

# WORKFORCE INVESTMENT COUNCIL

QUARTERLY BOARD MEETING  
October 24, 2016



# I. CALL TO ORDER

ANDY SHALLAL  
*CHAIRMAN, WORKFORCE INVESTMENT COUNCIL*



# AGENDA

- I. Call to Order**
- II. Chairman's Comments**
- III. Approval of Minutes {July 12, 2016}**
- IV. Executive Director's Report**
- V. Grantee Programmatic Update**
- VI. WIC Strategic Planning Outcomes**
- VII. Career Pathways Update**
- VIII. One-Stop Operator Procurement Decision**
- IX. Public Comment**
- X. Adjourn**



# II. CHAIRMAN'S COMMENTS

ANDY SHALLAL  
*CHAIRMAN, WORKFORCE INVESTMENT COUNCIL*



# III. APPROVAL OF JULY 12 MEETING MINUTES



# IV. THE FEDERAL PERSPECTIVE

LEO MILLER  
*REGIONAL ADMINISTRATOR, USDOL*





UNITED STATES DEPARTMENT OF LABOR

Employment & Training Administration

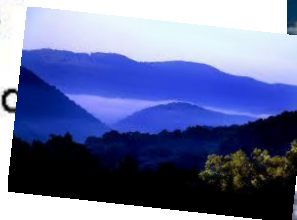
# The District of Columbia Public Workforce System

