

Response to Request for Proposals
Greater Raritan Workforce Development
Board
One Stop Operator Services
PY 2020

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Introduction

The Greater Raritan OSCTSC has been operated by the Somerset County Department of Human Services (SCDHS) since 2009. The SCDHS was awarded the contract for One Stop Operator Services by the Greater Raritan Workforce Development Board (GRWDB) on June 14, 2017 for the program year July 1, 2017 – June 30, 2018. Based on positive performance, this contract was extended for the program year July 1, 2018 – June 30, 2019. After a thorough review of the One Stop Operator's performance in providing the contracted responsibilities and deliverables for the last two program years, the GRWDB approved another one year contract extension with SCDHS for One Stop Operator Services at its quarterly meeting on April 11, 2019.

In its role as One Stop Operator, the SCDHS has overseen all aspects of direct service to individuals and businesses in Hunterdon County and Somerset County for the last eleven years, with the last three years encompassed through a contract with the GRWDB. With over 5,500 customers walking through the doors for career services and nearly 3,500 receiving individual training to upgrade skills and increase their marketability in the workforce, SCDHS has played a significant role in supporting job seekers in successfully obtaining and maintaining employment and in assisting businesses by providing candidates who are well prepared to re-enter the workforce and fill job vacancies. The number of customers served jumps to over 10,000 in this eleven year period when those receiving services under Work First New Jersey and Workforce Learning Link are included.

In addition to the provision of direct services, the role of One Stop Operator has always encompassed a large number of diverse responsibilities which includes the management and coordination of the local one stop delivery system. The SCDHS has performed the One Stop Operator duties over the last eleven years, with the last three years under the 2017 One Stop Operator Services contract, and has successfully brought One Stop Partners together in order to ensure that high quality services are provided in the most effective, professional and streamlined manner possible.

The GRWDB has issued a Request for Proposal (RFP) for One Stop Operator Services. As detailed in this proposal document, the SCDHS is making application to continue as the Greater Raritan One Stop Operator in order to ensure the continuity of services and the stability of the overall operation of the local one stop delivery system to be delivered under the Workforce Innovation and Opportunity Act of 2014 (WIOA).

SCOPE OF WORK

Mission and Vision

The mission of the Greater Raritan One Stop Career Training Services Center (OSCTSC) is to provide job seekers of all ages and all walks of life with information and resources, career counseling and training in in-demand industries and occupations in order to assist individuals in obtaining and maintaining employment that supports personal growth and financial self-sufficiency and addresses the needs of local businesses.

The vision of the Greater Raritan One Stop Operator is to continue to cultivate a highly valued one stop delivery system where job seekers flourish and employers thrive in an environment that promotes continuous quality improvement; fosters engagement of individuals and businesses; encourages outreach; expands opportunities for youth and supports collaboration among all state and local partners.

The vision of the Greater One Stop Operator is in alignment with the vision of the GRWDB for One Stop Operator services in the local area:

- ❖ Creating an environment of continuous improvement in efficiency and effectiveness of workforce development based on the needs of job seekers and employers.
- ❖ Setting high standards for all operating areas of the Greater Raritan Workforce Development Board, One Stop Operator, career services and training services.
- ❖ Creating a culture where expectations are exceeded and accomplishments are recognized.
- ❖ Increasing the engagement of employers and job seekers with a focus on increased customer satisfaction levels and performance outcomes.
- ❖ Expanding opportunities for employers and job seekers through increased market penetration with a focus on serving the needs of local businesses.
- ❖ Expanding the opportunities for youth populations with a focus on sustainable wage career employment.

Purpose

The purpose of the One Stop Operator is to provide high quality management and meaningful coordination of the Greater Raritan One Stop delivery system in compliance with all federal, state and local laws, regulations and directives while working in collaboration with the GRWDB ensuring:

- ❖ Operation of a seamless and robust customer-focused One Stop delivery system.
- ❖ Utilization of state metrics and dashboard systems to help direct strategies and programs.
- ❖ Production of monthly reports on customer usage.
- ❖ Provision of wide access to all services available in the system to job seekers and businesses.
- ❖ Integration of service delivery across all programs to enhance programming to customers through collaboration with our One Stop Partners including:
 - Title I Programs (Adult, Dislocated Worker, Youth, Native America, and Migrant Seasonal Farmworker)
 - Title II Adult Education and Family Literacy Activities
 - Title III Wagner-Peyser
 - Title IV Vocational Rehabilitation
 - Title V Senior Community Service Employment
 - Career and Technical Education (Carl D. Perkins CTE Act)
 - Trade Adjustment Assistance (Trade Adjustment Act)
 - Veteran State Grant Programs

One Stop Operator Responsibilities

The needs of customers entering the One Stop system are highly varied and it is the responsibility of this system to respond to each customers' individual and unique circumstances as they journey down their career path. The One Stop Operator will work with the OSCTSC Team Leader to ensure that One Stop staff assists customers in accessing the information and services they need following the strategic direction provided by the GRWDB.

As the One Stop Operator, SCDHS will ensure the following, as delineated in the Request for Proposals:

1. Maintain regular office hours of 10 hours per week.
2. Ensure the programs and public access areas of the One Stop Career Centers can be openly accessed five days a week by all community members.

3. Work with the OSCTSC Team Leader to ensure One Stop staff participate in local and state training opportunities
4. Work with the OSCTSC Team Leader to ensure One Stop staff participate on board a committee activities and meetings as appropriate to further the board's mission and vision.
5. Work with the OSCTSC Team Leader to ensure One Stop staff participate in community outreach and marketing efforts in non-traditional ways and venues; these efforts may be at the direction of the GRWDB or at the request of department and governmental leaders in Hunterdon and Somerset Counties.
6. Work with the OSCTSC Team Leader in the administration and management of the One Stop Career programming provided to job seekers from Hunterdon and Somerset Counties through New Jersey Department of Labor grants or other grant sources secured by the GRWDB.
7. Work with the OSCTSC Team Leader and the GRWDB staff to ensure that programming addresses the distinct needs of special populations that include veterans, youth, 55+, re-entry, public assistance recipients and those living with a disability.
8. Work with the OSCTSC Team Leader to ensure that the team is sharing the monthly state data reports with customers and understands how to use these reports to inform decision making.
9. Work with the OSCTSC Team Leader to produce a monthly dashboard report that captures how the One Stop system's programs are serving these various populations on a monthly and annual basis.
10. Work with the OSCTSC Team Leader and the GRWDB staff to monitor all programs and services to ensure that the provision of services is being conducted within the state and federal guidelines and that state mandated outcomes are met.
11. Convene system partners to discuss pertinent issues related to the job seekers and resolve program and process coordination issues, including customer-focused design of programs and services, to achieve better performance.
12. Assist in the development of required memorandum of understanding, inter local government agreements, and other contractual obligations. The One Stop Partners' MOU will provide at a minimum a description of the One Stop services and delineate how those services will be provided.
13. Assist in the development of proposals as needed in response to RFPs RFQs and Notice of Grant Opportunities (NGOs).
14. Ensure One Stop representation at meetings as specified by federal, state, and local authorities as determined by the GRWDB.

Deliverables

SCDHS, as One Stop Operator, will complete the following:

1. By the 5th business day of each month, provide a report covering the previous month's activities by the OSCTSC team, including customer-service activities, community outreach and workshop programs and efforts, staff training activities and other related activities that reflect how the OSCTSC team is serving the community and fulfilling the vision and mission of the GRWDB.
2. By the 5th business day of each month, ensure that the OSCTSC team members have updated the Local Dashboard showing service levels to each of the populations mandated to be served, and continue to review the dashboard with the GRWDB to update it as needed to reflect strategic priorities as determined by the GRWDB.
3. Work with the OSCTSC Team Leader to manage weekly update of the One Stop text alert system and ensure that all One Stop personnel are participating in other marketing efforts as established by the GRWDB.

4. Work with the OSCTSC Team Leader to write a “Success Story” on a One Stop customer every other month for use on the GRWDB website and in the annual report.
5. Conduct One Stop Partner meetings three times per program year, and report on the meetings to the GRWDB. This report will include feedback of the One Stop systems’ performance, identify areas for new collaboration and recommendations for system improvements.
6. Help develop proposals as needed in response to RFPs, RFQs, NGOs and other grant applications.
7. Attend bi-monthly meetings of team leaders in the Greater Raritan system. This meeting is convened by the director of the GRWDB, and includes team leaders of the OSCTSC, Employment Services, the Division of Vocational Rehabilitation and the area’s state Business Representatives.
8. Attend meetings as specified by federal, state and local funding authorities as determined by the GRWDB, and ensure that One Stop team members participate in the local GRWDB committee and board meetings as well as state meetings as appropriate.

