



workforce  
SOUTHWEST WASHINGTON

**Southwest WDA One-Stop Operator  
Contract with Career Path Services  
Effective September 1, 2023 – September 30, 2024**

**Statement of Work**

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**ONE-STOP OPERATOR OVERVIEW**

The primary goal of this contract is to acquire the skills and understanding needed to provide strong operational leadership for employees providing workforce services from the one-stop system referred to and branded under the name, “WorkSource.”

This contract describes the roles and mutual responsibility of all parties to ensure that services are efficiently, effectively, and equitably provided to the region’s racially, ethnically, and culturally diverse community. The means to achieve these aims includes, but is not limited to, providing trauma-informed, culturally responsive care, cross-cultural communication, and inclusionary educational and economic empowerment.

Social systems and structures exist that implicitly and explicitly prohibit or inhibit diverse groups of people in the region from gaining the services and resources necessary to participate in, contribute to, and benefit from a thriving Southwest Washington economy, and robust civic participation. In conducting the work described herein, the Subrecipient acknowledges that among the consequences of structural inequities are implicit and explicit biases that contribute to disparities in access and success, among, and within the intersections of, systems compromising a robust workforce: education, health, and judicial systems based on race, sex, gender, class, sexual orientation, age, and ability and their many intersections. The Subrecipient also acknowledges equitable access to resources provided by these systems is integral to full participation in the region’s employment system and achievement of economic security for all people.

The Subrecipient agrees to participate in education and training to both widen and deepen their understanding of, and ability to identify and eliminate, implicit bias within policies, processes, and practices, because structural inequities and implicit bias adversely impact all people, both those from non-dominant as well as dominant populations in the region. The intention of this work is to respond compassionately and effectively to diverse adults of Southwest Washington while also growing the capacity of the Subrecipient and community partners to offer welcoming, caring, and culturally responsive services and resources.

**OPERATOR ROLES AND RESPONSIBILITIES**

WSW has designated the Subrecipient as the "One-Stop Operator" [defined in WIOA Section 121(d)] ("Operator"). One Stop Operator is designated for both WorkSource Vancouver and WorkSource Kelso. The Subrecipient agrees to work cooperatively with WSW and other One-Stop Partners to ensure that local, state, and federal policies are implemented; programs align with the goals of WSW’s strategic plan; client services are aligned, regardless of funding streams; and ensure performance accountability regionally. The Subrecipient will be responsible for the following:

<b>Learning and Integration</b>	<b>Begin</b>
Learn the vision, mission, and goals of WSW and WorkSource.	<b>Q1</b>
Develop relationships with WSW and system partners.	<b>Q1</b>
Gain a general understanding of internal WorkSource programs and providers.	<b>Q1</b>
Gain a general understanding of WIOA, local, state, federal laws, policies, regulations, and guidance.	<b>Q1</b>
Learn WorkSource standards, procedures, and protocols to ensure exceptional customer experience for jobseekers, WorkSource employees, and businesses.	<b>Q1</b>
Learn the day-to-day operations of the WorkSource centers.	<b>Q1</b>

<b>Internal/External Relationship Building, Leadership, and Outreach</b>	<b>Begin</b>
Oversee, supervise, and support two front desk triage specialists (2 FTE: 1 Vancouver and 1 floater)	<b>Q1</b>
Develop relationship with WSW and all internal co-located partners.	<b>Q1</b>
Liaison between WorkSource and WSW.	<b>Q2</b>
Develop agendas and lead WorkSource all-staff meetings.	<b>Q2</b>
Engage with team members to provide feedback regarding customer surveys.	<b>Q2</b>
In partnership with WSW, develop relationships with external system partners to increase Center's effectiveness in supporting priority populations, opportunities for promoting the vision, mission, and goals of the WorkSource Strategic Plan, and identifying possible MOU/IFA Center partners. See list below.	<b>Q3</b>
Develop agendas and lead all-staff meetings and core leader & sponsorship team meetings.	<b>Q3</b>
Based on observations and feedback from Center leadership, develop a 2024 professional development training schedule for WorkSource staff. Examples include: <ul style="list-style-type: none"> <li>• Understanding the labor market and industry</li> <li>• REDI (race, equity, diversity, inclusion)</li> <li>• Strategic Training that promotes quality customer service such and as Trauma Informed Care, motivational interviewing, basic career coaching, situational leadership, de-escalation strategies, etc.</li> </ul>	<b>Q4</b>

