



COUNTY OF SONOMA

575 ADMINISTRATION
DRIVE, ROOM 102A
SANTA ROSA, CA 95403

SUMMARY REPORT

Agenda Date: 10/22/2019

To: Sonoma County Board of Supervisors

Department or Agency Name(s): Human Services

Staff Name and Phone Number: Katie Greaves, 565-8501 and Cristin Tuider, 565-8504

Vote Requirement: Majority

Supervisorial District(s): All

Title:

California Human Development Agreement for One Stop Operator Services

Recommended Action:

Authorize the Director of the Human Services Department to execute an agreement with California Human Development for \$334,000 for One Stop Operator services for the period November 1, 2019, through June 30, 2021, \$134,000 of which will be added to the FY 2019-20 budget with the balance applied to the FY 2020-21 budget.

Executive Summary:

Under the Workforce Innovation and Opportunity Act (WIOA), local Workforce Development Boards are required to contract out One Stop Operator services. The One Stop Operator is responsible for ensuring a seamless delivery of services from all required workforce services partners. After two failed procurements in which no proposals were received, the Sonoma County Workforce Investment Board (WIB) has voted to approve contracting with California Human Development (CHD) for One Stop Operator services. CHD has been the One Stop Operator in Solano County for the past two program years; manages the One Stop Center in the City of Galt, California; and operates the One Stop Center in San Joaquin County.

Discussion:

In compliance with the Workforce Innovation and Opportunity Act of 2014, local Workforce Boards are required to conduct an open and competitive process in order to select their America's Job Center of California One Stop Operator. In 2016, the State released a Workforce Services Directive providing information on the role and selection of the new operator. One Stop Operators are responsible for coordinating service delivery among all One Stop partners and service providers within the designated Local Workforce Area. By having the Operator act as the local service delivery coordinator, local Workforce Boards can focus on strategic planning and developing partnerships at both the local and regional level.

The role of the One Stop Operator is equivalent to a managing partner. In this role, the Operator is responsible for ensuring a seamless delivery of services from all partners. Comprehensive workforce services are expected to be provided at a One-Stop Career Center, known locally as Job Link, and are delivered through a myriad of partner agencies using various funding sources. This workforce system is characterized by three critical hallmarks of excellence: (1) The needs of business and workers drive workforce solutions; (2) One Stop centers provide excellent customer service to jobseekers and employers and focus on continuous improvement; and (3) The workforce system supports strong regional economies and plays an active role in community and

workforce development. The Operator will develop and enhance the workforce development system by focusing on a fully coordinated and integrated customer service strategy. The goal is to create a “single-point of contact” model that is market driven and offers value-added services to Sonoma County’s employer and job seeker customers.

In January 2017, a Request for Proposals in the amount of \$75,000 was released for One Stop Operator. No proposals were received and the procurement failed. The Sonoma County Human Services Department and the Workforce Investment Board applied for and were granted a State waiver to act as the One Stop Operator in lieu of a third party. A Human Services Department Program Planning and Evaluation Analyst (PPEA) was reassigned from her normal duties to the role of One Stop Operator in order to meet the statutory requirement.

In February 2019, another Request for Proposals was released for One Stop Operator, this time in the amount of \$200,000. No proposals were received and the procurement failed. Once again, a waiver was requested and granted through June 30, 2021. The Program Planning and Evaluation Analyst continues to act as the Operator; however, the WIB recognizes the importance of contracting out these services to a third party. In addition, the Human Services Department would like the PPEA to return to fulfilling her original work assignment as management support to the Job Link Career Services program.

After consulting with other Workforce Boards in our North Bay Region, and in consideration of the safety net provider contracting principles of identifying the most responsible providers to deliver the services necessary to achieve the State’s goals for One Stop Operator, WIB staff reached out to California Human Development. CHD has been the One Stop Operator in Solano County for the past two program years, manages the One Stop Center in the City of Galt, California, and operates the One Stop Center in San Joaquin County. CHD’s service area encompasses 12 of the 14 workforce development areas in the State. For more than 50 years, CHD has been helping underserved farmworkers, low-income, disabled, and adjudicated client populations create pathways and opportunities for greater self-sufficiency, independence and dignity through a myriad of programs, including those funded by the Workforce Innovation and Opportunity Act.

On September 11, 2019, the Sonoma County WIB voted to approve contracting with California Human Development to provide One Stop Operator Services from November 1, 2019, through June 30, 2021, in the amount of \$334,000. The contract provisions ensure that the needs of Sonoma County residents are addressed fairly and equitably and provide for managing and monitoring the contractor to ensure that resources are being spent effectively. Another procurement will be conducted to start in Fiscal Year 2021-22 as required by the State waiver and in agreement with the safety net service provider contracting principles of fair, open, and competitive procurements.

Prior Board Actions:

There has been no prior Board action related to One Stop Operator services.

FISCAL SUMMARY

Expenditures	FY 19-20 Adopted	FY20-21 Projected	FY 21-22 Projected
Budgeted Expenses	\$134,000	\$200,000	
Additional Appropriation Requested			

Total Expenditures	\$134,000	\$200,000	
Funding Sources			
General Fund/WA GF			
State/Federal	\$134,000	\$200,000	
Fees/Other			
Use of Fund Balance			
Contingencies			
Total Sources	\$134,000	\$200,000	

Narrative Explanation of Fiscal Impacts:

Workforce Innovation and Opportunity Act (WIOA) funding has been appropriated in the Human Service budget for FY 2019-20 in the amount of \$134,000 for One Stop Operator Services. \$200,000 in WIOA funds will be allocated in the Human Services budget for FY 2020-21. There will be no local county match required in either fiscal year; neither General Fund nor HSD operating funds will be needed to administer this contract with California Human Development (CHD). The State requires that a third party contractor administer the program, and a waiver has been obtained for a county employee to administer the program on an interim basis until the third party contractor is awarded the contract.

Staffing Impacts:			
Position Title (Payroll Classification)	Monthly Salary Range (A-I Step)	Additions (Number)	Deletions (Number)

Narrative Explanation of Staffing Impacts (If Required):

N/A

Attachments:

Agreement with California Human Development

Related Items "On File" with the Clerk of the Board:

None