

Career Center RFP Townhall

6.28.21

GOALS TODAY:

- TO SHARE MORE ABOUT OUR RFP PROCESS
- ENCOURAGE & SUPPORT MORE ORGANIZATIONS TO BID
- GATHER FEEDBACK FROM THE COMMUNITY

Overview of San Diego Workforce Partnership



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How we work



We bring money to the region from federal, state and local governments; private business and philanthropy.



We bring together the community

through boards & committees that determine policy, strategy and priorities.



JOB SEEKERS
(especially underserved)



We convene community partners to create impactful workforce development programs based on research.



We identify local skills gaps to pinpoint the skills employers are looking for.



EMPLOYERS



We design, fund, deliver and measure the programs

to increase opportunities for job seekers and solutions for businesses.



What we do

Job seeker services

- Career consulting
- Education and training
- Paid work experience
- Access to networks and job leads
- Career search tools & workshops



Solutions for San Diego County businesses

- Hiring
- Human resources support
- Training & upskilling
- Wage subsidies



OPPORTUNITY THROUGH WORK

Collaboration

- Regional planning
- Convenings
- Community boards
- Newsletters and action alerts



Research

- Actionable information for job search and hiring practices
- Evidence-based program design
- Customized regional labor market research



Our 5 Strategic Pillars



Job Quality

Not all jobs are created equal

We place individuals in and help businesses foster inclusive, sustainable work for all that provides living wages, supports employee growth and elevates businesses



2Gen Solutions

Multiple generations, transformational results

We design, support and run programs that address the needs of workers and their families



Outcomes-Focused Funding

Where money meets mission

We build and promote self-sustaining funding mechanisms that reward impact and fill access gaps



Inclusive Business Growth

A societal and economic imperative

We develop a skilled, inclusive, competitive workforce to promote economic growth for businesses and opportunity for all



Population-Specific Interventions

Human-centered services; population-level impact

We help drive change at the population level through the delivery of targeted services and by spreading evidence-based practices among collaborators

Our System of Career Centers and the RFP



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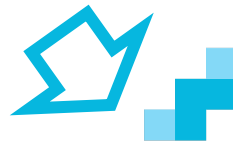
Where does our funding come from?



Department of Labor (DOL)
Workforce Innovation and Opportunity Act
(WIOA)



**State of CA – Employment Development
Department (EDD)**
Oversees funding and State administration



San Diego
**Workforce
Partnership**

We administer and fund on
behalf of the City and County of
San Diego

Applying to the RFP

Any organization type can bid:

- Community-based organizations
- Non-profits
- For-profits
- Education institutions
- Public entities
- Any collaboration of these entities

Timeline

	Estimated Date
Workgroups/Community Engagement	June - September 2021
RFP Outline WDB/Policy Board (Info Item)	June 17 and 25
RFP Framework Approved WDB/PB (Action Item)	August 19 and 27
Release RFP	October 15, 2021
RFP Due	Dec 10, 2021
RFP Evaluated	January 2022
Board Approval	Feb 18, 2022
Contract Start	July 1, 2022

Estimated Funding

One Stop Operator

- \$1,700,000
- Includes Rent and Facilities
- April 1, 2022 – June 30, 2023
- Option to extend, for 3 additional one-year periods

Career Services

- \$3,000,000
- WIOA Intensive Services
- July 1, 2022 – June 30, 2023
- Option to extend, for 3 additional one-year periods

Current State

- We are known for our Career Centers, but they are WIOA focused
- Currently, our partner fulfills all Career Center roles of:
 - **Universal Services** – Orientations, workshops, on-line resources, resource room
 - **Career Services** – WIOA enrollment, intensive case management, classroom and employer based trainings, support services
 - **Operator** – Facilities, subtenant and partner management
- Measured Outcomes
 - WIOA Outcomes (placements at 2nd and 4th Q, measurable skills gains, median earnings, credential attainment)
 - Require ~2,000 new customers enrolled in WIOA intensive service
 - Cost reimbursement pay structure

Goals for our System

- Align our increasingly diverse funding and programming with our most well-known, commonly used service, of physical Career Center locations
- Create one central entry point for all services
- Increased control/consistency of customer experience
- Implement performance-based contracting to drive toward true impact
- Identify balance between virtual and in-person services
- Move from one-size fits all to customized levels of service
- Allow our system to be more accessible for local organizations

A Closer Look at RFP Roles and Responsibilities



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Separate Core Functions

Customer Success

- First point of entry for all programs across the organization
- Assessments for level of need and usage of RIASEC, MyNextMove, Career Coach, etc
- Orientation, Workshops, Resource Room
- Short-term, low-touch services directly

One Stop Operator

- Manage facilities, physical space aesthetics, leases, IT
- All Federal, State, and local requirements and certifications
- Coordinate co-located partners and collaboration to optimize customer flow
- Lead vision for future physical space plans

Career Services

- Intensive services, Individual Employment Plans, long-term, deeper work, smaller case loads
- Supportive Services
- Job placements
- Training coordination

