

## PROPOSAL COVER PAGE

### Eastern Washington Partnership One-Stop Operator Request for Proposal

#### A. Application Cover Sheet

Proposer Organization: The Eastern Workforce Consortium

Consortium Member Organizations	Contact	Phone / e-mail
Blue Mountain Action Council	Kathy Covey	509.529.4980 Kathyc@bmacww.org
Rural Resources Employment & Training	Kelly Charlton	509.685.6057 Kcharlton@ruralresources.org
Spokane Community College	Jaclyn Jacot	509.533.8235 Jaclyn.Jacot@scc.spokane.edu
Walla Walla Community College	Jerry Anhorn	509.527.4582 Jerry.anhorn@wwcc.edu
The Employment Security Department	Jennie Weber	Jweber@esd.wa.gov 509.952.0644

#### Employment Security Department / Fiscal Lead for Consortium

Mailing Address: PO Drawer H

City: Walla Walla State: WA Zip: 99362

Contact Person: Jennie Weber

Phone: 509.952.0644 Email: jweber@esd.wa.gov

Total Request: \_\_\$25,000.00\_\_

US Dollar Amount

#### B. Certification

I certify that the above named proposer is legally authorized to submit this application requesting funding through the Workforce Innovation and Opportunity Act. The information contained in this proposal fairly represents the proposer's agency, organization, or business and its proposed operating plans. I acknowledge that I have read and understand the requirements of the RFP and am prepared to implement services as specified in this proposal. I certify that the proposed program services have been designed in compliance with the RFQ requirements and WIOA regulations. I also certify that I am authorized to sign this proposal. This proposal is firm for a period of at least ninety (90) days from the deadline for RFP submission.

I affirm that no employee and/or Eastern Washington Partnership Council Member or officer of any governmental agency has any financial or other interest in this organization.

I affirm that this organization, if selected as One-Stop Operator through this RFP, will consistently maintain a proactive separation of duties, and avoid all conflicts of interest, between the One-Stop Operator role, and any other role this organization may perform.

Signature  Date Apr 30, 2021

Typed Name and Title kathy covey CEO

Signature \_\_\_\_\_ Date \_\_\_\_\_

Typed Name and Title \_\_\_\_\_

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Signature \_\_\_\_\_ Date \_\_\_\_\_

Typed Name and Title \_\_\_\_\_

Signature *Kelly Charlton* Date Apr 28, 2021  
Kelly Charlton (Apr 28, 2021 10:39 PDT)

Typed Name and Title Kelly Charlton Employment & Training Director

Signature \_\_\_\_\_ Date \_\_\_\_\_

Typed Name and Title \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Typed Name and Title \_\_\_\_\_

Signature *Jennie L Weber* Date Apr 28, 2021  
Jennie L Weber (Apr 28, 2021 10:11 PDT)

Typed Name and Title Jennie L Weber Eastern Regional Director

## Proposal Narrative

**A.** The Eastern Workforce Consortium (EWC) is a collaboration between five organizations, the Employment Security Department, Blue Mountain Action Council, Rural Resources Employment & Training, Spokane Community College and Walla Walla Community College. Each partner plays a unique role in our workforce development area and contributes to integrating the one-stop delivery system and providing high quality services to job seekers, individuals seeking to advance themselves in the workforce, employers, and business customers. Collectively, consortium partners provide service access in all nine counties of the EWP, and represent WIOA Titles, I, II, and III, in addition to delivering specialized programs and services to targeted and barriered populations. Consortium partners are actively engaged with other workforce and training agencies that operate within the area system and maintain strong and highly collaborative working relationships to leverage resources and ensure that customers have full access to the services that WIOA prescribes. The following section provides additional information about each consortium member agency.

### **Rural Resources Employment & Training**

Since 1965, Rural Resources has helped residents of Northeast Washington help themselves and each other with our Employment & Training programs operating JTPA, WIA and now WIOA since 1983. We provide the WIOA Adult and Youth programs in seven of Eastern Washington Partnership Workforce Development Area's nine county service area.

