



## Board Report

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**File #:** 17-1273, **Version:** 1

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- a. As Chief Elected Official, approve and authorize the Executive Director of the Monterey County Workforce Development Board to execute a contract with Arbor E & T, LLC, doing business as ResCare Workforce Services, effective retroactive to January 1, 2018 through June 30, 2019, for provision of One Stop Operator services in an amount not to exceed \$125,000.
- b. Approve and authorize the Executive Director of the Monterey County Workforce Development Board to execute one (1) renewal to extend the agreement for one (1) additional year, subject to County Counsel review, on substantially the same terms.

### **RECOMMENDATION:**

It is recommended that the Board of Supervisors:

- a. As Chief Elected Official, approve and authorize the Executive Director of the Monterey County Workforce Development Board to execute a contract with Arbor E & T, LLC, doing business as ResCare Workforce Services, effective retroactive to January 1, 2018 through June 30, 2019, for provision of One Stop Operator services in an amount not to exceed \$125,000.
- b. Approve and authorize the Executive Director of the Monterey County Workforce Development Board to execute one (1) renewal to extend the agreement for one (1) additional year, subject to County Counsel review, on substantially the same terms.

### **SUMMARY:**

The Workforce Innovation and Opportunity Act (WIOA) requires that each local workforce development area competitively procure its One Stop Operator (OSO) to oversee its American Job Center of California (AJCC). The Monterey County Workforce Development Board (WDB) received a waiver from the California Workforce Development Board to act as the OSO in Monterey County for program year (PY) 2017-18 due to the failed procurement conducted in Spring 2017. The waiver was issued on the condition that an OSO be competitively procured through the issuance of a new request for proposals (RFP) in time for PY 2018-2019.

The recommendation to execute a contract with Arbor E & T, LLC, doing business as ResCare Workforce Services (ResCare), is a result of this additional procurement process. Executing this contract will not impact current County staff as OSO duties were temporarily either put on hold or added to existing WDB staff assignments. ResCare is an established for-profit provider of employment, career center operations, and youth services. It provides OSO services in AJCCs throughout the country and scored highest in all RFP selection criteria.

### **DISCUSSION:**

#### **One Stop Operator Role and Responsibilities**

The primary functions of the OSO are to coordinate partners within the Monterey County AJCC, ensure the smooth daily operation of the AJCC, coordinate delivery of career services and other WIOA services between all One-Stop providers, and to communicate and coordinate regarding the same with Monterey County WDB staff. The OSO will be required to have a full time physical presence at the Salinas AJCC and will provide oversight of the two satellite AJCC locations in Marina and Greenfield. The OSO will fulfill its responsibilities in coordination with and under the direction of the Monterey County WDB. The OSO is also responsible for

ensuring the implementation of partner responsibilities and contributions agreed upon in the Memorandum of Understanding: Phase I (shared customers and services among mandated AJCC system partners) and Phase II (shared costs and financial contributions of mandated AJCC system partners).

### **Competitive Procurement Process**

The Monterey County Contracts/Purchasing Office issued the OSO RFP on behalf of the WDB on September 22, 2017, with a submittal deadline of October 27, 2017. Two proposals were submitted for evaluation—one by the Monterey County Department of Social Services (DSS) and one by ResCare. A four-person selection committee, comprised of workforce development professionals from the bay area and coastal regions, was convened. The selection committee members were selected based on their experience managing, overseeing, and partnering on One Stop operations in California.

Proposals were evaluated based on five criteria, with a total of 100 points possible. Each section's allowable points were distributed across a scale, with higher scores based upon the level of specificity, analysis, and detail about the responders' strategies and experience.

<b>RFP Section</b>	<b>Possible Points</b>	<b>Monterey County DSS Score</b>	<b>ResCare Score</b>
Quality of Design	30	16.5	26.5
Organization and Financial Proposal	20	8.25	17.5
Performance Standards and Data Collection	20	14.25	16.5
Continuous Quality Improvement & Partnership Development	30	17.75	25.5
<b>Total Score</b>	<b>100</b>	<b>56.75</b>	<b>86</b>

The selection subcommittee unanimously recommended the selection of ResCare to the full Workforce Development Board. The Workforce Development Board approved this selection at its December 6, 2017 meeting. On December 15, 2017, the County's Contracts/Purchasing Office declined to act on a DSS' letter entitled, "Protest of Selection for RFP 10644." Contracts/Purchasing found that the DSS letter did not state prima facie grounds for a bid protest, i.e., DSS did not identify fraudulent award of the OSO contract nor did DSS identify any violation of federal or state law or County procurement regulations.

WIOA requires the WDB to designate an OSO with the agreement of the chief elected official of the local workforce development area. Accordingly, the WDB seeks the Board's approval, acting in its role as Chief Elected Official of the Monterey County local workforce development area, of the selection of ResCare to provide OSO services. The WDB also asks for authorization to extend the agreement for one additional year, on substantially the same terms.

### **ResCare**

ResCare currently operates thirty One-Stop system programs across the U.S. that serve businesses, adults, dislocated workers, youth, individuals with disabilities, veterans, low income families, and others seeking employment that leads to self-sufficiency and career advancement. In California, it is a current contract provider of One Stop Operator services for the Los Angeles City Economic and Workforce Development Department, the Los Angeles County Workforce Development, Aging and Community Services Department, and the San Diego Workforce Partnership.

Los Angeles City Economic and Workforce Development Department. ResCare serves as the One-Stop Operator and the Adult and Dislocated Worker service provider in Canoga Park and Boyle Heights.

Los Angeles County Workforce Development, Aging and Community Services Department ResCare is a One Stop Operator and Adult and Dislocated Worker service provider for the East Los Angeles WorkSource Center. ResCare provides similar services as described for LA City and was selected by Los Angeles County to run TANF and Probation pilot projects.

San Diego Workforce Partnership ResCare serves as the One-Stop Operator and Adult and Dislocated Worker service provider for multiple centers in San Diego County. ResCare provides Operator services and supports partners similar to those in Los Angeles City and County.

### **Contract**

The OSO service provider contract with ResCare includes the following:

<b>Line Item</b>	<b>Amount</b>	<b>Comments</b>
Personnel	\$80,402	.75 FTE OSO and .02 FTE project Accountant as project personnel
Operations	\$22,324	Staff training, travel, and other miscellaneous
Indirect	\$10,910	Approved Indirect Cost at rate of 10.62% of direct costs
Profit	\$11,364	Allowed by federal cost principles
<b>Total</b>	<b>\$125,000</b>	

### **OTHER AGENCY INVOLVEMENT:**

County Counsel has reviewed the proposed contract with ResCare as to form.

### **FINANCING:**

There is no financial impact to the County General Fund. WIOA Title I funding will fund the One Stop Operator contract and funds are budgeted in Fund 021 Appropriations Unit CAO030.

### **BOARD OF SUPERVISORS STRATEGIC INITIATIVES:**

The OSO contract will result in improved and coordinated services to both job seekers and employers throughout Monterey County. The resulting expansion of partnerships will improve the breadth and relevance of services and improve employment outcomes for individuals with barriers to employment.

√ Economic Development: Through collaboration, strengthen economic development to ensure a diversified and healthy economy.

\_\_\_ Administration

√ Health & Human Services: Improve health and quality of life through County supported policies, programs, and services; promoting access to equitable opportunities for healthy choices and healthy environments in collaboration with communities.

\_\_\_ Infrastructure

\_\_\_ Public Safety

Prepared by:

Approved by:

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Attachments:

Agreement One-Stop Operator Services with Insurance