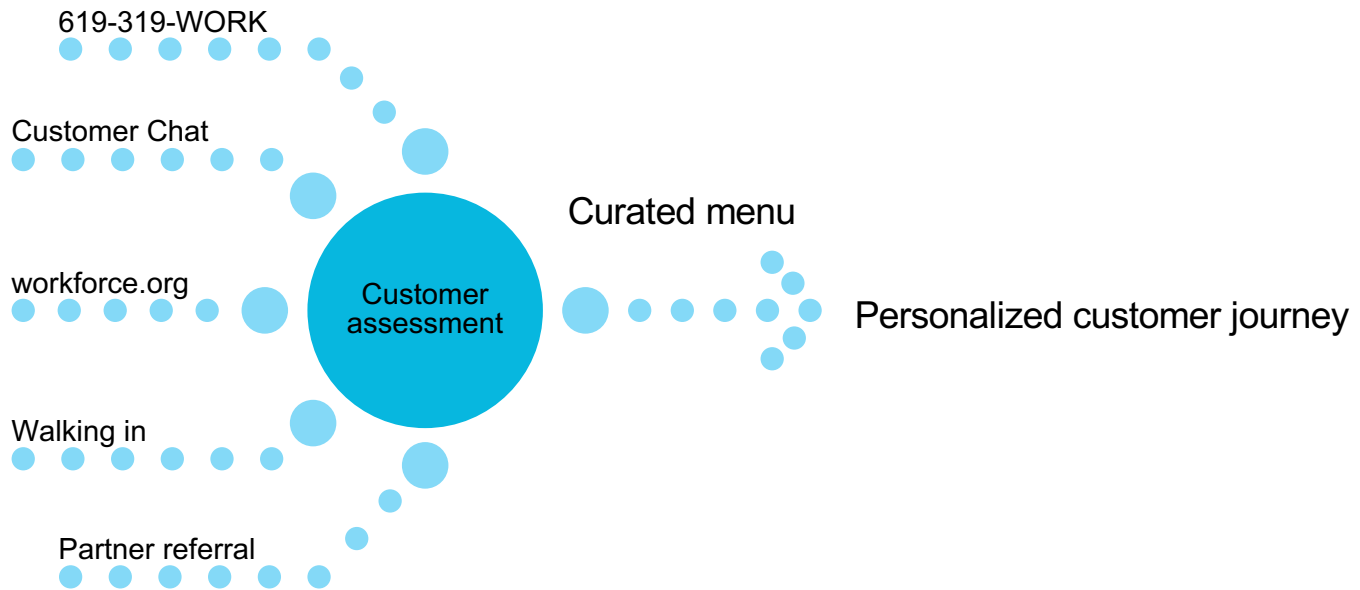
What is Changing?

- SDWP to oversee jobseekers' first point of entry and customer path across all programs; allows for recruitment across all programs
- Case Managers have smaller case load; enrollments decrease, universal services increase
- Performance-based contracting
- Braiding of Youth Career Center services and staff (Access)
- Reduced spend on physical footprint, increase co-location collaboration
- Utilize recently developed expertise in curriculum development and training

Customer Success



Service Navigation



Scope

Service Navigation

- “Front Door” Service Navigation Contact Center (619-319-WORK, chat, email, website), first point of entry
- Front desk coverage
- Soft eligibility determination and triage for WIOA and SDWP programs
- In-reach to existing AJCC clients
- CFET intake and referrals

Universal Career Services

- Manage Resource Room and Computer Labs
- Orientations to services available throughout the AJCC system
- Low-touch/non-intensive career services
- Initial assessment of skills via RIASEC and overview of training resources
- Information and referrals for supportive services addressing barriers to employment
- Workshop development/content curation and facilitation

Customer Experience

- Monitor customer experience surveys and responses
- Self-service resources (My Next Move, On-demand Library) situated with programs to drive program enrollment
- Keep website content current

One Stop Operator



Scope

Career Center Facilities and Lease Mgmt.

- Manage facilities, co-located partners, leases and infrastructure costs
- Fill vacant/under utilized space and recruit new tenants to reduce overall cost-share for SDWP (incentivized pay point)
- Oversight of equipment, IT, supplies, system branding/signs, and other resources
- ADA compliance

Partnerships and Collaborations

- Manage all partners and collaboration of system stakeholders including client flow, data sharing, referral process and co-enrollments
- Execute all Federal, State and local requirements
- Host Partner Resource Fair and New Partner Orientation

Vision and Strategy

- Vision for future of Career Center infrastructure, building improvements, policy changes to support family-friendly service delivery
- Identify opportunities for more cost-effective site locations, including forging partnerships with public/private entities
- Develop, implement, and monitor shared vision, goals, and performance indicators for One-Stop partners to improve coordinated service delivery and client outcomes

Career Services Provider



Scope

WIOA Career Services

- Comprehensive assessment of skills, employment barriers, and service needs
- Provide occupational skills, prior work experience, employability, interests, aptitudes, and supportive services
- Creation of Individual Employment Plan (IEP) of participant's employment goals, objectives and planned services
- Career planning and counseling; education and pre-vocational services; financial literacy
- Intensive case management (smaller case loads of ~40)

Business Services

- Provide job search and job placement services
- Recruitment of employers in priority sectors and occupations
- Placement in OJT/CT/Incumbent Working Training/Transitional Jobs

Training Services

- Identify participants appropriate for training, enrollment and case management
- Provide access to ITA/CET/ATA, CT/OJT, occupational skills training, job readiness training, Adult Educ
- Educate clients on priority sectors, placement data, job openings, and wage growth to inform decisions

Questions and Feedback

Questions

Are there strategies for the future of Career Center we didn't touch on that we should explore?

How might we promote and encourage small, diverse and new orgs to bid on this RFP?

What types of services are most important for serving adults and dislocated workers through our career centers and why?

Are employers being supported through our career centers through our education and training programs? How can the career centers better support our employers?

What types of collaborations do you feel are successful in the career center network? What collaborations do you wish we had in our career center network?

Thank you!