of Intent (sample at Attachment A). The LOI will be considered complete when the following areas are addressed:

- The Career Center(s) in which to serve as the one-stop operator
- What type of organization is intending to bid
- Where the agency, or consortium is located
- Acknowledgement that the period of performance is July 1, 2018 through June 30, 2019
- Amount of funding requested
- The LOI is signed by the authorized signatory for the agency/consortium
- The completed and signed LOI is received at the Northeastern Workforce Development Board offices by the required time/date

Contact Information. Completed Letter of Intent should be sent to and received by:

David Whitmer, Director
Northeastern Workforce Development Board
512 South Church Street
Hertford, NC 27944

NLT 4:00 PM EST on March 23, 2018

ATTACHMENT A

SUGGESTED FORMAT FOR LETTER OF INTENT

Name and address of Agency Submitting an Intent to Bid:

Date: _____

David Whitmer, Director
Northeastern Workforce Development Board
512 South Church Street
Hertford, NC 27944

Dear Mr. Whitmer:

This letter indicates our intent to bid to serve as the One-Stop Operator for the following NCWorks Career Center(s):

- NCWorks Career Center, Elizabeth City NCWorks Career Center, Dare County
- NCWorks Career Center, Chowan County

We have checked the following box that most appropriately describes our organization.

- An institution of higher education An employment service State agency established under the Wagner-Peyser Act on behalf of the local office of the agency
- A community-based Organization A nonprofit Organization
- A private-for-profit entity A government agency
- Another interested organization or entity A consortium of 3 or more one-stop partners

Amount of funding requested: \$ _____

We acknowledge that the One-Stop Operator must have at least one year experience serving as the One-Stop Operator of an NCWorks Career Center and certify that we meet this requirement.

We acknowledge that the period of performance is July 1, 2017 through June 30, 2018.

Sincerely,