<b>Operational Management, Equipment, and Facilities</b>	<b>Begin</b>
Oversee customer laptop check-out process.	<b>Q1</b>
Maintain WorkSource center hours, including opening and closing, posting notices, winter weather, and other events that require operational adjustments to be made.	<b>Q1</b>
Facilitate resolution of routine or occasional janitorial, parking, building security and safety matters when related to universal access and resources.	<b>Q1</b>
Ensure WorkSource centers are welcoming and accessible. Serve as an intermediary point of contact for partner facilities.	<b>Q2</b>
Oversee day-to-day operations of the WorkSource centers.	<b>Q3</b>
Ensure all Americans with Disabilities Act requirements are met and managed.	<b>Q3</b>

<b>Administrative and Strategic Planning</b>	<b>Begin</b>
Work with WSW on MOU/IFA.	<b>Q2</b>
Create and provide reports to WorkSource partners and other stakeholders as appropriate.	<b>Q2</b>
Work with WSW to begin updating WorkSource strategic plan.	<b>Q2</b>
Complete the One Stop Certification.	<b>TBD</b>

<b>QUEST DWG</b>	<b>Begin</b>
Oversee, supervise, and support the Communications and Outreach Coordinator.	<b>Q1</b>
Oversee the promotion of the services of the WorkSource centers, including continued implementation of the outreach plan and oversight of social media channels and local WorkSource website ( <a href="http://www.WorkSourceSWWA.com">www.WorkSourceSWWA.com</a> ), with support from WSW and One-Stop partners.	<b>Q1</b>
Coordinate efforts with partners so that actions and decisions represent the full local partnership; promote equity; and provide unified employment and support services across multiple local partners.	<b>Q1</b>

### **OUTREACH TO TARGET POPULATIONS + PRIORITY POPULATIONS**

Subrecipient is expected to develop relationships with outside organizations who possess expertise in working with the populations listed below. Even if a population already has a preferred partner organization, other organizations may be added.

In partnership with WSW, the Subrecipient is expected to prioritize the populations listed below for Title I services and make a good faith effort to cultivate connections with community partners who possess expertise serving and advocating for these populations. WorkSource will utilize these partnerships to develop strategies to provide culturally specific outreach, engagement, and service delivery strategies.

<b>Population</b>	<b><i>Suggested Partner Organization</i></b>
Displaced Homemakers	YWCA
Low-Income Individuals	Partners in Careers, Department of Social and Human Services, Lower Columbia Community Action Program
Native Americans, Alaska Natives, and Native Hawaiians, as such terms are defined in section 166	Cowlitz Indian Tribe
Individuals with Disabilities	Department of Vocational Rehabilitation, Life Works, Children and Adults Experiencing Intellectual and Developmental Disabilities, Trillium Employment Services.
Older Individuals	Goodwill's SCSEP
Ex-Offenders (Justice involved)	Clark County Jail, Cowlitz County Jail, Love Overwhelming, Recovery Cafe Vancouver
Individuals Experiencing Homelessness	Bridgeview, Southwest Washington Housing Opportunities, Outsiders Inn, Love Overwhelming, Open Ministries, Pallet Home Communities
Youth who are in or have aged out of foster care	N/A (served at Next under WIOA Youth)
English Language Learners: individuals with low levels of literacy and/or individuals facing substantial cultural barriers	Hispanic Chamber of Commerce, League of United Latin American Citizens Lutheran Community Services  Mercy Housing
Eligible migrant and seasonal farmworkers, refugee	Ethnic Support Council, Mercy Housing, IRCO
Individuals within two years of exhausting lifetime eligibility under TANF	Department of Social and Human Services, Partners in Careers