Respondent Acknowledgements

SCDHS acknowledges that it has read and reviewed federal and state law, policy, regulations and guidelines related to and affecting the provision of services as outlined.

SCDHS acknowledges that it will perform the functions outlined in above in compliance with the Workforce Innovation and Opportunity Act of 2014 and any related or connected state laws, directives, requirements, policies, procedures and/or planning documents.

SCDHS acknowledges that changes in laws, regulations and policies may potentially affect the One Stop Operator responsibilities and the needs of the GRWDB.

PROPOSAL REQUIREMENTS

Qualification Statement

SCDHS is submitting a proposal for One Stop Operator services in response to the RFP issued for same by the GRWDB.

SCDHS is a governmental entity as defined by WIOA and is therefore eligible to make application.

The mission of SCDHS is to improve the quality of life of all county residents by promoting the economic, social, emotional, physical, and mental well-being and safety of residents and communities.

SCDHS is responsible for the administration and supervision of all divisions within the Somerset County Department of Human Services:

- Aging and Disability Services
- Community Development
- Juvenile Institutional Services
- One Stop Career Training Services Center
- Operations and Planning
- Richard Hall Community Mental Health Center
- Rutgers Cooperative Extension
- Veterans Services
- Volunteer Services
- Youth Services

SCDHS is responsible for various councils and advisory committees to promote the social well-being of county residents.

SCDHS has 286 employees. Its principal location is 27 Warren Street in Somerville.

SCDHS has provided One Stop Operator Services since 2009, with the last three years under a contract with the GRWDB. Three clients that have received services are listed below.

1. Hunterdon County Vocational School District

Todd Bonsall, Superintendent

Dates of Service: July 2012 - Present

Scope: Manages WIOA Youth contract and services; coordinates and convenes WIOA youth providers

Cost: \$80,000 per program year

Status and Comment: See attached Letter of Support (Attachment A-1)

2. Hillsborough Township

Anthony Ferrara, Township Administrator

908-369-3535

Dates of Service: 2009 - present

Scope: Manages WIOA services for Adults and Dislocated Workers

Cost: No cost

Status and Comment: See attached Letter of Support (Attachment A-2)

3. Somerset County Board of Social Services

Dominic Crisall, Director

908-526-8800

Dates of Service: 2009 – Present

Scope: Manages Work First New Jersey (WFNJ) contract and services; coordinates and convenes WFNJ providers

Cost: \$128,656 per program year

SCDHS acknowledges a reading of the vision, goals, strategic priorities, operating environment, scope of work and deliverables as stated within the Request for Proposal issued by the GRWDB.

SCDHS has been serving as One Stop Operator since 2009 and providing One Stop Operator Services under the 2017 One Stop Operator contract in compliance with the Workforce Innovation Act of 2014.

Please see the Service Delivery Plan below for details on how the SCDHS intends to fulfill the responsibilities outlined the Request for Proposals.

Service Delivery Plan

SCDHS has been serving as One Stop Operator since 2009, with the last three years under the 2017 One Stop Operator contract. Services outlined in the Scope of Work have been conducted in compliance with WIOA as indicated by successful NJDOL program audit outcomes which are on file with the GRWDB.

SCDHS will provide One Stop Operator services from July 1, 2020 – June 30, 2022. As indicated by the GRWDB in the RFP, there will be the opportunity for two one-year contract extensions based on performance for July 1, 2022 – June 30, 2023 and July 1, 2023 – June 30, 2024.

SCDHS will assign the responsibilities listed below to a SCDHS employee which will be referred to as a One Stop Operator.

Responsibilities

1. The One Stop Operator will maintain regular business hours of 10 hours per week.

The One Stop Operator will generally perform 10 hours of work Monday through Friday between the hours of 8:30AM – 4:30PM.

The One Stop Operator will have some flexibility in scheduling outside of the hours listed above to attend meetings, workshops, job fairs and other special events in order to promote OSCTSC programming and to provide informational presentations on the services that are offered through the OSCTSC office.

As an employee of SCDHS, the One Stop Operator will follow the holiday, vacation, sick and personal day policies in accordance with the Somerset County Department of Human Resources Policies and Procedures Manual. As an employee of SCDHS, the One Stop Operator will follow Somerset County's inclement weather closure and delayed opening schedule.

2. Ensure the programs and public access areas of the One Stop Career Centers can be openly accessed five days a week by all community members.

The One Stop Operator will work with the OSCTSC Team leader to ensure continuity of operations at two publicly accessible OSCTSCs.

The OSCTSCs, located in Hunterdon County at 6 Gauntt Place in Flemington and in Somerset County at 27 Warren Street in Somerville, are open and staffed by the Greater Raritan OSCTSC Monday through Friday from 8:30AM – 4:30PM. The offices are closed in accordance with the holiday schedule and inclement weather closures and delayed openings approved by Somerset County Board of Chosen Freeholders.

The One Stop Operator will help support the OSCTSC with a pilot program beginning July 1, 2020 to maintain office operating hours until 7:00PM twice a month for 6 months. The One Stop Operator will gather data on usage during this pilot program, provide a report to the GRWDB and make recommendations regarding this new initiative.

Both OSCTSCs are accessible by car and have free parking for customers with and without disabilities. Both OSCTSCs are accessible by mass transportation: the Flemington office is located on the LINK route; the Somerville office is located on the CAT and SCOOT routes, the NJ Transit bus line and is located one block from the Somerville train station.

Both OSCTSCs are handicapped accessible and are located in Department of Human Services buildings, allowing customers to access ancillary services with ease.

Both OSCTSCs have a public access area where customers can utilize a computer, printer, copier, fax and telephone for job search activities at no charge. Customers also have free access to Skype, as many employers conduct interviews through this medium.

Both OSCTSCs have use of the Language Line to assist in serving customers whose first language is not English. The Language Line allows access to 240 languages to support the provision of services to a diverse customer base.

3. Work with the OSCTSC Team Leader to ensure One Stop staff participate in local and state training opportunities.

The One Stop Operator prioritizes training for staff and Partners, as informed and educated staff is the keystone of our customers' success. The One Stop Operator will continue to bring training opportunities on-site for OSCTSC staff and One Stop Partners at no cost to the participant. Over the last three years, the One Stop Operator has brought a schedule of workshops to the OSCTSC that staff and One Stop Partners attended, including the following:

<u>Training Opportunity</u>	<u>Presenter</u>
LinkedIn	Andy O'Hearn, Professional Services Group (PSG)
Job Search Success	Abby Kohut, Absolutely Abby
AOSOS Updates	John Bicica, NJ Department of Labor
Motivational Interviewing	Joel Levine, Mental Health Association of NJ
Psychiatric Emergency Screening	Allyson McFadden, PESS
Disability Awareness	Jan Goodman, Greater Raritan One Stop
The Compassionate Self	Nicci Spinazzola, Richard Hall CMHC
Implicit Bias Awareness	Charlotte Gray, NJ Department of Education
Conflict Resolution	Joel Levine, Mental Health Association of New Jersey
Combatting Implicit Bias	Charlotte Gray, NJ Department of Education
Intergenerational Workplace	Jan Goodman, Greater Raritan One Stop
Tuition Waivers	John Bicica, NJ Department of Labor
Laugh Therapy	Michele Granberg, LLC
Creating a Dynamic Portfolio	Jan Goodman, Greater Raritan One Stop
Metrix	Karol Gardner, Metrix
Cultural Competence	Stephanie Moon, LPC
Multiple Natures	Jan Goodman, Greater Raritan One Stop
Bridges to New Career Pathways	James Howard, Entrepreneurial U
Mental Health First Aid	Cheryl Ambrose, Empower Somerset

In addition to the trainings above, in the last three years, the One Stop Operator worked with the OSCTSC Team Leader to ensure that staff attended trainings, workshops and forums that were offered by state entities as well as community agencies, including but not limited to the following:

North Jersey Partners Business and Best Practices Summit
 Somerset County Department of Human Services Conference
 Forum on Strengthening Employment and Training Components of WFNJ
 New Jersey Council of County Colleges Career Conference
 North Jersey Partners Harnessing the Power of the Millennial Workforce
 Garden State Education and Training Association Annual Conference
 Garden State Education and Training Association Training Institute

North Jersey Partners Choose Your Path: 21st Century Career Pathways
Somerset County Department of Human Services Training Academy
New Jersey Department of Labor (AOSOS, ISS and EDP training)
Raritan Valley Community College Apprenticeship Opportunities
Legal Services of Northwest New Jersey Legal Services Forum for Providers

As a division of Human Services where professional growth is encouraged, all staff are asked by the OSCTSC Team Leader to attend at least two additional trainings a year through the training catalogue that is offered through Somerset County Division of Human Resources. These classes range in topic from computer technology to leadership to workplace safety to health and wellness.

