

# FY2026 WORKFORCE RFP



## SCOPE OF WORK

The Workforce Innovation and Opportunity Act was signed into law on July 22, 2014. WIOA helps job seekers and workers access employment, education, training, and support services to succeed in the labor market and matches employers with the skilled workers they need to compete in the global economy.

WIOA formula funds allocated to local Workforce Boards for Adult, Dislocated Worker and Youth programs are used to provide services through the Workforce delivery system. Local agencies may use grant funds to provide services to individuals who are 14 years of age or older and meet the local, state, and federal WIOA Adult, Dislocated Worker and Youth eligibility definitions.

The purposes of WIOA described in the statute include:

- Increasing access to and opportunities for the employment, education, training, and support services that individuals need, particularly those with barriers to employment.
- Supporting the alignment of workforce investment, education, and economic development systems, in support of a comprehensive, accessible, and high-quality workforce development system.
- Improving the quality and labor market relevance of workforce investment, education, and economic development efforts.
- Promoting improvement in the structure and delivery of services.
- Increasing the prosperity of workers and employers.
- Providing workforce development activities that increase employment, retention, and earnings of participants and that increase postsecondary credential attainment and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet skill requirements of employers, and enhance productivity, and the competitiveness of our nation.

## Programs

Workforce services for eligible adults are available through one of the six core programs authorized by Workforce Innovation and Opportunity Act (WIOA). The Adult program serves individuals and helps employers meet their workforce needs. It enables workers to obtain good jobs by providing them with job search assistance and training opportunities.

WIOA establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. When using WIOA Adult funds to provide individualized career services and training services, must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Under WIOA, priority must be implemented regardless of the amount of funds available to provide services in the local area. In addition, veterans receive priority of service in all DOL-funded employment programs.

The Dislocated Worker program is designed to help workers get back to work as quickly as possible and overcome barriers to employment. When individuals become dislocated workers as a result of job loss, mass layoffs, global trade dynamics, or transitions in economic sectors, the Dislocated Worker program provides

services to assist them in re-entering the workforce. Services for dislocated workers are integrated and provided through a national network of American Job Centers (AJCs). The AJCs provide significant resources to states to implement workforce education, training, and employment programs and help displaced workers.

Successful bidders will demonstrate the ability to provide services that meet the core objectives of the WIOA program as noted below.

## **ONE-STOP OPERATOR SCOPE OF WORK**

Under the Workforce Innovation and Opportunity Act (WIOA), "one-stop" locations serve a crucial purpose: to provide a centralized location where individuals and employers can access a wide range of workforce development services. Here's a breakdown of their primary goals:

- **Streamlined Access to Services:**
  - One-stops aim to create a "no wrong door" approach, where job seekers and employers can find various resources in a single location. This eliminates the need to navigate multiple agencies.
- **Comprehensive Career Services:**
  - They offer services like job search assistance, career counseling, resume preparation, and information on in-demand industries.
- **Access to Training and Education:**
  - One-stops connect individuals with training programs, educational opportunities, and skill development resources to enhance their employability.
- **Employer Support:**
  - They assist employers by providing access to a skilled workforce, recruitment services, and information on workforce development programs.
- **Coordination of Resources:**
  - One-stops bring together various partner programs, including those related to adult education, vocational rehabilitation, and employment services, to ensure a coordinated and integrated approach.

The purpose of a one-stop location under WIOA is to create a more efficient and effective workforce development system that benefits both job seekers and employers.

# ONE STOP OPERATOR RESPONSIBILITIES

The responsibilities of a One-Stop Operator under the Workforce Innovation and Opportunity Act (WIOA) are quite extensive, focusing on the effective and efficient delivery of workforce services. Here's a breakdown of key duties:

- **Operational Management:**
  - Overseeing the day-to-day operations of the One-Stop Center, ensuring smooth service delivery.
  - Managing the facility, including physical space, technology, and resources.
  - Implementing policies and procedures to ensure compliance with WIOA regulations.
- **Service Coordination:**
  - Facilitating the integration and coordination of services provided by various One-Stop partners.
  - Ensuring that customers receive comprehensive and seamless access to services.
  - Developing and maintaining partnerships with community organizations, employers, and educational institutions.
- **Performance Management:**
  - Monitoring and evaluating the performance of the One-Stop Center and its partners.
  - Collecting and reporting data on service delivery and outcomes.
  - Implementing strategies to improve performance and meet established goals.
- **Fiscal Management:**
  - Managing the One-Stop Center's budget and resources responsibly.
  - Ensuring compliance with financial regulations and reporting requirements.
- **Customer Service:**
  - Ensuring that customers receive high-quality, customer-centered services.
  - Addressing customer feedback and resolving complaints.
  - Promoting accessibility and inclusivity for all individuals.
- **Technology Implementation:**
  - Ensuring that technology is used effectively to deliver services and manage data.
  - Keeping up to date with changing technologies that can aid in service delivery.
- **Local Board Collaboration:**
  - Working closely with the Local Workforce Development Board to implement the local workforce development plan.
  - Providing input and recommendations to the Local Board on service delivery and performance.

The One-Stop Operator acts as a central figure in ensuring that the One-Stop Center functions effectively and achieves its goals of providing quality workforce services to the community.

## STAFFING

It's important to understand that WIOA focuses more on the function and coordination of services rather than strict, prescriptive staffing numbers. The emphasis is on effective service delivery. Here's a breakdown of the staffing considerations related to a WIOA One-Stop Operator:

- **Coordination and Management:**
  - The operator must have personnel capable of coordinating the various partner programs within the One-Stop Center. This involves individuals with strong organizational, communication, and management skills.
  - Effective management of the center's daily operations requires staff with experience in facility management, technology, and customer service.
- **Service Delivery:**
  - Staff must be knowledgeable about the range of services offered, including career counseling, job search assistance, and training opportunities.
  - Depending on the size and scope of the One-Stop Center, there may be specialized staff for areas such as:
    - Job placement
    - Training and education coordination
    - Employer services
    - Youth services
    - Services for individuals with disabilities
- **Compliance and Reporting:**
  - Staff must be familiar with WIOA regulations and reporting requirements.
  - Individuals with experience in data collection, analysis, and reporting are necessary to track performance and ensure compliance.
- **Partner Coordination:**
  - The operator needs staff that can maintain and build relationships with the required partners. This includes people who are capable of creating and maintaining Memorandum of Understandings (MOU's).

### Key Staffing Considerations:

- **Flexibility:** WIOA allows for flexibility in staffing, recognizing that local needs and resources vary.
- **Partner Contributions:** Partner agencies also provide staff and resources to deliver their respective programs within the One-Stop Center.

- **Competency:** The focus is on ensuring that staff have the necessary competencies to deliver high-quality services.

Staffing requirements are driven by the need to effectively coordinate and deliver a comprehensive range of workforce development services.

## REPORTING REQUIREMENTS

The reporting requirements for a WIOA One-Stop Operator are designed to ensure accountability, transparency, and effective performance. These requirements cover various aspects of the One-Stop Center's operations and service delivery. Here's a summary of key reporting areas:

### Key Reporting Areas:

- **Performance Data:**
  - Operators must collect and report data on participant outcomes, including employment rates, earnings, and skill gains. This data is used to assess the effectiveness of the One-Stop Center's services.
  - Reporting on performance measures as set out by WIOA is crucial.
- **Financial Reporting:**
  - Operators are responsible for accurate financial reporting, including tracking expenditures and ensuring compliance with federal and state regulations.
  - This involves reporting on the use of WIOA funds and partner contributions.
- **Service Delivery Data:**
  - Operators must report on the types and volume of services provided to job seekers and employers.
  - This includes data on career services, training programs, and employer services.
- **Memorandum of Understanding (MOU) Compliance:**
  - Reporting on adherence to the terms outlined in the MOUs with partner agencies.
  - This includes reporting on how the partners are fulfilling their obligations as stated in the MOU.
- **Equal Opportunity and Accessibility:**
  - Operators must report on their efforts to ensure equal opportunity and accessibility for all individuals, including those with disabilities.
  - This includes reporting information on how the center is making its services available to all populations.
- **Local Workforce Development Board Reporting:**

- Operators are required to provide regular reports to the Local Workforce Development Board on the One-Stop Center's operations and performance.
- This is to keep the local board informed of the status of the center's activities.

#### **Key Considerations:**

- **Data Accuracy:** Accurate and timely data reporting is essential for compliance and performance evaluation.
- **Compliance:** Operators must adhere to all applicable federal and state reporting requirements.
- **Transparency:** Reporting should promote transparency and accountability in the use of public funds.