Single parents (including single pregnant women)	Share, Partners in Careers, YWCA, HeadStart, ECEAP
Long-term unemployed individuals	Department of Social and Human Services, Partners in Careers
Veterans and eligible spouses with barriers to employment for purpose of targeted outreach	Employment Security Department, Goodwill of the Olympics Rainier Region, Assistance Center, Cowlitz County Resources for Veterans
Black, Asian, Native Hawaiian, Compact of Free Association nations, and Pacific Islander communities	NAACP, Sakura Youth, Pacific Islander Community Association of Washington
Latinos/Latinas/Latinx	League of United Latin American Citizens, Latino Leadership Northwest, Washington State Commission on Hispanic Affairs
LGBTQIA+ communities	Triple Point- Children's Home Society, PFLAG Southwest Washington
Expectant Persons	YWCA
Dealing with Mental Health Issues (including addiction)	Columbia River Mental Health Services, CVAB, Chai Rivers Recovery Café, Recovery Cafe Vancouver, Lifeline

**\*These organizations are suggestions only. The Subrecipient may identify alternate organizations who serve these populations to fulfil this contract's requirements at their discretion.**

### **GENERAL REPORTING**

Subrecipient shall submit all Financial, MIS, and all other reports required by WSW in accordance with the specified time frames in this contract. Subrecipient shall provide WSW access to all records and data necessary to verify or clarify information requested or provided in such reports. Failure to submit reports by specified timeframes or provide adequate substantiation of reports as specified by WSW may result in suspension of payments to the Subrecipient until such time as all delinquent obligations are fulfilled.

#### **Quarterly Performance Report (QPR)**

Subrecipient will provide a report within **10 days of the end of each quarter** that includes a summary and/or data on the following:

- Tables Ready data
- Program numbers/data (highlighting what is bringing customers into the Centers)
- Priority Populations and Partnerships
- Meetings, activities, and events
- Marketing and Outreach (including Quest Outreach Plan activity and progress)
- Customer Surveys and Analysis

- Quarterly report should also include details on KPI activity and progress (KPIs list below)
- Three specific narrative summaries describing how customers have benefited from the guest services/triage role.

### KPI Specifics

KPI	Begin	Deliverable
Include in quarterly report <b>three specific narrative summaries</b> describing how customers have benefited from the guest services/triage role.	Q1	Submit quarterly report within 10 days following end of quarter.
Meet with MOU/IFA partners.  (Minimum of two)	Q2	Provide list of partners, meeting dates, and takeaways.
Track and report participants coming into the WorkSource connected to outreach efforts.	Q1	Report Numbers
Develop agendas and lead WorkSource all-staff (one per month), and Core & Sponsorship team meetings.	Q2	Provide dates and agendas
Identify community partners for each priority population.	Q2	Provide a list which includes a (goal) timeline for introductions/meetings.
Update current survey and identify at least two other means of gathering customer feedback.	Q2	Provide copy of draft.
Track customer feedback and satisfaction from surveys, conversations, and other means. (Minimum of 20 responses per month)	Q3	Compile and provide all responses.
In collaboration with WSW, <b>meet with one external system (non MOU/IFA) partner quarterly to</b> develop new and existing relationships.	Q3	Provide list of partners, meeting dates, and takeaways.
Begin working on WorkSource Strategic Plan update -- draft <b>completed by 08/15/24</b> .	Q2	Provide draft by 8/15/24.
Develop a 2024 training schedule for WorkSource staff.	Q4	Provide training schedule draft.

### MONITORING

Subrecipient will participate and support all program compliance and monitoring activities as directed by WSW, Employment Security, and the Department of Labor, as necessary.