4. Work with the OSCTSC Team Leader to ensure One Stop staff participate on board and committee activities and meetings as appropriate to further the board's mission and vision.

The One Stop Operator has attended and has been an active participant on the GRWDB Executive Committee, Quarterly GRWDB meetings and the GRWDB's Literacy Committee over the last three years. Once the Youth, Disability and One Stop Committees were reinstated, the One Stop Operator has been attending and involved in all of these committee meetings. The One Stop Operator has worked with the One Stop Career Training Services Team Leader and ensured that One Stop WIOA Youth staff attended the Youth Committee meetings. The One Stop Operator will work with the OSCTSC Team Leader determine if there are specific One Stop staff who have expertise in discrete program areas that would allow for insight on the Literacy, Disability and One Stop Committees. The One Stop Operator will coordinate with the OSCTSC Team Leader to secure attendance at committee meetings. In addition, the One Stop Operator will participate on all GRWDB board and committee meetings and activities.

The One Stop Operator attends the following meetings:

- ❖ GRWDB Full Board meetings
- ❖ GRWDB Executive Committee meetings
- ❖ GRWDB Literacy Committee
- ❖ GRWDB Youth Committee
- ❖ GRWDB One Stop Committee
- ❖ GRWDB Disability Committee
- ❖ GRWDB Team meetings
- ❖ GRWDB Team Leader meetings
- ❖ GSETA Full Board meetings
- ❖ GSETA Operations Committee
- ❖ North Jersey Partners Board meetings
- ❖ NJDOL One Stop Partner meetings
- ❖ WIOA Youth meeting

The One Stop Operator has coordinated with the OSCTSC Team Leader to have staff attend the following meetings:

- ❖ GRWDB Youth Committee
- ❖ GRWDB Team meetings
- ❖ GSETA Youth Committee
- ❖ GSETA Monitoring Committee
- ❖ GSETA MIS Committee
- ❖ Hunterdon County WFNJ Case Conference meeting
- ❖ Hunterdon County WFNJ Workflow meeting
- ❖ Somerset County WFNJ Case Conference meeting
- ❖ Somerset County WFNJ Workflow meeting
- ❖ WIOA Youth meeting

The One Stop Operator will continue to attend the above listed meetings and will coordinate with the OSCTSC Team Leader to have staff at others, as listed above. The One Stop Operator will attend additional mandated meetings within the constraints of the 10 hour work week.

5. Work with the OSCTSC Team Leader to ensure One Stop staff participate in community outreach and marketing efforts in non-traditional ways and venues; these efforts may be at the direction of the GRWDB or at the request of department and governmental leaders in Hunterdon and Somerset Counties.

The One Stop Operator has been innovative in its approach to marketing. After crafting Greater Raritan's Marketing and Communication plan as a deliverable under the 2017 One Stop Operator contract, data driven decisions were made in regarding new approaches for outreach to our customers and potential customers. The Greater Raritan OSCTSC had been utilizing Constant Contact as a way to push information out to customers about free job seeker workshops, recruitment events and employment opportunities. While there were more than 800 people who had been entered into the system by staff to receive this service, the "click rate" was only 18% (percentage of those who opened the e-mail). With this in mind, the One Stop Operator researched and implemented a mobile platform where self-subscribers receive text alerts that allow them one click access to information on events happening in the local area. These text alerts are sent out to subscribers on a weekly basis. In addition, the mobile platform allows subscribers access to a full array of information about the myriad of services offered through the One Stop system. At the present time, there are approximately 450 active subscribers to this system.

The One Stop Operator is currently working with the OSCTSC Team Leader to expand the utilization of this platform in order send reminders to subscribers about upcoming appointments and will explore other available features utilizing this technology to increase outreach.

It is important to note that the One Stop Operator has a long history with prioritizing outreach into the community. The One Stop Operator created the Opening Doors brochure and the Services to Our Customers one-page flyer that market the services provided by the OSCTSC, which are attached to this proposal in hard copy. These marketing tools are widely distributed throughout the local area to our Partners and when the One Stop Operator is in the community promoting OSCTSC services at events such as BizFest, Hunterdon County Business Expo and Restaurant Showcase and the 4-H Fairs.

The One Stop Operator, in coordination with the OSCTSC Team Leader, developed the position of Community Resource Specialist in 2011. The evolution of this position, which is unique to this local area, has allowed for active staffing of our Public Access areas and administration of in-depth assessments including the Myers-Briggs Type Indicator, the Strong Interest Inventory and the Multiple Natures Assessment. The Community Resource Specialist also did extensive research in order to bring Metrix to our local area as a pilot program for special populations. In addition, the Community Resource Specialist has done outreach in the public through libraries, social services and other community organizations through its robust series of job seeker workshops. In the past three years, the Community Resource Specialist has presented 107 free job seeker workshops to 1728 community members. These workshops provide a venue for assisting job seekers and the opportunity to share important information about the countless free services available through the local One Stop system. A sampling of job seeker workshop titles includes the following:

- ❖ The Art of Effective Communication
- ❖ Business Etiquette for the Job Seeker
- ❖ Creating a Dynamic Job Portfolio
- ❖ Defeating Unconscious Bias
- ❖ Don't Panic! A Recipe for Success in a Time of Stress
- ❖ Dress for Success
- ❖ How to Thrive During Transition and Change
- ❖ Mastering the Interview
- ❖ The Multigenerational Workplace
- ❖ Neuro-Linguistic Programming (NLP): Tools for Real Life

The quest for new and innovative approaches to outreach has been an on-going focus for the One Stop Operator. The One Stop Operator is currently working on three new outreach initiatives with the One Stop Career Training Services Team Leader in order further market programming to special populations:

- ❖ An initiative with the Somerset County jail to connect young people between the ages of 18 – 24 with the Youth Employment Services program (YES). Ultimately, this will expand to connect all inmates from our catchment area with social services and other job seeker services to assist with re-entry back into the community.
- ❖ An initiative with the Heldrich Center to expand services for mature job seekers.
- ❖ An initiative with Franklin Township to bring targeted WIOA Youth Outreach to identified young people in need of services.
- ❖ An initiative to expand to-work services for those customers who are a part of the Supplemental Nutrition Assistance Program (SNAP) through WorkFirst New Jersey.

6. Work with the OSCTSC Team Leader in the administration and management of the One Stop Career programming provided to job seekers from Hunterdon and Somerset Counties through New Jersey Department of Labor grants or other grant sources secured by the GRWDB.

The One Stop Operator currently works with the OSCTSC Team Leader in the administration and management of programming including the following services for Adults (low income), Dislocated

Workers, Youth, Temporary Assistance for Needy Families, General Assistance, Supplemental Nutrition Assistance Program, Needs Based Work Support, Career Advancement Voucher Program and the Workforce Learning Link.

The One Stop Operator also has experience working on National Emergency Grants (NEG) funded by the US Department of Labor, including the America Recovery and Reinvestment, the Pharmaceutical NEG and the Hurricane Irene and Hurricane Sandy NEG. Each of these grants were received in times of crisis for job seekers and were effectively managed in order to serve and support the needs of customers.

The One Stop Operator has been ensuring that all programming is operating in a way that protects customers' personally identifiable information as mandated by WIOA.

In addition, as a deliverable under the 2017 One Stop Operator contract, a customer satisfaction survey was created and is distributed to One Stop customers. The One Stop Operator provides a report on the feedback received to the GRWDB on a quarterly basis and uses the data collected to make recommendations on service delivery to the OSCTSC Team Leader.

7. Work with the OSCTSC Team Leader and the GRWDB staff to ensure that programming addresses the distinct needs of special populations that include veterans, youth, 55+, re-entry, public assistance recipients and those living with a disability.

The One Stop Operator currently works with the OSCTSC Team Leader and GRWDB to ensure that all customers are given equal access to services, regardless of their special needs.

The One Stop Operator currently coordinates services between system Partner agencies to ensure that customers who require additional supports in obtaining and/or maintaining employment or who require training are connected with the Veterans Representative at Employment Services, the Division of Vocational and Rehabilitation Services and the Pathstone Program for mature workers. The Youth Employment Services Program (YES) is operated on-site at the OSCTSC and WorkFirst New Jersey customers have One Stop Case Managers who ensure that they receive guidance and support as well as work readiness training through a One Stop contracted sub-recipient.