Getting to Meaningful



# UNITED STATES DEPARTMENT OF LABOR

## Employment & Training Administration





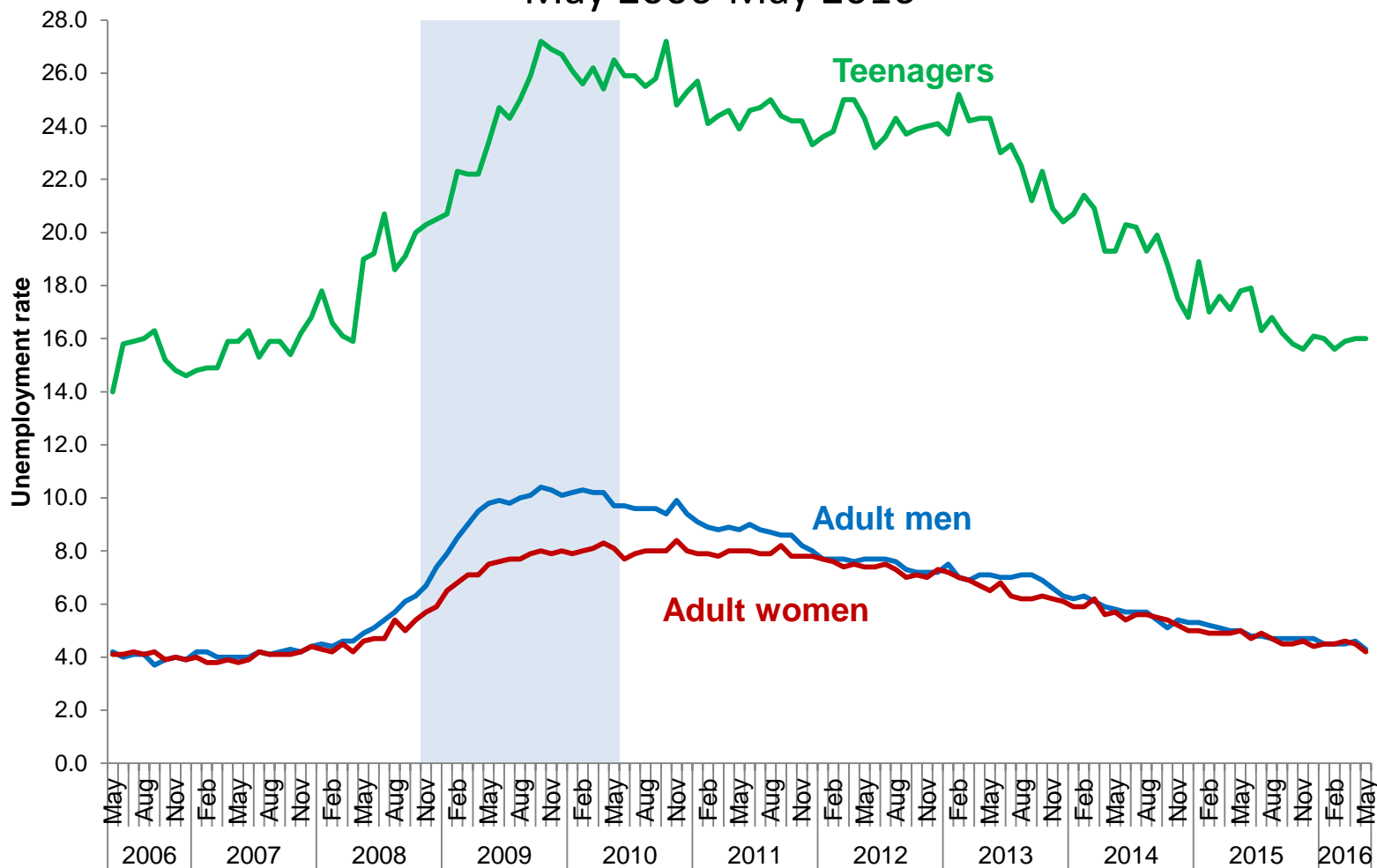


# U.S. Unemployment Rate for May 2016:

4.7



# U.S. Unemployment Rates for Major age-sex groups, May 2006-May 2016

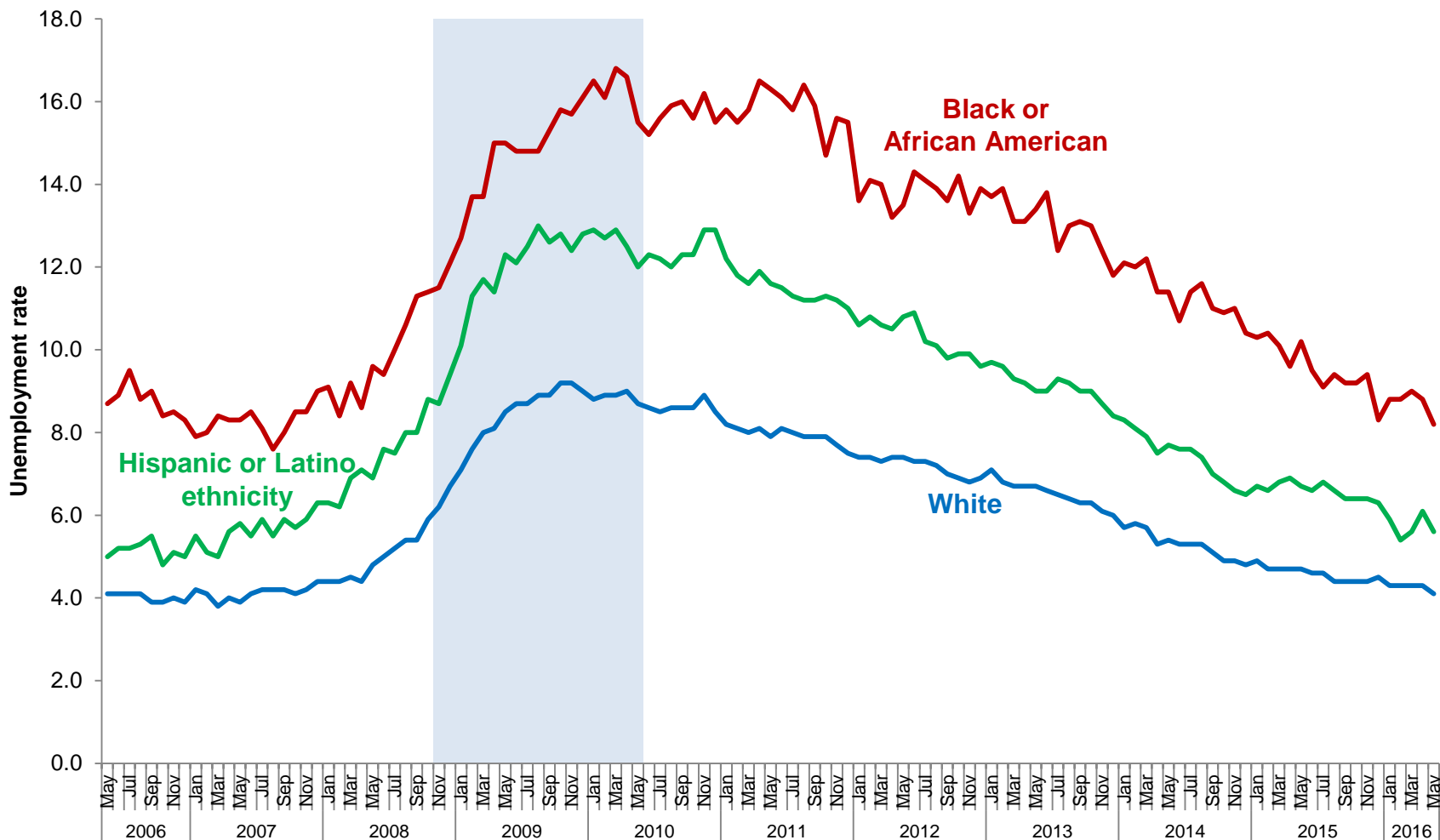


Data are seasonally adjusted

Source: U.S. Bureau of Labor Statistics



# U.S. Unemployment Rates by Race and Ethnicity, May 2006-May 2016

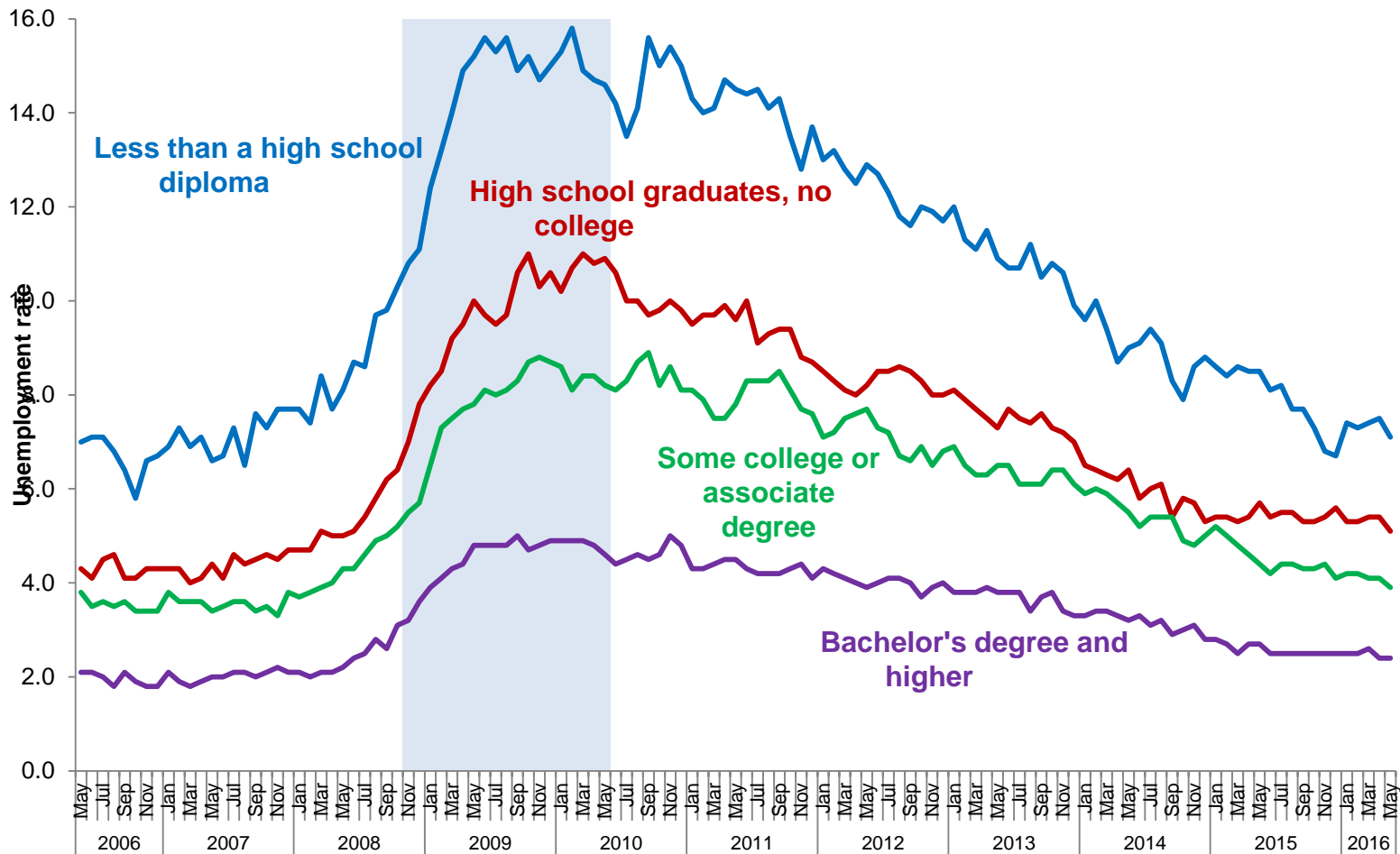


Data are seasonally adjusted

Source: U.S. Bureau of Labor Statistics



# U.S. Unemployment Rates for Persons 25 Years and Older by Educational Attainment, May 2006-May 2016



Data are seasonally adjusted

Source: U.S. Bureau of Labor Statistics



# Federal Sources of Workforce and Economic Development Funding

- US Department of Labor
- US Department of Health and Human Services
- US Department of Agriculture
- US Department of Education
- US Department of Commerce



# Where is the Customer?

Department of Labor



Department of Education



HHS Programs



USDA Programs



DC Local Funding





# WIOA

*WIOA takes concrete and meaningful steps to support the most vulnerable members of the modern workforce, namely the unemployed, the disabled and out of school youth.*

*-Federal Reserve Bank, Cleveland, Ohio*



# UNITED STATES DEPARTMENT OF LABOR

## Employment & Training Administration

### AMERICAN JOB CENTER

#### WIOA Partners

**DOL**  
 Job Matching  
 Employability Skills  
 Resume Development  
 Work Experiences  
 Career Assessment  
 OST, OJT, CJT, IWWT  
 Unemployment/Trade Benefit  
 Employer Tax Credits

**HHS**  
 Supportive Service  
 TANF  
 Health Care Benefits  
 (Mental, D&A, Comp)  
