

**One-Stop Operator Procurement  
Example Questions  
(Optional)**

**A. ANSWER THE FOLLOWING QUESTIONS ABOUT THE ONE-STOP OPERATION:**

**1. Facilities and Equipment Technology**

- a. Describe how you will assure that Kentucky Career Services are accessible to all jobseekers and employers in the respective local workforce development area. This includes areas with high unemployment and transportation barriers, such as in rural communities. Include location and scope of any proposed affiliates, access locations and/or other venues for meaningful access and adaptation for customers with disabilities.
- b. What are your planned hours of operation?
- c. Describe how you will equip, stock, and staff a resource room that is customer focused. Include all technology to be available in the resource room, computer laboratories and web-based (Wi-Fi) access quality throughout the facility.
- d. In light of minimizing costs, what is your plan for acquiring information technology specialists and their carrying out helpdesk functions in the Kentucky Career Center?

**2. One-Stop Operation**

- a. Describe how you will provide knowledgeable staff, including partner staff, trained and motivated to dress and act professionally with the confidence to address both employers and job seeking customers. *Note: Potential One-Stop Operator needs to be aware of any implications or special arrangements or how they will organize to meet the requirement of the provision of 20CFR 678.630 stating the "Continued use of State merit staff for the provision of Wagner-Peyser Act services or services from other programs with merit staffing requirements must be included in the competition for and final contract with the One-Stop Operator when Wagner-Peyser Act services or services from other programs with merit staffing requirements are being provided."*
- b. How will you lead Kentucky Career Center partners with (a) an integrated menu of services for job seeking customers and employers; (b) implementing agreements among the partners such as Memorandum of Understanding and resource sharing, and (c) maintaining communications with all Kentucky Career Center partners and co-located staff.
- c. Describe the service delivery methods to be implemented in the Kentucky Career Center(s) to ensure that the planning region's goals regarding placement and credentials are met or exceeded.
- d. Describe the optimum continuous improvement and quality assurance methods needed in Kentucky's Career Centers, including the metrics which address customer needs, as well as ensure customer satisfaction, in a cost-effective manner.
- e. What is your agency's approach to management of information systems, connectivity and confidentiality? Attach or include a privacy policy. *NOTE: The Commonwealth of Kentucky and LWDA's all use the Employ Kentucky Operating System (EKOS).*

### **3. Services for Customers**

- a. Describe your organization's outreach methods that you have used to reach target populations to promote Kentucky Career Center services. Be specific as to the actual outcomes.
- b. Describe your plan to provide staffing curricula, and the optimum customer flow process in the Kentucky Career Center(s). Your plan should demonstrate how best practices with customers and employers are incorporated in the design and delivery of services.
- c. Describe your organization's experience with developing and implementing customer satisfaction instruments such as web-based services used to track and report actual outcomes.
- d. Describe your experience in utilizing Labor Market Information, fiscal, and other workforce data sources to develop planning estimates of the number of core program (WIOA Titles I, II, III and IV) customers to be served and their respective employment and earnings rates after exit.

### **4. Services to Employers**

- a. What is your organization's experience working with Local Workforce Development Boards (LWDBs), partners, and/or service providers in developing strategic approaches to support regional economic development and employers with high staffing needs in high demand occupations?
- b. Describe how you will engage and meet with employers to identify and improve on employer resources in the Kentucky Career Center(s). Be sure to include previous experience with employers in a Career Center setting.
- c. Describe how you will gather and analyze information on sustainability to support ongoing and emerging needs of regional employers.
- d. Describe the full set of services envisioned for area employers, including those serving on the LWDB and all employers with workforce needs that may strengthen an existing system.
- e. Provide how the organization will carry out the vision of the LWDB in regards to how the Kentucky Career Center will be structured and staffed to respond efficiently and effectively to area employers, including a description of proposed customer flow.
- f. Describe how your organization will conduct continuous improvement of employer services planned and to be provided, outcomes of the services, to include increased customer satisfaction.
- g. Describe how you will promote and sustain business engagement. Address the methods that should be used to explain and communicate these successes with the LWDB, as well as to the general public.
- h. Describe how your agency plans to integrate and or coordinate the various program business engagement strategies and how that will be managed so as to avoid duplication and the risk of multiple partners calling on the same employer(s).

### **5. Performance and Reporting**

- a. Please explain and justify the service models that should be used to serve traditionally underserved participants and employers. How would co-enrollment into both Wagner-Peyser and WIOA be incorporated into a service delivery model. Please explain and justify

- b. Describe your organization's experience in tracking and reporting discrete participant activities while at the same time ensuring full compliance with Personal Identifiable Information (PII).
- c. Describe your strategy to meet or exceed the local area's performance goals: How will your organization manage measurement, achievement and documentation of performance standards?

**B. ANSWER THE FOLLOWING QUESTIONS FOR THE OPERATION OF SERVICES FOR ADULTS AND DISLOCATED WORKERS.**

**1. General Job Seeking Customer Program Operation**

- a. Describe how you will work with the LWDB, officers and executive staff relative to the many policy and market intersections. Describe how you will work with the Administrative Entity and Fiscal Agent, as well as the monitors and auditors from independent, state or federal agencies.
- b. Describe how you will help ensure an efficient use of the WIOA funding allocation while maximizing services provided for both adults and dislocated workers.
- c. Describe how you will staff and implement the responsibility for determining WIOA eligibility and entering eligibility and other customer information into EKOS, or any subsequent system provided by the Kentucky Department of Workforce Investment as well as lead the coordination of these systems with the WIOA identified key partners over time.
- d. Describe how you will work with required partners and others co-located at the Kentucky Career Center(s) to include the following:
  - i. Describe how you will handle ongoing communication needs with all Kentucky Career Center staff as well as agency leadership and LWDB.
  - ii. Describe how you will approach organization of shared staff and negotiation of cost sharing with the required partners as well as how you will ensure agreements are established with all partners in order to meet requirements for infrastructure and cost recovery.

**2. Outreach and Recruitment**

- a. Describe how you will market to and recruit WIOA customers, including those from targeted populations which may require specialized marketing.
- b. Describe your experience in utilizing Labor Market Information, fiscal and other workforce data sources to develop planning estimates of the number of adults and dislocated workers to be served in a fiscal year.

**3. Customer Flow**

- a. Describe how WIOA services will be staffed and customers will flow through the various services, assistance with employment and follow up.
- b. Describe how you will provide orientation to WIOA services, including any planned adaptations for targeted populations.

**4. Workshops**

- a. Describe workshops you plan to offer and the best practices or other information utilized in their design.

- b. Describe how you recruit and use volunteers to expand workshop offerings beyond what staff can provide.

**5. Assisting Customers**

- a. Describe how WIOA services will assist customers in locating and retaining employment
- b. Describe how you will interact with and refer youth to and from the Kentucky Career Center(s), particularly with the WIOA focus on out-of-school youth.

SAMPLE