The One Stop Operator currently has the wheels in motion for new initiatives for additional services to youth, re-entry customers, mature workers and WorkFirst New Jersey customers (see #5 above).

The One Stop Operator is always exploring ways to address the special needs of job seekers, while trying to balance the challenges faced by the OSCTSC Team Leader in terms of One Stop staffing and funding to support expanded services.

8. Work with the OSCTSC Team Leader to ensure that the team is sharing the monthly state data reports with customers and understands how to use these reports to inform decision making.

The One Stop Operator currently works with the OSCTSC Team Leader to distribute the monthly labor market information report sent out by the New Jersey Department of Labor to our customers via the mobile platform and through the counseling staff.

The New Jersey Department of Labor's Division of Workforce Research and Analytics sends out additional voluminous labor market information twice a month. As the format of these reports is sent in extensive Excel spreadsheets that can be overwhelming to navigate, the One Stop Operator has requested that Greater Raritan's NJDOL Labor Market Field Representative provide an on-site training for One Stop staff and Partners to assist them in interpreting this data. This will support the goal of this information being shared in a meaningful way with One Stop customers. The current plan is to have this training held in May 2020.

9. Work with the OSCTSC Team Leader to produce a monthly dashboard report that captures how the One Stop system's programs are serving these various populations on a monthly and annual basis.

The One Stop Operator has been providing dashboard data on One Stop programming to the GRWDB Director on a monthly basis since 2015. The information in this report has expanded over time and continues to evolve with the changing needs of the GRWDB. On December 20, 2019, the GRWDB Director requested that additional data sets be added to the dashboard. The One Stop Operator was responsive and was able to augment the dashboard by adding the following data beginning with the January report:

- ❖ Youth
 - Outreach referrals broken down by County
 - Open cases broken down by County
- ❖ Division of Vocational Rehabilitation
 - Number of cases opened during the month
- ❖ Literacy
 - Number of new students entering services in Learning Link, broken down by County
- ❖ Apprenticeships
 - Number of customers receiving classroom training connected with apprenticeships
 - Number of customers participating in a GAINS program by County
 - Number of customers participating in a PACE program broken down by County

As requested by the GRWDB, the One Stop Operator is working with the OSCTSC Team Leader on capturing data on career coaching. This will require an internal process change that will allow additional customers to be entered into AOSOS (the state database) and the increase in numbers will be reflected in the state performance outcomes.

10. Work with the OSCTSC Team Leader and the GRWDB staff to monitor all programs and services to ensure that the provision of services is being conducted within the state and federal guidelines and that state mandated outcomes are met.

Since 2015, the One Stop Operator has been working with the OSCTSC Team Leader to conduct all annual program monitoring for subrecipient contracts programming for WIOA Youth, WorkFirst New Jersey and the Workforce Learning Link. During the site visits, programs are reviewed to

ensure they are being operated in compliance with their local contracts as well as fulfilling programing directives mandated by the New Jersey Department of Labor. These reports make recommendations and require that the subrecipients respond with a plan of action relative to the recommendations made. Once the responses are received, they are forwarded to the GRWDB Director along with the monitoring reports. For Program Year 2019, these monitoring visits were conducted in February 2020 and the monitoring reports were submitted to the GRWDB on March 20, 2020.

11. Convene system partners to discuss pertinent issues related to the job seekers and resolve program and process coordination issues, including customer-focused design of programs and services, to achieve better performance.

Since 2009, the One Stop Operator has been bringing together small groups of Partners for targeted meetings for WFNJ program providers and for WIOA Youth providers. These meetings continue to address workflow issues as they arise, which streamlines services for both Partners and customers. These meetings also have a positive impact on performance, as Partners are brought together and united to work together to achieve state mandated performance goals.

Under the terms of the 2017 One Stop Operator contract, the One Stop Operator initiated One Stop Partner Meetings with all of the required partners as outlined in the 2014 WIOA legislation. These meetings have been held in diverse locations throughout Hunterdon and Somerset Counties and have been well attended and received by participants. At these meetings, performance data from each Partner is shared and discussed. Partners are also given the opportunity to share information regarding new programs, trainings and events that can be attended by the group and/or shared customers. The discussion at these meetings identifies gaps in services and results in actions being taken to connect partners through different projects. It also serves as an avenue to address the training needs of all program staff. For example, discussion at the October 2019 meeting resulted in the One Stop Operator coordinating free Mental Health First Aid training and certification for One Stop and Partner staff. In addition, dialogue at the January 2020 meeting resulted in connections being made between WFNJ and education Partners to work together to resolve some on-going childcare needs for shared customers. The customer-centric model that is promoted by the One Stop Operator at these meetings ensures that the focus stays on excellence in the provision of service in order to achieve positive outcomes for customers and increased Partner performance as measured by NJDOL.

The One Stop Operator submits the One Stop Partner meeting agenda, attendance and minutes to the GRWDB Director as required under the 2017 One Stop Operator contract. Below is a list of One Stop Partner meeting dates that were coordinated under the current contract:

Program Year	Date	Location
Program Year 2017	10/27/17	Greater Raritan One Stop
	2/23/18	Somerset County Vocational and Technical School
	5/16/18	Hunterdon County Vocational School District
Program Year 2018	10/24/18	Raritan Valley Community College
	2/27/19	Somerset County Vocational and Technical School
	5/15/19	Hunterdon County Vocational School District
Program Year 2019	10/23/19	Hunterdon County Educational Services Commission
	2/26/20	Somerset County Vocational School District
	5/13/20	(tentative date at Hunterdon County Vocational School District)

12. Assist in the development of required memorandum of understanding, inter local government agreements, and other contractual obligations. The One Stop Partners' MOU will provide at a minimum a description of the One Stop services and delineate how those services will be provided.

Since 2009, the One Stop Operator has had a One Stop Partner Memorandum of Understanding (MOU) in place with One Stop Partners. Under the 2017 One Stop Operator contract, the One Stop Operator re-wrote the One Stop Partner MOU in compliance with the 2014 WIOA legislation, distributed the document to all Required Partners for signature and submitted the completed document to the GRWDB Director on 11/29/17.

Under the 2017 One Stop Operator Contract, the Infrastructure Funding Agreement (IFA) was created by the One Stop Operator in compliance with the 2014 WIOA legislation, distributed to all Required Partners as an addendum to the One Stop MOU and submitted to the GRWDB Director on 12/4/17.

In late 2019, NJDOL sent out a new directive to all WDBs mandating that a new One Stop Partner MOU be completed utilizing a template developed by the state. As the GRWDB's staff works on this document, the One Stop Operator has been available to answer questions and provide narrative information to GRWDB staff to support this effort.

13. Assist in the development of proposals as needed in response to RFPs RFQs and Notice of Grant Opportunities (NGOs).

By providing narrative information as well as data on program usage, the One Stop Operator has assisted the GRWDB in applying for Needs Based Work Support funds made available by NJDOL for the last five years. In addition, the One Stop Operator has participated in meetings to discuss the application for the Bridges youth grant offered through NJDOL and has provided support of the GRWDB's application for the Summer Youth Employment Program funds. The One Stop Operator will continue to provide data and give input as requested into funding pursued by the GRWDB.

14. Ensure One Stop representation at meetings as specified by federal, state, and local authorities as determined by the WDB.

The One Stop Operator will work with the OSCTSC to coordinate representations at meeting specified by federal, state and local authorities as determined by the GRWDB. Please see Service Delivery Plan #4 for details.

Deliverables

- 1. By the 5th business day of each month, provide a report covering the previous month's activities by the One Stop Career Center team, including customer-service activities, community outreach and workshop programs and efforts, staff training activities and other related activities that reflect how the One Stop team is serving the community and fulfilling the vision and mission of the GRWDB.**

The SCDHS certifies that by the 5th business day of each month, the One Stop Operator will provide a report covering the previous months' activities. The One Stop Operator submits monthly reports to the GRWDB Director in compliance with the 2017 One Stop Operator contract. These reports are submitted in a timely fashion and are included as part of the GRWDB meeting agenda. A full copy of each report is on file with the GRWDB or can be accessed on the on the website <http://thegrwdb.com>.

2. **By the 5th business day of each month, ensure that the One Stop team members have updated the Local Dashboard showing service levels to each of the populations mandated to be served, and continue to review the dashboard with the GRWDB to update it as needed to reflect strategic priorities as determined by the GRWDB.**

The SCDHS certifies that by the 5th business day of each month, the One Stop Operator will work the OSCTSC Team Leader to capture monthly dashboard information. Please see Service Delivery Plan #9 for details on monthly dashboard reporting.