 Mentoring/Leadership Dev.  
 Job Seekers

**ED**  
 Education Resources/Referrals  
 Assessments  
 Vocational Rehab Services  
 GED Prep/Testing  
 Adult Literacy  
 K-12 Curriculum

**HUD**  
 Housing Leads/Development  
 Housing Counseling  
 Workforce Training

#### Beneficiary

**Shared  
Customer**

**Common**

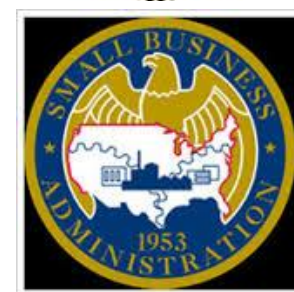
**Intake**

#### Outcomes

People who are:  
 Employed/Employable  
 Credentialed  
 Healthy  
 Earning Livable Wages  
 Upwardly Mobile  
 Skilled  
 Well Rounded  
 Home Owners  
 Lifelong Learners  
 Entrepreneurs  
 Law Abiding  
 Civic Minded  
 Household Leaders  
 Community Leaders  
 Mentors  
 Success Stories  
 Happy

#### POTENTIAL PARTNERS:

Veteran's Administration (Comprehensive healthcare, employment and training programs, supportive services, housing assistance, etc.)  
 U.S. Department of Agriculture (Food Stamps, Food Co-Ops, Employment and Training programs)  
 U.S. Treasury (Financial literacy, credit and housing counseling)  
 Small Business Administration (Entrepreneurial linkages, employer and workforce pipelines, start-up loans)  
 U.S. Department of Justice (Participants mandated to attend employment, training, and education services, co-case management, supportive services, leveraged youth development opportunities)







# What Gets in the way of Innovation?

- “We have always done it this way”
- “We tried that once”
- “We have always done that”
- “Our law does not allow that”
- “The Feds won’t let us”



# What is it Going to Take to Get to “Meaningful”

- Community Solutions
- Piloting new ideas
- Measuring what works
- Customer Centered Design
- Unifying Goals
- Higher Expectations of the System