Rural Resources Employment & Training programs are a strong WorkSource partner, co-located with Employment Security and the Department of Vocational Rehabilitation (DVR) in our Colville office and with Employment Security in Pullman. Our partnerships with Employment Security and DVR as well as all other WIOA partners ensures we offer cohesive, wrap around services for our customers by providing them with the services they need to overcome their barriers to employment. These partnerships also ensure staff are able to represent the WorkSource system as we provide businesses and employers with a skilled and trained workforce and aid them in their recruitment efforts.

## **Spokane Community College**

Spokane Community College (SCC), one of two colleges in the Community Colleges of Spokane district, services a 12,302 square mile region in Eastern Washington, including all of Spokane, Stevens, Whitman, Ferry and Pend Oreille counties and portions of Lincoln County. Spokane Community College was founded in 1963 as part of the Washington State Community and Technical College system. SCC has been engaged in workforce, transfer and adult education in the Eastern Washington for almost 60 years. Throughout this time, SCC has provided a comprehensive array of education and workforce development services including high school diplomas, high school equivalency, post-secondary career and technical training programs with degree, certificate and endorsement options that lead to high wage/high demand career opportunities in our service area, the state, and nationwide. Throughout the evolution of the SCC and the statewide workforce system, SCC has served as a critical partner in helping to lead the regional delivery system.

## **Employment Security Department**

The Employment Security Department (ESD) has functioned as an integral employment and training service provider in the region for over 55 years and continues to serve as an active system partner. Throughout this time, the department has provided a comprehensive array of workforce development services including delivery of the public labor exchange, unemployment insurance programs, and federally sponsored programs targeting a multitude of customer populations such as Veterans, Migrant Seasonal Farmworkers, Dislocated Workers and many others. In addition to the provision of services to job seekers and individuals seeking to advance themselves in the workforce, ESD has played an extensive role in serving employers and business, and ensuring that these customers are supported in finding and securing the employees needed to sustain and grow their competitiveness. ESD's capacity and breadth of experience encompasses operational presence and service delivery throughout all nine counties that comprise the Eastern Washington Partnership.

### **Blue Mountain Action Council**

Blue Mountain Action Council (BMAC) was founded in 1965 out of the Lyndon Johnson's "War on Poverty" and has been providing employment & Training since 1974 beginning with the Comprehensive Employment Training Act (CETA). For the past 47 years BMAC has administered all of the Adult and Youth programs in Walla Walla and Columbia Counties.

BMAC is a strong community stakeholder and partner with the WorkSource system integrating the E & T services for low-income adults into the Community Action Partnership world of "lifting families out of poverty". The Employment & Training services are reinforced by the full array of services available under the BMAC umbrella which serve to remove the multiple barriers to employment.

### **Walla Walla Community College**

Walla Walla Community College services the southeastern portion of Washington State comprised of Walla Walla, Columbia, Garfield and Asotin counties. Walla Walla Community College was founded in 1967 as part of the Washington State Community and Technical College system. WWCC has been engaged in providing workforce, transfer and adult education in southeastern Washington since its inception. WWCC has provided a comprehensive array of education and workforce development services including high school diplomas, high school equivalency, Adult Basic Education, post-secondary career and technical training programs with degree, and certificate options that lead to high wage/high demand career opportunities in our service area, the state, and nationwide. WWCC has been, and will continue to be, an integral part of the statewide workforce system, serving the constituents of southeastern Washington as a partner in the regional delivery system.

Throughout the evolution of the One-Stop system, Eastern Washington Consortium members have each played significant roles in designing and helping to advance the regional delivery framework. Each organization has actively participated in the development and implementation of strategic and operational plans, the EWP MOU and IFA, system policies,

quality improvement and customer feedback systems, and performance management methods. Members have provided the WDC with regular system reports detailing attainment of performance goals, and provided briefings on program or policy changes, new initiatives and other system or operational challenges requiring council input or guidance.

In proposing to serve as the One-Stop Operator, the Eastern Washington Consortium, with ESD serving as a lead fiscal agent, will bring a shared depth of experience and knowledge to ensure a coordinated service delivery framework that complies with the design, intent and requirements of WIOA.