3. **Work with the One Stop team leader to manage weekly update of the One Stop text alert system and ensure that all One Stop personnel are participating in other marketing efforts as established by the GRWDB.**

The SCDHS certifies that the One Stop Operator will work with the OSCTSC Leader to manage weekly text alerts through its mobile platform. Please see Service Delivery Plan #5 for details on the text messaging notification system and additional outreach efforts coordinated by the One Stop Operator.

The One Stop Operator has been active in GRWDB established marketing efforts. In Program year 2019, the One Stop Operator coordinated with the OSCTSC Team Leader to promote the mobile platform and text alert system through information contained on business cards, as requested by the GRWDB Director. In addition, the One Stop Operator ensures that all flyers for GRWDB events are posted on the mobile website and e-mailed out to system Partners. The One Stop Operator has ensured that the GRWDB Calendar of Events is also accessible on the mobile website for job seekers to view. The One Stop Operator also provides the flyers for One Stop workshops to the GRWDB Director so that they can be posted on the GRWDB's website and calendar.

One of the GRWDB's biggest projects this program year has been SkillUp Greater Raritan. The One Stop Operator has coordinated with the OSCTSC Team Leader to market SkillUp Greater Raritan, as requested by the GRWDB Director. In addition to flyers promoting SkillUp Greater Raritan being placed in both One Stop locations as a means of promotion, the flyer was also sent out via e-mail to all One Stop Partners. The flyer is posted on the mobile website, included in the orientation packet provided to each One Stop customer, and included in the weekly OSCTSC orientation session slideshow. The One Stop Operator also coordinated with the OSCTSC Leader to have One Stop staff attend two trainings connected to the launch of this initiative. Lastly, the One Stop Operator continues to work with the OSCTSC Team Leader to ensure that One Stop staff are providing the information on SkillUp Greater Raritan to customers during career counseling appointments.

The One Stop Operator will continue to work with the GRWDB Director in order to support the marketing efforts of the GRWDB's future initiatives.

4. Work with the One Stop team leader to write a "Success Story" on a One Stop customer every other month for use on the GRWDB website and in the annual report.

Pursuant to a meeting with the GRWDB Director on January 8, 2020, the One Stop Operator agreed to provide a monthly success story on a One Stop customer every other month. These stories highlight the success of customers who have utilized services in the One Stop system.

The first of these success stories was submitted to the GRWDB Director in February 2020 and can be found on the website <http://thegrwdb.com>. These success stories will continue to be submitted every other month on the following schedule for the balance of the current program year: April 2020 and June 2020.

The schedule for submission for Program Year 2020 would be as follows: August 2020; October 2020; December 2020; February 2021; April 2021; June 2021.

The schedule for Program year 2021 would be as follows: August 2021; October 2021; December 2021; February 2022; April 2022; June 2022.

Please note that all personal identifiers are removed from these success stories in order to protect the confidentiality of each customer in compliance with NJDOL policies regarding Personally Identifiable Information (PII).

5. Conduct One Stop Partner meetings three times per program year, and report on the meetings to the GRWDB. This report will include feedback of the One Stop systems' performance, identify areas for new collaboration and recommendations for system improvements.

SCDHS certifies that the One Stop Operator will conduct three One Stop Partner meetings each program year and report on the meetings to the GRWDB. Please see Service Delivery Plan #11 for details on how this work will be conducted.

6. Help develop proposals as needed in response to RFPs, RFQs, NGOs and other grant applications.

SCDHS certifies that the One Stop Operator will continue to provide data and narrative information in order to assist and support the GRWDB Director and staff in developing responses to RFPs, RFQs, NGOs and other grant applications. Please see the Services Delivery Plan #13 for details.

7. Attend bi-monthly meetings of team leaders in the Greater Raritan system. This meeting is convened by the director of the GRWDB, and includes team leaders of the One Stop Career Center, Employment Services, the Division of Vocational Rehabilitation and the area's state Business Representatives.

SCDHS certifies that the One Stop Operator will continue to attend bi-monthly Team Leader meetings. Please see Service Delivery Plan #14 where all meetings to be attended are listed, including the Team Leaders meeting.

8. Attend meetings as specified by federal, state and local funding authorities as determined by the GRWDB, and ensure that One Stop team members participate in the local GRWDB committee and board meetings as well as state meetings as appropriate.

SCDHS certifies that the One Stop Operator will continue to attend meetings specified by federal, state and local authorities as determined by the GRWDB and coordinate with the OSCTSC Team Leader to ensure participation in local GRWDB meetings and state meetings as appropriate. Please see Service Delivery Plan #14 for a detailed list of current meetings attended by the One Stop Operator and the One Stop staff.

Key Personnel Information and Staffing Plan

SCDHS will employ a One Stop Operator. The One Stop Operator will be an employee of Somerset County Department of Human Services and report to the Somerset County Director of Human Services through an established reporting structure. The Somerset County Director of Human Services will retain all rights and responsibilities associated with the oversight and supervision of the One Stop Operator and will handle all personnel matters inclusive of hiring, semi-annual/annual performance evaluations and termination of employment in accordance with the Policies and Procedures Manual established by the Somerset County Department of Human Resources. As an employee of Somerset County Department of Human Services, the One Stop Operator will follow the holiday, vacation, sick and personal policies in accordance with the Somerset County Department of Human Resources Policies and Procedures Manual.

The Somerset County Director of Human Services will assign specific responsibilities to the One Stop Operator to perform (see Service Delivery Plan pages 7-17). In addition, Somerset County Director of Human Services will ensure that the One Stop Operator provides the GRWDB with the requested deliverables as outlined above (see Deliverables, pages 18-20). The SCDHS vis-a-vie the One Stop Operator is accountable to the GRWDB in terms of adhering to the specific responsibilities and deliverables as contained in the fully executed contract.

The One Stop Operator will perform work Monday through Friday from 8:30AM – 4:30PM with some flexibility in scheduling outside these hours to attend meetings, workshops, job fairs and other special events that promote programming and to provide informational presentations on the services that are offered through the One Stop system.

The current One Stop Operator has been in this role since May 2011 and will remain in that role if and until such time that the Somerset County Director of Human Services determines that a change in staffing needs to be implemented. If a staffing change is needed, the current One Stop Operator will remain in that role until a replacement is named and trained to perform the duties as outlined in this proposal. As the One Stop Operator is an employee of the Somerset County Department of Human Services, decisions about staffing fall entirely into the purview of the Director of Human Services.

The One Stop Operator will work out of the Human Services building located at 27 Warren Street in Somerville, the same location of the OSCTSC. This places the One Stop Operator in the optimal space to work closely with the OSCTSC Team Leader, as they will be on-site together. In addition, this location is

across the courtyard from Employment Services, the Division of Vocational Rehabilitation and Unemployment Insurance, lending itself to ease of coordination with these key NJDOL Partners.

A detailed description of how the duties of the One Stop Operator will be carried out is contained in the Service Delivery plan above (Pages 7-17).

The timeline for implementation of the One Stop Operator contract would be immediate, as a One Stop Operator is currently in place and providing services. One Stop Operator services would continue without interruption.

An organizational chart is attached (Attachment B).

A job description for the One Stop Operator is attached (Attachment C).

Experience

SCDHS has been serving as One Stop Operator since 2009 in compliance with the Workforce Investment Act of 1998 and the subsequent Workforce Innovation Act of 2014. SCDHS was awarded the 2017 One Stop Operator Services contract by the GRWDB. The contract was extended as a result of performing all of the responsibilities outlined in that contract as well as providing all of the requested deliverables.

In its role as One Stop Operator, the SCDHS has managed and will continue work with the OSCTSC Team Leader to oversee all aspects of direct service to individuals and businesses as it has for the last eleven years, including the last three years under the 2017 One Stop Operator Services contract: individual career counseling and vocational guidance, provided by state certified career counselors; services for specialized populations including veterans, youth, 55+, ex-offenders, public assistance recipients and those living with a disability; aptitude, interest and skill based assessments to guide career exploration; resource area with free access to computers, phone, fax and copiers for active job seekers; workshops that provide the tools and skills needed to land a job in today's competitive market; Workforce Learning Link services for those who are in need of Adult Basic Education, High School Equivalency, English as a Second Language and fundamental computer skills; training grants that serve to upgrade skills and increase job seekers' marketability and ability to secure employment; on-the-job-training grants that allow employers to make an investment in prospective new hires who would benefit from business-specific learning; targeted, on-site recruitment events that bring together job seekers and businesses who have job openings and are ready to hire and free labor market resources and information.