# What else does it take?

- Courage
- Leadership
- Vision



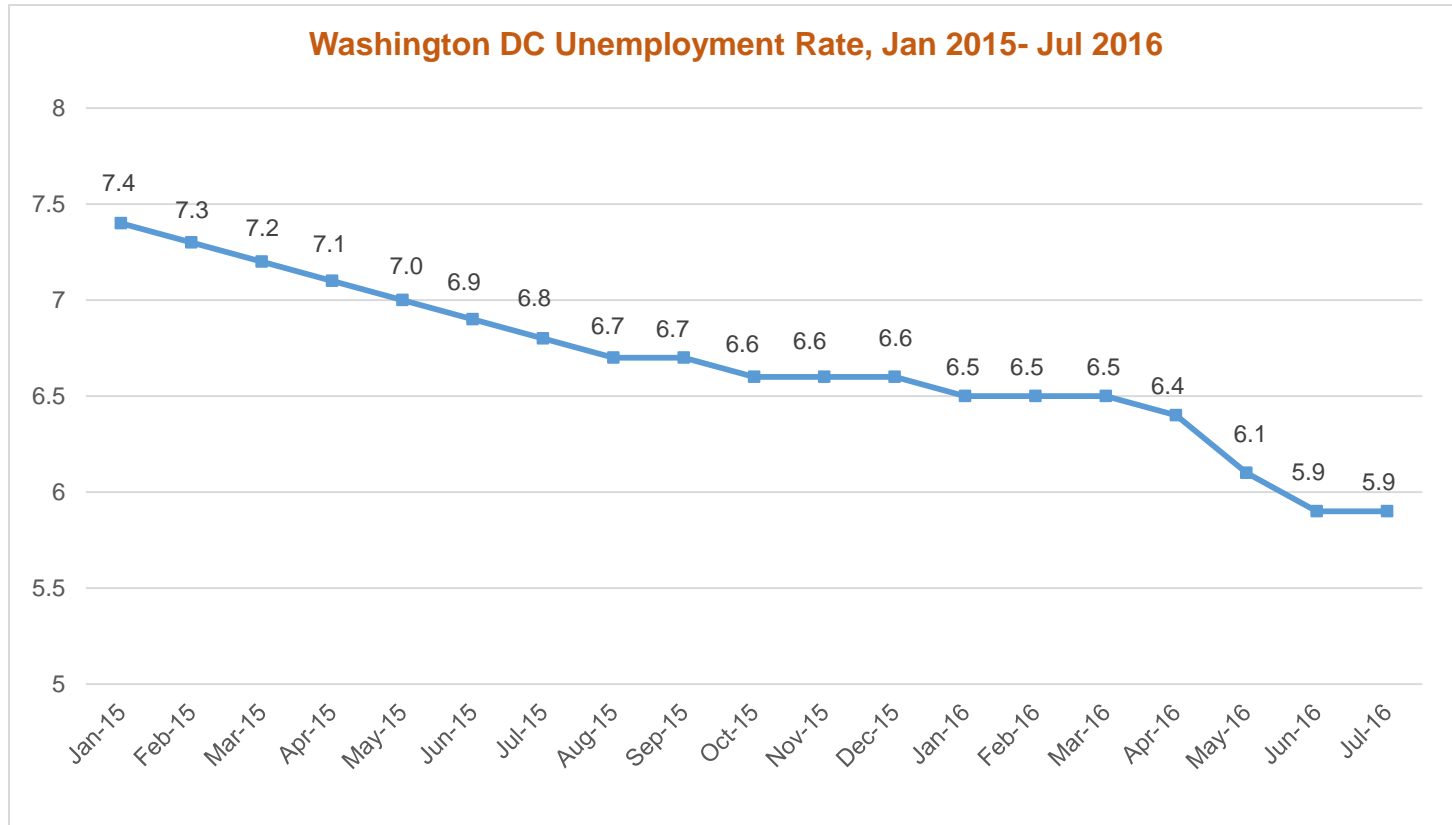
# V. EXECUTIVE DIRECTOR'S REPORT

ODIE DONALD  
*EXECUTIVE DIRECTOR*  
WORKFORCE INVESTMENT COUNCIL



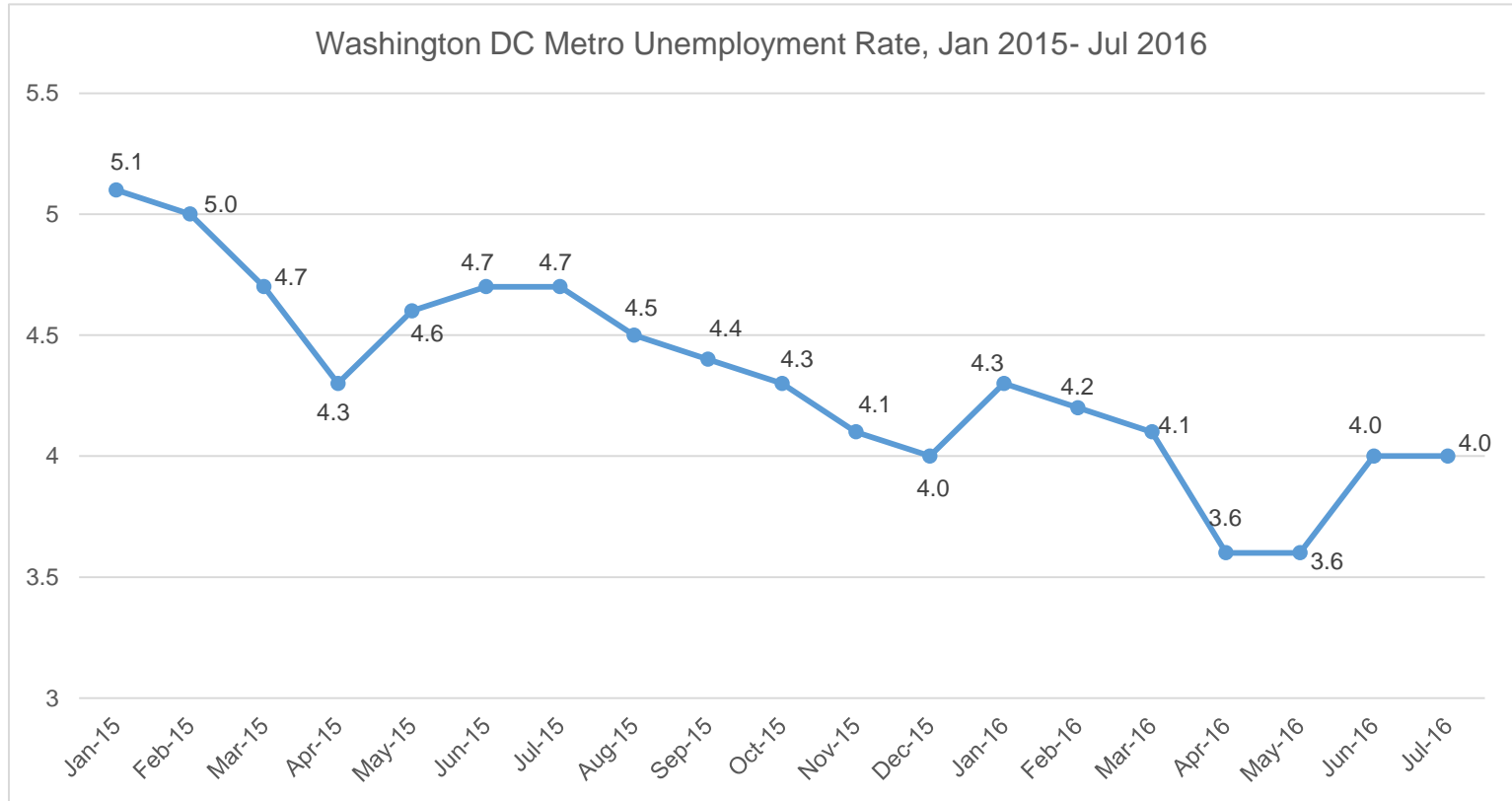
# UNEMPLOYMENT ANALYSIS

- Inside the District, the unemployment rate has fallen more than a full percentage point since January of 2015
- 5.9% in July 2016