Reporting requirements ensure that One-Stop Operators are held accountable for the effective and efficient delivery of workforce services.

## **POLICIES AND PROCEDURES**

A WIOA One-Stop Operator needs a comprehensive set of policies and procedures to ensure efficient, compliant, and effective service delivery. These policies cover a wide range of operational and administrative areas. Here's a breakdown of key policy and procedure categories:

#### **Key Policy and Procedure Areas:**

- **Operational Management:**
  - **Service Delivery Procedures:**
    - Standardized procedures for providing core, intensive, and training services.
    - Intake and assessment processes.
    - Referral protocols between partner agencies.
  - **Facility Management:**
    - Center operating hours and usage policies.
    - Equipment and technology usage guidelines.
    - Safety and security protocols.
  - **Information Technology (IT) Policies:**
    - Data security and privacy policies.
    - System access and usage guidelines.
    - IT maintenance and support procedures.
- **Financial Management:**
  - **Fiscal Control Policies:**
    - Budget management and expenditure tracking procedures.
    - Procurement policies and procedures.
    - Financial reporting and audit compliance.

- **Funding Allocation Procedures:**
  - Guidelines for allocating WIOA funds and partner contributions.
- **Compliance and Legal:**
  - **Equal Opportunity and Non-Discrimination Policies:**
    - Policies ensuring compliance with WIOA Section 188 and ADA requirements.
    - Accessibility policies for individuals with disabilities.
    - Limited English Proficiency (LEP) policies.
  - **Data Privacy and Confidentiality Policies:**
    - Policies for protecting participant data and complying with privacy laws.
  - **Conflict of Interest Policies:**
    - Policies for identifying and managing potential conflicts of interest.
  - **Memorandum of Understanding (MOU) Management:**
    - Procedures for ensuring partner compliance with MOU agreements.
- **Performance and Reporting:**
  - **Performance Data Collection and Reporting Procedures:**
    - Guidelines for collecting and reporting participant outcome data.
    - Procedures for tracking performance measures.
  - **Quality Assurance Procedures:**
    - Procedures for monitoring and evaluating service quality.
    - Customer feedback and complaint resolution procedures.
- **Partner Coordination:**
  - **Partner Communication and Collaboration Procedures:**
    - Procedures for facilitating communication and collaboration between partner agencies.
    - Protocols for information sharing and referral coordination.

#### **Key Policy and Procedures Considerations:**

- These policies should be documented, regularly reviewed, and updated.
- Staff training is essential to ensure consistent implementation of policies and procedures.
- Compliance with federal, state, and local regulations is paramount.

By establishing and adhering to these policies and procedures, One-Stop Operators can ensure the effective and compliant delivery of WIOA services.

## **CUSTOMER CONFIDENTIALITY**

Customer confidentiality is a critical concern within the Workforce Innovation and Opportunity Act (WIOA) program. This is because WIOA programs often collect and maintain sensitive personal information from individuals seeking assistance. Here's a breakdown of the key concerns:

### **Key Confidentiality Concerns:**

- **Protection of Personally Identifiable Information (PII):**
  - WIOA programs gather a wide range of PII, including names, addresses, Social Security numbers, dates of birth, educational records, and employment history. This information must be protected from unauthorized access, use, or disclosure.
  - Concerns include the secure storage of electronic and paper records, as well as the secure transmission of data.
- **Medical and Disability Information:**
  - Individuals with disabilities may disclose sensitive medical information to receive appropriate services. This information requires strict confidentiality to prevent discrimination and protect privacy.
  - Specific protocols must be in place to handle and store medical records separately from general case files.
- **Information Sharing with Partner Agencies:**
  - WIOA programs often collaborate with various partner agencies. Concerns arise regarding the secure and authorized sharing of client information between these entities.
  - Clear guidelines and consent forms are necessary to ensure that information is shared only for legitimate service delivery purposes.
- **Data Security and Breach Prevention:**
  - The risk of data breaches is a significant concern, especially with the increasing use of electronic records.
  - WIOA programs must implement robust security measures to prevent unauthorized access to client data.
- **Legal and Regulatory Compliance:**
  - WIOA programs must comply with federal and state privacy laws, including the Privacy Act of 1974 and other relevant regulations.
  - Failure to comply can result in legal penalties and damage to the program's reputation.