To effectively implement the One-Stop Operator role, designated staff will possess:

- Prerequisite knowledge of WIOA, and the inherent challenges of fully achieving implementation.
- Knowledge of the area system framework, partner entities, job seeker and employer customer needs, and labor market attributes of the nine-county area and its sub regional economies.
- Effective facilitation skills and the ability to convene partners for joint planning meetings, or for the purpose of evaluating service delivery, performance, quality improvement opportunities or other objectives and commitments defined in the area Memorandum of Understanding (MOU).
- Foundational knowledge of system performance requirements and ability to support the development of benchmarks and measurement systems to assess and accurately report to the council on levels of performance and system outcomes.
- Knowledge and experience in the application of quality improvement tools and processes based on LEAN, and Human Centered Design principles. Change Management principles to increase partner adoption of system initiatives will also be applied.
- Ability to infuse customer centric service delivery practices throughout the area system and support the development and utilization of customer feedback collection that assesses satisfaction and experience.

- Ability to coordinate and engage with Regional Labor Economists to identify changing workforce conditions, inform decision making and ensure partner staff have the most accurate LMI to support customer needs.

Under the direction of the EWP Executive Director, the EWC One-Stop Operator will facilitate coordination of one stop service delivery and partner integration in the designated Center, Affiliates, and Connection Sites, and formal referral processes that will effectively and seamlessly link customers to needed services throughout the regional system.

The EWC will ensure the One-Stop Operator duties are conducted in a manner that supports and honors the EWP Strategic Plan, Mission, Vision and Goals, and will work to impart and fully operationalize the values and expectations defined in the plan across the system.

**B.** The EWC will implement the One Stop Operator role in a manner consistent with the expectations prescribed by the EWP Executive Director. To effectively carry out this role, the EWC will employ a highly collaborative approach to form strong working relations with and between the EWP Executive Director, area partner leaders, system stakeholders and other groups deemed necessary to achieve expected outcomes. The EWC proposes a phased approach to implement the Operator role. These phases are generally defined as follows:

- **Role Clarity** - An exchange between the EWC members and the EWP Executive Director to affirm the expectations and terms of the contract. Included in this phase is a full review of the objectives and goals of the Operator role (including how work will be dispersed), and the key deliverables that will be expected. Role scope and limitations will also be clarified to ensure that the EWC clearly understands the legal requirements, constraints and level of authority imparted to them when carrying out the Operator duties.
- **Research/Assessment** – The EWC Operator will collect needed information to assess the current state of the regional system in relation to the expectations prescribed by state and federal WIOA laws and guidelines. This effort will be supported through a review of



the partner commitments described in the area MOU, and any additional information gathering that may be required to assess identified gaps or unmet expectations as required under WIOA.

- **Analysis/Recommendations** – Findings and observations will be compiled to provide a current appraisal of the area one stop system operational status, capacity, and adherence to state/federal system requirements. Potential recommendations to address gaps or deficiencies will be provided. Opportunities for improved service delivery or operational efficiencies will also be identified by engaging system customers to ensure clarity and understanding of their needs.
- **Plan Development** – In coordination with the EWP Executive Director, a plan will be developed to prioritize and address actions needed to fully realize WIOA system requirements and the goals defined in the MOU and area Strategic Plan, and to address deficiencies or improvement opportunities discovered during the research/analysis phases.
- **Engagement** – The EWC Operator will convene and facilitate partners in support of efforts to support the implementation of the MOU and ensure that the area framework and service delivery system is informed by customer input, and fully aligned to WIOA and area expectations.
- **Support/Reporting** – Ongoing efforts to support, evaluate and measure system integration, quality improvement efforts, initiatives, and performance. The EWC Operator will assume a lead role in gathering and assembling needed information to provide required system reports, and updates on new initiatives or quality improvement efforts to the Council.

C. The EWC proposes the following costs to execute the work described in this proposal for the period of July 1, 2021 – June 30, 2022.

<b>Cost Categories / Line Items</b>	<b>Program Costs</b>
Staff Salary & Benefits	\$16,862.00
Administrative	\$4,456.00
Goods & Services	\$3,222.00
Staff Travel	\$300.00
Consumable Supplies	\$160.00
Total	\$25,000.00

The EWC estimates that the time commitments to fulfill the requirements described in the RFP will not exceed 26 hours per month.