# UNEMPLOYMENT ANALYSIS

- The DC metro area has seen the unemployment rate drop from 5.1% to 4.0%



# UNEMPLOYMENT BY WARD

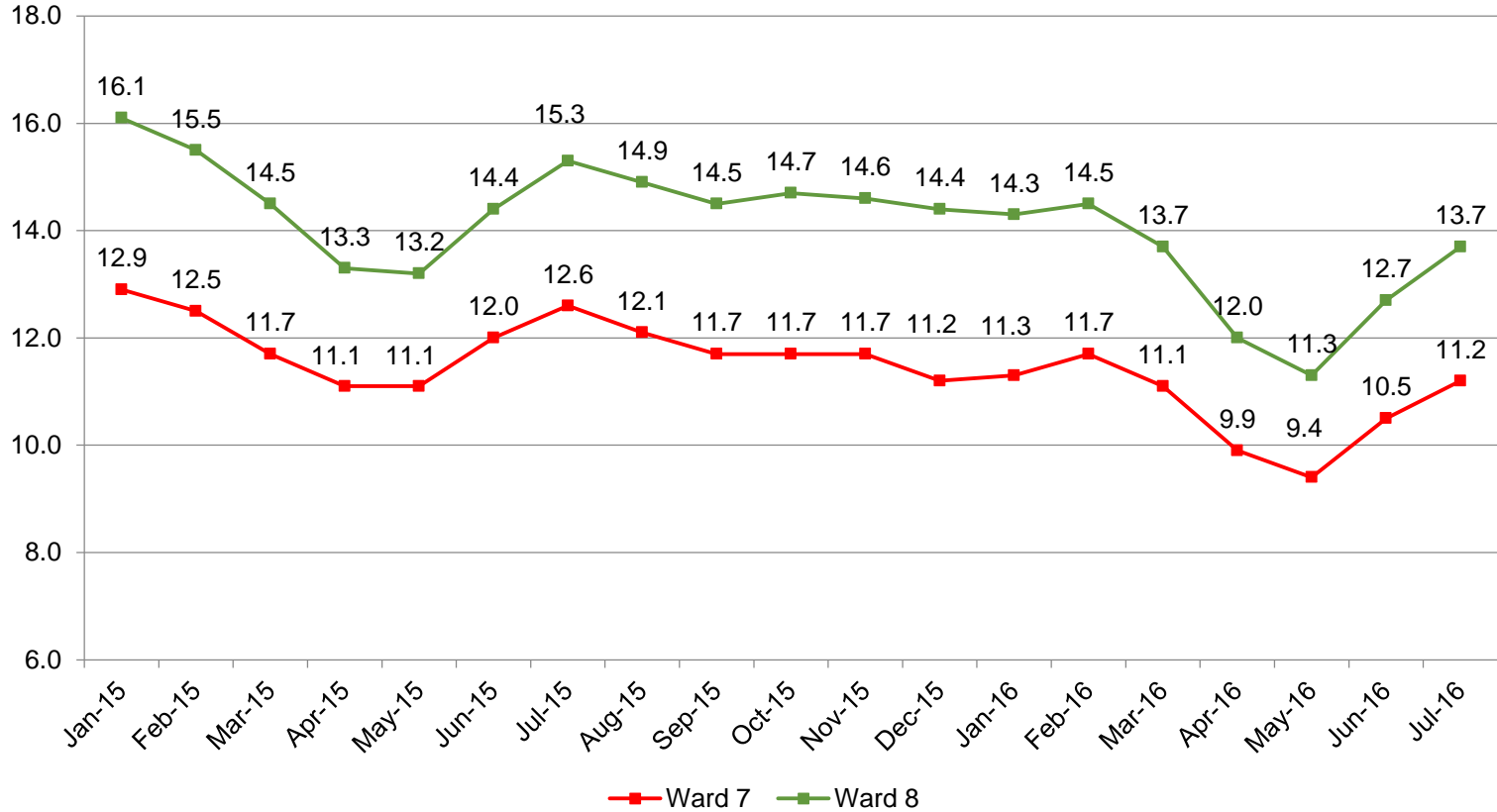
- In the District of Columbia, the unemployment rate has fallen in all Wards.

Months	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8
Jan-15	5.9	5.3	5.0	7.3	9.6	6.6	12.9	16.1
Feb-15	5.6	5.4	5.0	7.1	9.6	6.3	12.5	15.5
Mar-15	5.2	4.9	4.6	6.6	9.0	6.1	11.7	14.5
Apr-15	4.7	4.5	4.2	5.9	8.3	5.6	11.1	13.3
May-15	4.9	4.6	4.4	6.3	8.2	5.7	11.1	13.2
Jun-15	5.2	4.9	4.7	6.6	8.7	6.0	12.0	14.4
Jul-15	4.9	4.8	4.4	6.3	9.0	5.9	12.6	15.3
Aug-15	4.9	4.8	4.5	6.2	8.8	5.8	12.1	14.9
Sep-15	4.8	4.7	4.5	6.2	8.5	5.7	11.7	14.5
Oct-15	4.7	4.5	4.2	6.1	8.2	5.6	11.7	14.7
Nov-15	4.6	4.4	4.2	5.9	8.3	5.5	11.7	14.6
Dec-15	4.5	4.2	3.9	5.7	8.0	5.3	11.2	14.4
Jan-16	4.8	4.5	4.3	6.0	8.3	5.6	11.3	14.3
Feb-16	5.1	5.0	4.7	6.2	8.4	5.7	11.7	14.5
Mar-16	4.6	4.4	4.1	5.7	7.9	5.1	11.1	13.7
Apr-16	4.1	3.8	3.5	4.9	6.8	4.4	9.9	12.0
May-16	3.8	3.6	3.3	4.7	6.4	4.2	9.4	11.3
Jun-16	4.5	4.5	4.1	5.6	7.5	4.9	10.5	12.7
Jul-16	4.4	4.4	3.9	5.5	7.7	5.0	11.2	13.7



# UNEMPLOYMENT IN WARDS 7 & 8

Unemployment Rate in Wards 7 and 8 (Jan.2015 - July 2016)





# DISTRICT PERFORMANCE

WIOA Title I, PY15

		ETA Negotiated Standard	District's Performance	% of Standard Achieved
Performance Measure				
Entered Employment Rate	Adults	62%	69.0%	111.3%
	Dislocated Workers	63%	69.2%	109.8%
Employment Retention Rate	Adults	79%	86.9%	110.0%
	Dislocated Workers	84%	90.5%	107.7%
Average Earnings	Adults	\$13,550	\$ 12,557.23	92.7%
	Dislocated Workers	\$17,750	\$ 18,285.88	106.3%
Youth Attainment of Degree or Certificate		34%	74.2%	103.0%
Youth Placement in Employment or Education		64%	64.4%	100.6%
Youth Literacy/Numeracy Gains		58%	0.0%	0.0%