- **Informed Consent:**

- It is vital that WIOA participants are fully informed about how their personal information will be used and who it might be shared with.
- Participants should have the right to provide or withhold consent for information sharing.

WIOA programs have a legal and ethical obligation to protect the privacy of their clients. This involves implementing strong confidentiality policies, providing staff training on data security, and ensuring that clients are fully informed about their rights.

## **COMPLIANCE MONITORING**

The local area reserves the right to conduct monitoring and evaluation of the One Stop Operator's performance. The local area will notify the contractor in writing of any deficiencies noted during such monitoring and may withhold or disallow payments as appropriate based upon such deficiencies. The local area will provide technical assistance to the contractor related to the deficiencies noted. The local area will conduct follow-up visits to review the previous deficiencies and to assess the efforts made to correct them. If such deficiencies persist, the local area may terminate the contract.

When monitoring a WIOA One-Stop location, the monitor will look at a wide range of factors to ensure compliance, effectiveness, and quality of service. Here's a breakdown of key areas:

### **1. Compliance with WIOA Regulations:**

- **Eligibility Determination:**

- Verify that eligibility for WIOA programs is being accurately determined and documented.
- Ensure that appropriate documentation is collected and maintained.

- **Service Delivery:**

- Confirm that required services are being provided to eligible individuals.
- Assess whether services are being delivered in accordance with WIOA guidelines.

- **Financial Management:**

- Review financial records to ensure that funds are being used appropriately and in compliance with regulations.
- Check for proper documentation of expenditures.

- **Data Integrity:**

- Verify the accuracy and completeness of data entered into state and federal reporting systems.
- Ensure that data is being protected and that confidentiality is maintained.

## **2. One-Stop System Operations:**

- **Partner Integration:**
  - Assess the level of collaboration and coordination among One-Stop partners.
  - Verify that partners are fulfilling their roles and responsibilities.
  - Review Memorandums of Understanding (MOUs) to ensure they are current and effective.
- **Service Accessibility:**
  - Evaluate the accessibility of services to all individuals, including those with disabilities.
  - Assess the physical layout of the One-Stop center and ensure it is accessible.
  - Check for the availability of assistive technology and accommodations.
- **Customer Service:**
  - Observe staff interactions with customers to assess the quality of customer service.
  - Gather feedback from customers to identify areas for improvement.
  - ensure that equal opportunity is being upheld.
- **Performance:**
  - Monitor performance measures, such as placement rates, retention rates, and credential attainment rates.
  - Analyze performance data to identify trends and areas for improvement.

## **3. General Operational Effectiveness:**

- **Facility Management:**
  - Assess the overall condition of the One-Stop center.
  - Ensure that the facility is clean, safe, and well-maintained.
- **Staff Training:**
  - Verify that staff members are adequately trained on WIOA regulations, policies, and procedures.
  - Assess the effectiveness of staff training programs.
- **Record Keeping:**
  - Ensure that all required records are being maintained and stored properly.
  - Verify that records are accurate, complete, and readily accessible.

In essence, monitoring a WIOA One-Stop location is a comprehensive process that requires attention to detail and a thorough understanding of WIOA regulations and best practices.

## **LOCAL GOALS**

In addition to the requirements and expectations detailed in this RFP, all services proposed by the bidder must support the goals of the WorkSource CSRA system, which include the following:

- Universal services, resulting in efficient and timely access to a wide variety of employment-related services to individuals seeking employment.
- Integration which creates a seamless, functional coordination of services through collaborative development of the system's vision, goals, service strategies, resource allocation and team-based system management.
- Customer choice.
- Accountability which results in a performance-driven, outcome-based system that uses data collection, customer feedback and other tools to assess program success

## **REQUIRED WIOA ONE-STOP PARTNERS**

- Wagner Peyser
- Adult Education Programs & Family Literacy Act
- Technical College System of Georgia
- Community Service Block Grants
- Job Corps
- Native American Programs
- Migrant and Seasonal Farmworkers
- Adult Programs
- Dislocated Worker Programs
- Youth Programs
- Vocational Rehabilitation
- Housing and Urban Development Jobs for Georgia Veteran's Program
- Re-Entry Second Chance Programs
- Unemployment Insurance Programs
- Senior Community Service Employment Program
- Trade Act Programs

The successful bidder will demonstrate the ability to provide a physical location for a One-Stop Center within Region 12 and the ability to staff the center while meeting the goals and objectives of the WIOA program as noted above.