Over the last eleven years, with over 5,500 customers walking through the doors for career services and nearly 3,500 receiving individual training to upgrade skills and increase their marketability in the workforce, SCDHS has played a significant role in supporting job seekers in successfully obtaining and maintaining employment and in assisting businesses by providing candidates who are well prepared to re-enter the workforce and fill job vacancies. The number of customers served jumps to over 10,000 when those receiving services under Work First New Jersey and Workforce Learning Link are included.

In addition to the coordination of the provision of direct services with the OSCTSC, the role of One Stop Operator has always encompassed many diverse responsibilities which includes the management and coordination of the local one stop delivery system. The SCDHS has performed the One Stop Operator duties over the last eleven years, including the last three through the 2017 One Stop Operator Services contract, and has successfully brought One Stop Partners together in order to ensure that high quality services are provided in the most effective, professional and streamlined manner possible.

The One Stop Operator supports expansion of services when data indicates that there is a need and when funding is to support that need is available. This was evidenced when expansion of services occurred under the American Recovery and Reinvestment Act, the Pharmaceutical National Emergency Grant and the Hurricane Sandy National Emergency Grant.

The One Stop Operator has utilized the strategic plan of the GRWDB to define its vision, mission and goals, as stated in the Vision and Mission section of this proposal (Pages 2- 3).

The One Stop Operator tracks levels of service, performance outcomes and customer satisfaction to inform decision making.

SCDHS has received Letters of Support from agencies that it has worked with through its One Stop Operator role that provide insight into the leadership, convening, coordination and management of the local One Stop system that has led to the success of the system.

The monthly One Stop Operator reports that are submitted to the GRWDB demonstrate the deep breadth of knowledge and the steadfast commitment that SCDHS has in assisting job seekers and employers in Hunterdon County and Somerset County accomplish and achieve their career goals.

In addition, woven throughout the Service Delivery Plan (pages 7 -17) are specific examples of SCDHS's experience in providing One Stop Operator services.

Location of Servicing Office

The location and address of the present, active office that will service and manage this contract is:

Somerset County Department of Human Services
27 Warren Street
PO Box 3000
Somerville, New Jersey, 08876-1262

Subcontractors

There will be no subcontractors utilized to perform the roles outlined for the One Stop Operator.

Subrecipients are utilized for the direct provision of services for programming for WIOA Youth, WorkFirst New Jersey and Workforce Learning Link. A listing of these current subrecipients is available upon written request to the Greater Raritan One Stop Operator.

Vendors are utilized to provide training and education for individual customers who have entered into an Individual Training Account (ITA) contract. A listing of the vendors is available upon written request to the Greater Raritan One Stop Operator.

EXCEPTIONS

SCDHS has the following exceptions:

Responsibility: Work with the One Stop team to monitor the program administration budgets it is responsible for and ensure that the team provides to the GRWDB a monthly report on all program payables and obligations for use in the state Local Area Report.

The One Stop Career Training Services Center does not employ personnel with the background or skill set to produce reports on payable and accruals nor does it have the funding to hire someone to do so.

Deliverable: By the 5th day of the month, ensure that the appropriate One Stop team member is providing to the GRWDB an update of monthly accrual of payables and obligations in a format compatible to the state's Local Area Report.

The One Stop Career Training Services Center does not employ personnel with the background or skill set to produce reports on payable and accruals nor does it have the funding to hire someone to do so.

Deliverable: All deliverables requested to be submitted by the 5th day of the month will be submitted by the 5th *business day* of the month in order to allow for time to collect this data internally and from Partners.

Budget Proposal Form

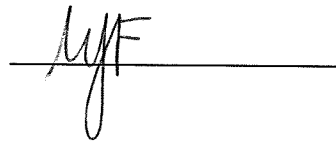
<u>Item</u>	<u>Description</u>	<u>Quantity</u>	<u>Unit Cost</u>	<u>Total Annualized Cost</u>
One Stop Operator	Salary	10 hours per week 52 weeks per year	\$48.07 per hour	\$24,996.40
<u>Stand – In Costs</u>				
One Stop Operator Office Space	Rent	35 square feet	\$26.88 per square foot	\$940.80
One Stop Operator Transportation	County Car	300 miles per month	.535 per mile	\$1,926.00

The undersigned declares that she/he has read the Notice, Instructions, Affidavits and Scope of Work attached, that he/she has determined the conditions affecting the proposal and agrees, if this proposal is accepted, to furnish and deliver services per the attached schedule of fees for the above items.

Respondent's representative (print) Michael J. Frost

Date: March 27, 2020

Respondent's representative (sign) _____



Budget Narrative

SCDHS has submitted monthly invoices and back-up documentation to the GRWDB Director in a timely fashion for One Stop Operator services conducted under the 2017 One Stop Operator Services contract.

The total budget for One Stop Operator Services is \$24,996.40 and will be used to offset costs associated with salary for the One Stop Operator.

There are additional true costs that will not be charged to the grant. Through existing Somerset County structure, the One Stop Operator has the support of Human Resource Division and Information Technology which respectively provide direction on all personnel matters and all technical support of all hardware, software and the Somerset County server.

Human resources and information technology services are needed in order for this grant to stay compliant with all federal, state and local laws and directives. Despite the necessity of these services in order to maintain compliance, no grant funds will be utilized to offset the cost associated with these additional services for the One Stop Operator Services contract.

No additional grant funds will be utilized by SCDHS for rent for office space or use of a county vehicle for the One Stop Operator nor will there be any reimbursement requested for use of the County car.

Proposal Forms

Government agencies are not required to submit the following form in response to Requests for Proposals and therefore it is not included in this proposal:

- Business Registration Certificate



HUNTERDON COUNTY
VOCATIONAL SCHOOL DISTRICT
www.HCVSD.org

Dr. Todd G. Bonsall, Superintendent
Corinne Steinmetz, Business Administrator
District Board Office
10 Junction Road
Flemington, NJ 08822
908-284-1444 x 2201
FAX 908-808-4839

March 17, 2020

Dear Proposal Review Committee Members:

Hunterdon County Polytech has been providing Outreach for WIOA Youth for the last eight years where a very productive partnership has been built between the Greater Raritan One Stop and Polytech. We have worked closely together to identify and refer youth with significant barriers to employment to career services and vocational training that are offered through the Youth Employment Services (YES) program and work readiness programming offered through the Visions program. Despite the challenges faced when working with this population, there has been major success with working with these youth, as indicated by positive outcomes on all state mandated performance measures.

Key to the success of the continuum of programming that is offered to these young people is the collaboration and coordination offered by the Somerset County Department of Human Services in its role as One Stop Operator. Each month, the One Stop Operator convenes a meeting of all WIOA Youth service providers where each youth provider reports out on the work accomplished over the last month. At this meeting, the One Stop Operator provides updates about changes in local, state or federal requirements that impact programming. In addition, information is shared about best practices and promising approaches in working with youth in order to ensure that there is on-going quality improvement in programming. Outside of this monthly meeting, the One Stop Operator is always accessible and decidedly responsive to all inquiries.

The success of the partnership between the Hunterdon County Polytech and the Somerset County Department of Human Services One Stop Operator has had a positive impact on many youth who have moved into career paths that provide them with sustainable employment and independent living.

Sincerely,

Dr. Todd G. Bonsall

Dr. Todd G. Bonsall
Superintendent





Township of Hillsborough

COUNTY OF SOMERSET
THE PETER J. BIONDI BUILDING
318 SOUTH BRANCH ROAD
HILLSBOROUGH, NJ 08864
(908) 380-4313
www.hillsborough-nj.org

March 18, 2020

Dear Proposal Review Committee Members,

Hillsborough Township continues to have a valuable partnership with the Somerset County Department of Human Services in its role as the local One-Stop Operator, as both a referral of Township residents in need of employment services as well as receiving quality One-Stop referrals when we have our own hiring needs. With a simple phone call or e-mail, the One-Stop continues to be responsive and valuable to our needs as an employer and the needs of our unemployed and underemployed residents.

The impact of our partnership with the Somerset County Dept. of Human Services as the One-Stop Operator shows its success every time a resident who is out of work regains employment through the use of One-Stop services, as well as every time Hillsborough Township is able to hire a quality candidate that has benefited from our local One-Stop. Hillsborough Township looks forward to continuing this valuable partnership both as an employer and a valuable asset to our residents.