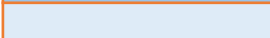


Performance Key	
	= Exceeded Standard
	= Meeting Standard (at least 80% of standard)
	= Failing Standard (Performed below 80% of standard)
	= No Participants in Measure



# DISTRICT PERFORMANCE

WIOA Title I, PY15 Quarter 4

		ETA Negotiated Standard	District's Performance	% of Standard Achieved
Performance Measure				
Entered Employment Rate	Adults	62%	70.7%	114.0%
	Dislocated Workers	63%	66.3%	105.2%
Employment Retention Rate	Adults	79%	90.9%	115.1%
	Dislocated Workers	84%	90.9%	108.2%
Average Earnings	Adults	\$13,550	\$ 16,504.06	121.8%
	Dislocated Workers	\$17,750	\$ 21,058.50	118.6%
Youth Attainment of Degree or Certificate		34%	87.0%	255.9%
Youth Placement in Employment or Education		64%	69.6%	108.8%
Youth Literacy/Numeracy Gains		58%	0.0%	0.0%

Performance Key	
	= Exceeded Standard
	= Meeting Standard (at least 80% of standard)
	= Failing Standard (Performed below 80% of standard)
	= No Participants in Measure



# WIOA DASHBOARDS

- The WIC is developing a set of interactive, user-friendly dashboards
- Allows users to view and interact with data pertaining to participant services, participant outcomes, WIOA-specific performance measures, services to employers, and labor market information
- Phase 1: Release of prototype dashboard focused on WIOA outcomes for core programs, including:
  - Demographics and barriers
  - Services received
  - Employment Rate – Q2 and Q4
  - Median Earnings
  - Credential Rate
  - Measurable Skill Gains
  - Performance Trends



# DISTRICT'S ECONOMIC DEVELOPMENT STRATEGY

- Led by DMPED, the District is currently developing a new economic strategy expected to be complete at end of the year
- This strategy will focus on the business environment – growing the commercial tax base, creating quality jobs, fostering innovation and economic diversification – and how to advance inclusive economic growth
- Provides a framework for action for the next several years, as well as provides direction for policy and budget decisions.



# DISTRICT'S ECONOMIC DEVELOPMENT STRATEGY

- Strategy will be key tool to guide WIC activities and align with the vision of the Mayor and the District as whole
- Join the conversation and contribute to the plan:  
<http://dceconomicstrategy.com/>
- Upcoming Discussions:
  - Post-secondary Education Sector – October 28
  - Sharing and Gig Economies – November 1
- Direct Questions to Sharon Carney, Economic Strategy Director, DMPED
  - 202.727.9920
  - [sharon.carney@dc.gov](mailto:sharon.carney@dc.gov)



# RETURNING CITIZENS

- WIC is working with Mayor's General Counsel to evaluate how a variety of factors impact special populations including returning citizens
- Looking at key factors such as occupational licensing restrictions that impede employment among returning citizens
- Exploring opportunities to remove or reduce barriers



# DC UNITED STADIUM

## Impact from July 2016 To Date

25 Community-based  
Organization/Business Partners

120 Residents Reached

92 Residents Provided Resumes

61 Referrals to Training and  
Employment


14 Placed in Pre Apprenticeships

5 Residents Hired



# MILLENNIAL WEEK

- WIC Sponsored Millennial Week Hiring Fair and Career Symposium, attracting more than **400** jobseekers.
- Millennial Week is one the WIC's efforts to provide increased access to services and outreach to DC residents
- Employers and partners included:
  - Prudential
  - Sapiant
  - Carfax
  - DCPD
  - National Guard
  - Fulbright
  - Peace Corps
  - AmeriCorps
  - DDS
  - DOES
  - General Assembly

 DC WIC @dc\_wic · Oct 11  
Thank you to all that attended the Hiring Fair and High-Demand Career Symposium!  
[#DCWorks](#) [#WIOA](#) [#wkdev](#) [#MillennialWeek](#)  
👤 OAD II, Andy Shallal and Mayor Muriel Bowser



*Thank you to WIC Board Members who participated in Career Symposium:*  
Mayor Muriel Bowser  
Deputy Mayor Courtney Snowden  
Chairman Andy Shallal  
Richard “Chip” Davis  
Solomon Keene  
Dayvie Paschall  
Steven Boney





# WORKFORCE INTERMEDIARY

- **AFL-CIO**
  - AFL-CIO had 47 total enrollments for September.
  - Flagger Certification Enrollment: 21
  - CPR/ First Aid Certification Enrollment: 12
  - Scaffolding Certification Enrollment: 5
  - OSHA-30 Certification Enrollment: 9
- **Collaborative Solutions for Communities**
  - 100 participants enrolled for the month (new plus existing, less exits)
- **DC Central Kitchen**
  - 44.44% job placement rate



# VI. GRANTEE PROGRAMMATIC UPDATE



# DC CENTRAL KITCHEN

*ALEXANDER JUSTICE MOORE,  
CHIEF DEVELOPMENT OFFICER,  
DC CENTRAL KITCHEN*





**WE FIGHT HUNGER DIFFERENTLY**

# DC CENTRAL KITCHEN



- 3 MILLION ANNUAL MEALS FOR DC SCHOOLS, SHELTERS, AND NONPROFITS
- WE ARE A LEADING EMPLOYER OF OUR OWN CULINARY GRADUATES, WITH 73 EMPLOYED FULL-TIME WITH COMPREHENSIVE BENEFITS
- WE USE GRANTS AND DONATIONS TO TRAIN ADULTS WITH HIGH BARRIERS TO EMPLOYMENT WHILE EARNING 60% OF OUR TOTAL REVENUE THROUGH JOB-CREATING FOODSERVICE SOCIAL VENTURES

# THE CULINARY JOB TRAINING PROGRAM

- LAUNCHED IN 1990 AS A 12-WEEK PROGRAM FOCUSED ON HOMELESS ADULTS
- REFOCUSED ON RETURNING CITIZENS IN 2008
- STUDENT BODY ALSO INCLUDES ADULTS WITH HISTORIES OF TRAUMA AND ADDICTION, SURVIVORS OF DOMESTIC ABUSE, RECIPIENTS OF SNAP & TANF
- PROGRAM INCLUDES 9 WEEKS OF INSTRUCTION, ROBUST 'SELF-EMPOWERMENT' CURRICULUM, TWO-WEEK INTERNSHIPS, GUIDED JOB SEARCH PERIOD BEFORE GRADUATION, AND ONGOING SUPPORT SERVICES FOR ALL GRADUATES



# IMPACT OF THE WORKFORCE INTERMEDIARY PROGRAM

- PARTNERSHIP LAUNCHED SPRING 2014
- FIRST MAJOR INVESTMENT BY DISTRICT GOVERNMENT IN OUR TRAINING PROGRAM
- RIGOROUS PAY-FOR-SUCCESS STRUCTURE EMPOWERED US TO ENROLL & TRAIN 30% MORE DC RESIDENTS, EXTEND FOLLOW-UP SUPPORT AND TRACKING
- ADDED CASAS TESTING AND ADJUSTED APPROACH TO REFLECT EFL RESULTS



# IMPACT OF THE WORKFORCE

## INTERMEDIARY PROGRAM

- 147 DISTRICT RESIDENTS TRAINED, WITH AN 85% JOB PLACEMENT RATE
- AVERAGE STARTING WAGES UP FROM \$11.02/HR TO \$13.03/HR
- 82% JOB RETENTION AT SIX MONTHS; DCCK OFFERS PROACTIVE REPLACEMENT SUPPORT
- GRADUATES HAVE EARNED \$1.3 MILLION IN WAGES
- 26% OF GRADUATES REPORTED EARNING A RAISE IN THEIR FIRST YEAR
- 25.8% OF GRADUATES WHO STARTED PART-TIME MOVED TO FULL-TIME POSITIONS
- 119 BUSINESSES ENGAGED IN HIRING GRADUATES OR HOSTING INTERNS
- 71 RETURNING CITIZEN STUDENTS TRAINED
- 6% RECIDIVISM RATE AMONG RETURNING CITIZEN STUDENTS



THE GEORGE WASHINGTON  
UNIVERSITY HOSPITAL





# IMPACT OF THE WORKFORCE INTERMEDIARY PROGRAM

- EVOLVING BEYOND TRACKING TO LONG-TERM SUPPORT & COMMUNITY BUILDING
- RECOGNIZED BY THE CHRONICLE OF PHILANTHROPY, PBS NEWSHOUR, AND U.S. CHAMBER OF COMMERCE; FEATURED AT SOUTH BY SOUTHWEST
- FORGING A COMMUNITY OF PRACTICE
- EMERGING AS A TOP PROVIDER OF SNAP EMPLOYMENT & TRAINING SERVICES



# IMPACT OF THE WORKFORCE INTERMEDIARY PROGRAM



# LOOKING AHEAD

- REMAINING FOCUSED ON RESIDENTS WITH THE HIGHEST BARRIERS TO EMPLOYMENT
- BUILDING CAREER PATHWAYS PROGRAMMING
- OVERCOMING OUR PRIMARY BARRIER TO GROWTH: PHYSICAL SPACE CONSTRAINTS OF THE FEDERAL CITY SHELTER

# LOOKING AHEAD

- “WE COULD LEARN A THING OR TWO FROM YOU, DC CENTRAL KITCHEN, BECAUSE [THE DC] GOVERNMENT INVESTS MORE THAN \$100 MILLION DOLLARS EVERY YEAR IN WORKFORCE INVESTMENT FUNDING AND IMPROVEMENTS IN TRAINING BUT NOT ALL OF IT PRODUCES THE RESULTS THAT DC CENTRAL KITCHEN DOES...I’D RATHER DOUBLE DOWN ON THE PROGRAMS THAT WORK FOR DC RESIDENTS.”

– MAYOR MURIEL BOWSER,  
2015



# AFL-CIO/BUILDING FUTURES PROGRAM

*KATHLEEN MCKIRCHY  
EXECUTIVE DIRECTOR  
COMMUNITY SERVICES AGENCY, METRO  
WASHINGTON COUNCIL, AFL-CIO*



# VII. WIC STRATEGIC PLANNING OUTCOMES

CARLOS JIMENEZ  
*VICE CHAIRMAN,*  
WORKFORCE INVESTMENT COUNCIL



# VIII. CAREER PATHWAYS UPDATE

JEANNA FORTNEY  
*PROGRAM MANAGER,*  
WORKFORCE INVESTMENT COUNCIL



# CAREER PATHWAYS TASK FORCE

- DC Council created the Adult Career Pathways Task Force in October 2014
- Recognized need to address the over 60,000 adults without high school diplomas/GEDs and high numbers with low levels of literacy
- Produced a strategic plan to align adult basic education, workforce, and human services along a career pathways framework
- Innovation Fund: Supports the work of the Task Force in the form of technical assistance and innovative grants





# SYSTEM GOALS

- Adult learners are able to access career pathways and make progress along each step of the pathway.
- District agencies and service providers align their programs, policies, operations, and funding to create a career pathways system.
- Each sector career pathway has strong direct connections to the labor market and partnerships with business community.
- High quality academic/occupational instruction supported by a strong system to TA and PD.
- System partners create and evaluate measures of success for pathway implementation and participant outcomes.



# INNOVATION FUND

*To plan for and issue Career Pathways Innovation grants to design, pilot, and scale best practices in the implementation of adult career pathways consistent with the Adult Career Pathways Task Force's city-wide strategic plan.*

- ✓ Technical assistance funding to be used to develop a Career Pathways Community of Practice for adult basic education (ABE) and workforce providers
- ✓ FY17 funding will fund Career Pathways partnerships in high-demand sectors, based on nationally recognized models



# FY17 INNOVATION GRANTS

- Fund career pathway initiatives within high-demand industries
- Bring together adult education and workforce providers, employers, post-secondary institutions, nonprofits, economic development authorities and other workforce development system stakeholders.
- Focus on populations with low skills and/or barriers to employment such as low-literacy
- RFP will be released after research and assessments from COP have concluded



# IX. ONE-STOP OPERATOR PROCUREMENT

DIANE PABICH  
*ASSOCIATE DIRECTOR,*  
WORKFORCE INVESTMENT COUNCIL



# ONE-STOP OPERATOR (OSO) REQUIREMENTS UNDER WIOA

- WIOA mandates the use of a competitive process to procure the OSO by July 1, 2017
- One-stop operators will be selected through a competitive procurement process, conducted no less than every 4 years
- Local boards are responsible for improving access to and the effectiveness of one stop and program services, in addition to providing oversight to the one-stop operator led by local boards
- One-stop partners are *encouraged* to integrate the intake, case management, reporting, and fiscal and management accountability systems of one-stop partners
- All partners are required to share in the funding of services including infrastructure costs of the one-stop delivery system
- Procurement process must ensure there is no conflict of interest