Sincerely,

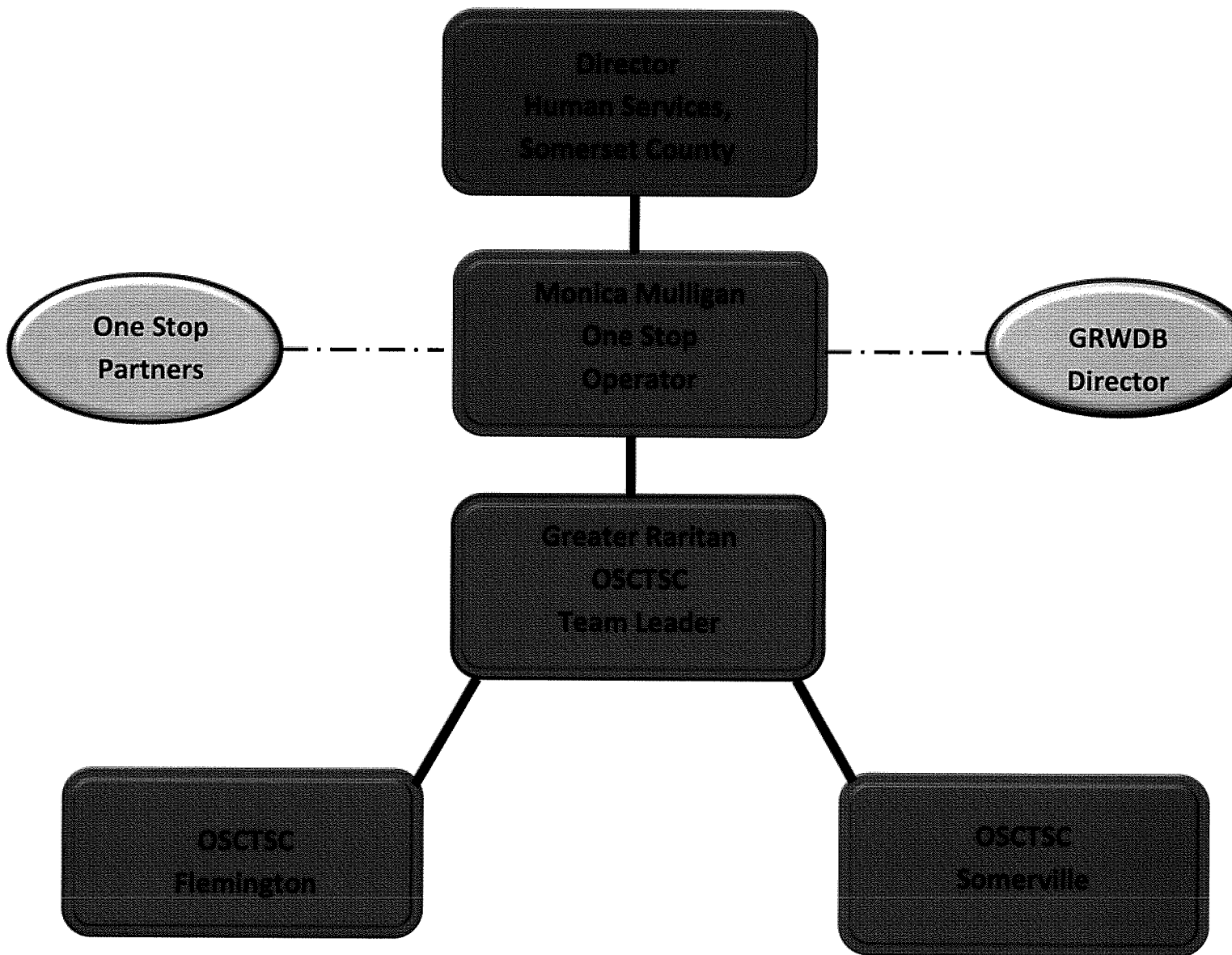
A handwritten signature in black ink, appearing to read "Anthony Ferrara", followed by a horizontal line.

Anthony Ferrara
Hillsborough Township Administrator

AF/hfg

ORGANIZATIONAL CHART

ATTACHMENT B



ATTACHMENT C

JOB TITLE:	One Stop Operator	DATE:	March 15, 2020
DIVISION/DEPARTMENT:	One Stop /Human Services	LOCATION:	27 Warren Street, Somerville 6 Gauntt Place, Flemington
INCUMBENT:		REPORTS TO:	Michael J. Frost

Level/Grade:	Type of position: <input type="checkbox"/> Full-time <input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Intern	Hours: 10 / week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non Exempt
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Emergency Designation:

- ☐ Essential Employee - indispensable to the emergency service function of his or her employing division or department and is required to assist the department or division in meeting the operational needs.
- ☒ Non Essential Employee - not necessary to the emergency service function his or her employing division or department and is not required to report to work.
- ☐ Report When Contacted Employee – not required to report to work during severe weather or emergency situations unless there is the approval of the division and the representative's designee. These employees are not on stand-by status and are not required to remain by the telephone.
- ☐ EOC Administrative Employee – identified as a member of the administrative support response team and who reports a requested time upon activation of the EOC. These employees are not on standby status and are not required to remain by the telephone.

Position Summary

Performs job responsibilities and provides deliverables as per One Stop Operator Services contract.

Essential Functions

- Maintain regular office hours of 10 hours per week.
- Ensure the programs and public access areas of the One Stop Career Centers can be openly accessed five days a week
Work with the OSCTSC Team Leader to ensure One Stop staff participate in local and state training opportunities
- Work with the OSCTSC Team Leader to ensure One Stop staff participate on board a committee activities and meetings as appropriate to further the board's mission and vision.
- Work with the OSCTSC Team Leader to ensure One Stop staff participate in community outreach and marketing efforts in non-traditional ways and venues; these efforts may be at the direction of the GRWDB or at the request of department and governmental leaders in Hunterdon and Somerset Counties.
- Work with the OSCTSC Team Leader in the administration and management of the One Stop Career programming provided to job seekers from Hunterdon and Somerset Counties through New Jersey Department of Labor grants or other grant sources secured by the GRWDB.
- Work with the OSCTSC Team Leader and the GRWDB staff to ensure that programming addresses the distinct needs of special populations that include veterans, youth, 55+, re-entry, public assistance recipients and those living with a disability.
- Work with the OSCTSC Team Leader to ensure that the team is sharing the monthly state data reports with customers and

understands how to use these reports to inform decision making.

- Work with the OSCTSC Team Leader to produce a monthly dashboard report that captures how the One Stop system's programs are serving these various populations on a monthly and annual basis.
- Work with the OSCTSC Team Leader and the GRWDB staff to monitor all programs and services to ensure that the provision of services is being conducted within the state and federal guidelines and that state mandated outcomes are met.
- Convene system partners to discuss pertinent issues related to the job seekers and resolve program and process coordination issues, including customer-focused design of programs and services, to achieve better performance.
- Assist in the development of required memorandum of understanding, inter local government agreements, and other contractual obligations. The One Stop Partners' MOU will provide at a minimum a description of the One Stop services and delineate how those services will be provided.
- Assist in the development of proposals as needed in response to RFPs RFQs and Notice of Grant Opportunities (NGOs).
- Ensure One Stop representation at meetings as specified by federal, state, and local authorities as determined by the GRWDB.

Qualifications

- Master's degree in social sciences, business, human services, public administration or related field. Four years' experience in the supervision of direct services staff, program oversight of government and grant funded programs and/or workforce development. High level of computer literacy, including proficiency in MS Office and internet navigation.
OR
- Bachelor's degree in social sciences, business, human services, public administration or related field with six years' experience in the supervision of direct services staff, program oversight of government and grant funded programs and/or workforce development. High level of computer literacy, including proficiency in MS Office and internet navigation.

Valid NJ Driver's License required. Acceptance for employment contingent on acceptable driving record per county standards, and a criminal background check.

Preferred Requirements:

- Ability to prepare clear, sound, accurate and informative reports containing findings, conclusions and recommendations.
- Knowledge of the social, economic, physical and psychological impacts of those experiencing unemployment and/or those involved in the juvenile justice system.
- Knowledge of governmental and private agencies that can afford assistance based on the specific needs of customers.
- Capability to interact with customers whom may be under significant stress during a period of crisis.

Quantitative dimensions

One Stop Operator works 10 hours a week, Monday through Friday.

JOB REQUIREMENTS

COGNITIVE SKILLS:	<p><u>Cognitive Skills</u></p> <ul style="list-style-type: none">• Advanced managerial skills• Strong analytical skills• Effective interpersonal skills including the ability to clearly communicate both in writing and verbally. <p><u>Working Demands</u></p> <ul style="list-style-type: none">• Self-directed work in a formal, team oriented, fast paced environment.• Ability to prioritize and meet deadlines.• Organization and flexibility.
WORKING	<p><u>Working Environment</u></p> <ul style="list-style-type: none">• When in the office, work is indoors and conducted in a clean, well-lit and ventilated office at a desk with

ENVIRONMENT/

- chair.
- When out in the field, work is conducted community settings with varying environmental conditions.