# OPERATOR PROCUREMENT

- A plan for procurement must be in place by mid-November 2016 with operator in place by July 1, 2017
- Role of the OSO needs to be decided as first step of the procurement process
- At a minimum, the one-stop operator must coordinate the service delivery of required one-stop partners and service providers.
- Local Boards may establish additional roles of the OSO



# OSO ROLE OPTIONS

- A. Coordinating service delivery in a multi-center area which may include affiliated sites.* Similar to the minimum required role, under this model the OSO is responsible to coordinate and provide guidance regarding integrated service delivery in multiple Career Centers.
- B. Coordinating service providers within the center and across the one-stop system.* Under this model the OSO manages an integrated effort to focus on the workforce needs of the one-stop customers and the employers and community to improve the local and state economy.
- C. Providing some of the services within the center.* The OSO can, in addition to directing service delivery, provide a portion of direct services to one-stop customers and employers.
- D. Be the primary provider of services within the center.* In addition to directing service delivery, the OSO can also provide the majority of direct services to one-stop customers and employers.



# OSO DECISION PROCESS

- WIC consulted with national workforce experts on the optimal OSO procurement for the District
- WIC Board briefed on OSO Procurement at quarterly board meeting in July and at the WIC Board retreat in September
- WIC formed four working groups to gather information and inform decision-making at the director and executive levels
  - Working groups are led by WIC staff, comprised of agency partner staff, WIC board members, employers, and community stakeholders
  - Funding and Procurement working group researched best practices for procuring the OSO
  - System Alignment and Board and Governance working groups reviewed OSO topic
- WIC held Executive Working Group meeting with District leadership to review OSO research and findings and obtain feedback
- WIC Board Vote on October 24, 2016





# OSO ROLE PROS AND CONS

	Pros	Cons
<b>Option A: Coordinating service delivery in a multi-center area</b>	<ul style="list-style-type: none"><li>▪ Ensures appropriate firewalls and are in place and reduces conflict of interest</li><li>▪ Minimizes potential loss of current District jobs related to the One Stop system</li><li>▪ Promote high-performance and efficiency with dedicated staff overseeing compliance and performance of the one-stop system</li><li>▪ Third party provides oversight of all partners as neutral body</li><li>▪ WIOA Compliant</li></ul>	<ul style="list-style-type: none"><li>▪ May be too far removed from daily operations to be effective in integrated approach to service delivery</li></ul>



# OSO ROLE PROS AND CONS

	Pros	Cons
<b>Option B: Coordinating service providers within the center and across the one- stop system.</b>	<ul style="list-style-type: none"><li>▪ Ensures appropriate firewalls and are in place and reduces conflict of interest</li><li>▪ Minimizes potential loss of current District jobs related to the One Stop system</li><li>▪ Promote high-performance and efficiency with dedicated staff overseeing compliance and performance of the one-stop system</li><li>▪ Third party provides oversight of all partners as neutral body</li><li>▪ WIOA Compliant</li><li>▪ Presence within the center will be valuable to operations and implementing new service delivery methods</li></ul>	



# OSO ROLE PROS AND CONS

	Pros	Cons
<b>Option C: Providing some of the services within the center.</b>	<ul style="list-style-type: none"><li>▪ Reflects current service model for easy adaptation (currently one entity is OSO and provides some of the services)</li><li>▪ WIOA Compliant</li></ul>	<ul style="list-style-type: none"><li>▪ Possible loss of current District jobs related to the One Stop system</li><li>▪ Possible disruption to provision of services to residents (changing provider of services during the program year)</li><li>▪ Potential for perceived conflict of interest, higher for single-state areas with unknown penalties</li><li>▪ Would require longer procurement process and additional time to transition</li></ul>



# OSO ROLE PROS AND CONS

	Pros	Cons
<b>Option D: Be the primary provider of services within the center.</b>	<ul style="list-style-type: none"><li>▪ Promotes a continuity of services and service provision</li><li>▪ Easier to coordinate with one main service provider</li><li>▪ WIOA Compliant</li></ul>	<ul style="list-style-type: none"><li>▪ Possible high loss of current District jobs related to the One Stop system</li><li>▪ Possible disruption to provision of services to residents (changing provider of services during the program year)</li><li>▪ Potential for perceived conflict of interest, higher for single-state areas with unknown penalties</li><li>▪ Would require longer procurement process and additional time to transition</li></ul>



# WIC STAFF RECOMMENDATION

Workforce Investment Council staff recommends the combined characteristics of options A and B, which we refer to as the "Mall Manager" model

## Benefits of Mall Manager as OSO

- Mall Manager is an opportunity to customize the role of the OSO from year one of the contract and beyond
- Based on successes and challenges exhibited, we are able to add or remove responsibilities throughout the four year duration of the contract
- Minimizes risk and exposure to an OSO procurement model new to the District



# BENEFITS CONTINUED

- Minimize opportunities for conflicts of interest or perceived conflicts
- Ensure appropriate firewalls related to the selection of the OSO are in place
- Minimizes the potential loss of current District jobs
- Promote high-performance and efficiency with dedicated staff overseeing compliance and performance of the one-stop system
- Through a third party, provide the oversight necessary to ensure one-stop partners are integrating services and working collaboratively
- Involved in the management of one-stop operations to effectively oversee service integration and implementation innovative service delivery
- Ease coordination of RSA and MOU which could be difficult as a single-state area
- Develop reporting across One-Stop partners and collect and coordinate data across programs
- Complies with WIOA and meets a final step in the WIC's Corrective Action Plan (CAP)
- Meet the July 1 deadline for the OSO to be in place



# PROCUREMENT TIMELINE

- **October 24, 2016:** WIC Board votes on role of OSO
- **December 2016:** Identify plan/process for coordinating the OSO RFP process
- **January 2017:** One-Stop Operator RFQ Released to identify qualified firms to complete for the role of the One-Stop Operator
- **February 2017:** Qualified Firms Identified
- **March 2017:** RFP Released, Competitive Procurement to Select One-Stop Operator
- **May 2017:** OSO Selected and notified. OSO begins work to transition into role including hiring and training of staff.
- **July 1, 2017:** OSO is in place and fully executing duties of the OSO



# VOTE ON ROLE OF ONE-STOP OPERATOR





# X. PUBLIC COMMENT



# XI. ADJOURN