Demands: Strength Rating reflects the estimated overall strength requirement of the job. Select one of the five terms from the Dictionary of Titles: Sedentary, Light, Medium, Heavy, and Very Heavy

☒ **Sedentary** ☐ **Light** ☐ **Medium** ☐ **Heavy** ☐ **Very Heavy**

Pounds:

Percent of Time:

Constant Lift/Force
Requirement:

Frequent Lift/Force
Requirement:

Occasional Lift/Force
Requirement:

Actions Required: (represents the range of tasks that may be performed on any given day)

Frequency **Not at All** **Occasionally** **Frequently** **Continuously**

Percent of Time **< 1%** **1 – 33%** **34 – 66%** **67 – 100%**

Standing

X

Sitting

X

Walking

X

Driving

X

Climbing

X

Balance

X

Bend/Stoop

X

Kneel

X

Crouch

X

Crawl

X

Push/Pull

X

Squat

X

Reaching

X

Gripping

X

**PHYSICAL
REQUIREMENTS:**

Greater Raritan Workforce Development Board

NOTICE OF REQUEST FOR PROPOSALS FOR ONE-STOP OPERATOR PY 2200

EVALUATION, REVIEW AND SELECTION DOCUMENT

5.4 Evaluation Criteria

The scoring of proposals will be performed by a One Stop Operator Selection Committee appointed by the GRWD with final selection by the vote of the GRWDB.

The arrangement of the criteria is not meant to imply order of importance in the selection process. All criteria will be used to select the successful respondent.

Scoring will be based on the quality of the content of the RFP and the respondent's ability to communicate a thorough understanding of the required tasks and the approach to meet the scope of work outlined in the RFP. The proposals will be evaluated for general compliance with instructions and requests issued in the RFP. Non-compliance with significant instructions will be grounds for disqualification of proposals.

A points system will be utilized for scoring, with a maximum number of points assigned for each evaluation category.

	Item/Activity/Task/Responsibility	Points
3./5.4.1	Understanding of the requested work (0 to 20 points)	
4.3/5.4.2	Service Delivery Plan supports Scope of Work (0 to 20 points)	
4.4/5.4.3	Staffing plan to support the Scope of Work (0 to 20 Points)	
4.5/5.4.4	Experience in providing similar services (0 to 10 points)	
5.4.5	Ability to meet schedule (0 to 10 points)	
4.6	Accessibility of respondent (0 to 10 points)	
4.8/5.4.6	Cost/Budget Proposal (0 to 10 points)	
	Total	

5.4.1 Understanding of the Requested Work

The proposals will be evaluated for general compliance with instructions and requests issued in the RFP. Non-compliance with significant instructions shall be grounds for disqualification of proposals.

5.4.2 Knowledge and Technical Competence

This includes how well the respondent has communicated their ability to perform all of the tasks and fulfill adequately the stated requirements.

5.4.3 Management, Experience and Personnel Qualifications

Expertise of the firm shall be demonstrated by past contract successes providing clients with similar services. The respondent will be evaluated on knowledge, experience, prior collaboration and successful completion of projects/services similar to that requested in this RFP.

5.4.4 Ability to Complete the Project/Services in a Timely Manner

This is based on an evaluation of how well the respondent has connected their management plan, service delivery plan and budget to the successful implementation of the scope of work and achievement of deliverables.

5.4.5 Cost/Budget Proposal

Evaluation will be based on total overall costs to complete the scope of work and deliverables with consideration given to the provision of stand-in services.

Any services not included as part of any resulting contract scope of services must be approved and authorized by the owner before such work is initiated. The owner shall pay for such approved services, at the rate or cost agreed upon between the owner and contractor, provided the respondent has provided a schedule of fees for additional services with this RFP.

Selection Committee Member _____



Date _____

Greater Raritan Workforce Development Board

NOTICE OF REQUEST FOR PROPOSALS FOR ONE-STOP OPERATOR PY 2200

EVALUATION, REVIEW AND SELECTION DOCUMENT

5.4 Evaluation Criteria

The scoring of proposals will be performed by a One Stop Operator Selection Committee appointed by the GRWD with final selection by the vote of the GRWDB.

The arrangement of the criteria is not meant to imply order of importance in the selection process. All criteria will be used to select the successful respondent.

Scoring will be based on the quality of the content of the RFP and the respondent's ability to communicate a thorough understanding of the required tasks and the approach to meet the scope of work outlined in the RFP. The proposals will be evaluated for general compliance with instructions and requests issued in the RFP. Non-compliance with significant instructions will be grounds for disqualification of proposals.

A points system will be utilized for scoring, with a maximum number of points assigned for each evaluation category.

	Item/Activity/Task/Responsibility	Points
3./5.4.1	Understanding of the requested work (0 to 20 points)	20
4.3/5.4.2	Service Delivery Plan supports Scope of Work (0 to 20 points)	15
4.4/5.4.3	Staffing plan to support the Scope of Work (0 to 20 Points)	10
4.5/5.4.4	Experience in providing similar services (0 to 10 points)	7
5.4.5	Ability to meet schedule (0 to 10 points)	10
4.6	Accessibility of respondent (0 to 10 points)	5
4.8/5.4.6	Cost/Budget Proposal (0 to 10 points)	10
	Total	77

5.4.1 Understanding of the Requested Work

The proposals will be evaluated for general compliance with instructions and requests issued in the RFP. Non-compliance with significant instructions shall be grounds for disqualification of proposals.

5.4.2 Knowledge and Technical Competence

This includes how well the respondent has communicated their ability to perform all of the tasks and fulfill adequately the stated requirements.

5.4.3 Management, Experience and Personnel Qualifications

Expertise of the firm shall be demonstrated by past contract successes providing clients with similar services. The respondent will be evaluated on knowledge, experience, prior collaboration and successful completion of projects/services similar to that requested in this RFP.

5.4.4 Ability to Complete the Project/Services in a Timely Manner

This is based on an evaluation of how well the respondent has connected their management plan, service delivery plan and budget to the successful implementation of the scope of work and achievement of deliverables.

5.4.5 Cost/Budget Proposal

Evaluation will be based on total overall costs to complete the scope of work and deliverables with consideration given to the provision of stand-in services.

Any services not included as part of any resulting contract scope of services must be approved and authorized by the owner before such work is initiated. The owner shall pay for such approved services, at the rate or cost agreed upon between the owner and contractor, provided the respondent has provided a schedule of fees for additional services with this RFP.

Selection Committee Member Maureen Kurdziel Date April 14, 2020

Greater Raritan Workforce Development Board

NOTICE OF REQUEST FOR PROPOSALS FOR ONE-STOP OPERATOR PY 2200

EVALUATION, REVIEW AND SELECTION DOCUMENT

5.4 Evaluation Criteria

The scoring of proposals will be performed by a One Stop Operator Selection Committee appointed by the GRWD with final selection by the vote of the GRWDB.

The arrangement of the criteria is not meant to imply order of importance in the selection process. All criteria will be used to select the successful respondent.

Scoring will be based on the quality of the content of the RFP and the respondent's ability to communicate a thorough understanding of the required tasks and the approach to meet the scope of work outlined in the RFP. The proposals will be evaluated for general compliance with instructions and requests issued in the RFP. Non-compliance with significant instructions will be grounds for disqualification of proposals.

A points system will be utilized for scoring, with a maximum number of points assigned for each evaluation category.

	Item/Activity/Task/Responsibility	Points
3./5.4.1	Understanding of the requested work (0 to 20 points)	20
4.3/5.4.2	Service Delivery Plan supports Scope of Work (0 to 20 points)	15
4.4/5.4.3	Staffing plan to support the Scope of Work (0 to 20 Points)	10
4.5/5.4.4	Experience in providing similar services (0 to 10 points)	7
5.4.5	Ability to meet schedule (0 to 10 points)	10
4.6	Accessibility of respondent (0 to 10 points)	5
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	Total	77

5.4.1 Understanding of the Requested Work

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Evaluation will be based on total overall costs to complete the scope of work and deliverables with consideration given to the provision of stand-in services.

Any services not included as part of any resulting contract scope of services must be approved and authorized by the owner before such work is initiated. The owner shall pay for such approved services, at the rate or cost agreed upon between the owner and contractor, provided the respondent has provided a schedule of fees for additional services with this RFP.

Selection Committee Member

Joannet Hala

Date

4/9/20