

**Letter of Intent to Bid  
Region C One-Stop Operator  
NCWorks Career Centers  
2021**

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Organization

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Address

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Contact Information

Date: \_\_\_\_\_

Steve Lockett, Director of Economic, Community, & Workforce Development  
Region C Workforce Development Board  
PO Box 841  
Rutherfordton, NC 28139

This letter indicates our intent to bid to serve as the One-Stop Operator for the NCWorks Career Center(s) in the following counties:  
*Check those that apply*

Rutherford/Polk\_\_\_\_\_ McDowell\_\_\_\_\_ Cleveland\_\_\_\_\_

Check (double click) the following box that most appropriately describes the organization:

- |   |  |
|---|--|
| <input type="checkbox"/> An Institute of higher education | <input type="checkbox"/> An employment service State agency          |
| <input type="checkbox"/> A community-based organization   | <input type="checkbox"/> A nonprofit organization                    |
| <input type="checkbox"/> A private-for-profit entity      | <input type="checkbox"/> Other government agency                     |
| <input type="checkbox"/> Other interested organization    | <input type="checkbox"/> A consortium of 3 or more one-stop partners |

We acknowledge that there is \$50,000 available to perform the expected duties as the one-stop operator and have reviewed those expected duties outlined in attachment A.

We acknowledge that this letter must be received on or before January 15<sup>th</sup> in order for our organization to submit a proposal if applicable.

We acknowledge that the period of performance is July 1, 2021 through June 30 2022.

Affirmed:

\_\_\_\_\_  
Name  
Organization

\_\_\_\_\_  
Name  
Organization

\_\_\_\_\_  
Name  
Organization

## **Attachment A**

### **Expected One-Stop Operator Duties**

The Operator's role is to coordinate activities throughout the NC Works Career Center system in accordance with the MOU, following guidance provided by the Region C WDB. Additionally, the Operator is responsible for ensuring that the service delivery system at the Center and affiliate sites fully integrate the service protocols, and quality standards that conform to the Region C WDB's strategic plan and related policies. The Operator shall utilize an integrated resource team consisting of the required NCWorks partners as the primary structure within which any operational issues that are identified, can be resolved, or referred for resolution.

The operator shall support the Region C WDB structure for design and implementation of customer services. Specifically, the Operator's roles and responsibilities include but are not limited to the following:

- Coordination of the service delivery of the mandatory NC Works partners and other service providers at a comprehensive Center to include managing partners responsibilities as defined in the MOU;
- Managing the daily operation of the One-Stop building to include the hours of operation, coordinating and scheduling facilities usage such as, but not limited to classrooms (if applicable), work areas, resource center, and conference rooms;
- Establishing a Center management team including the Operator, the Region C WDB, and Center partners for the purpose of discussing and addressing tactical and strategic issues related to the Center Operations;
- Coordinating the provision of professional development and staff training for Center Partners to improve operations and deliver higher value to job seekers and business customers;
- Establishing a single point of entry for job seekers and coordination a triage system for Center customers that best directs them to the most appropriate services offered by Center Partners;
- Facilitate training sessions among Center partners where each partner's programs and detailed procedures will be made known to all of the other partners;
- Maintain policies on broad operational guidelines that will outline the responsibilities and objectives of each of the Center partners while providing excellent customer service;
- Increasing customer satisfaction by developing flows and processes that are driven by feedback from both businesses and job seeker customers as well as community-based organizations whose clients are referred to the Centers;
- Coordination of the timely and efficient handling of incoming telephone calls by staff who are knowledgeable of the basic available services and the current availability of staff;
- Enforcing policies of the Region C WDB;
- Collaboration with the Region C WDB on oversight of the Centers;
- Reporting Center activities to the appropriate State, partner organizations as requested, and the Region C WDB
- Collaboration with the Region C WDB for particular outreach efforts with specific industry sectors, job fairs, and career pathway efforts;
- Facilitate problem solving and continuous improvement activities for the Centers as well as establishing a process for on-going quality improvement in the Center operations;
- Foster partnerships within the Center to function as a multi-agency team and promoting and participation in collective accountability that recognizes system outcomes, in addition to an individual partner's program outcomes;
- Collaborate with the Center partners to bring and integrate additional and complementary services to the Center;

- Resolve conflicts among partners in alignment with disputes process and responding to complaints of Center customers in accordance with Region C WDB policies
- Develop cross-referral protocols in partnership with Center partners and community service providers;
- Arrange for and coordinate the staffing of a resource area for use by the public;
- Coordinate the delivery of workshops, conducted by partner staff that will enable Center customers to become job and training ready;
- Coordinate marketing and branding of the Centers;
- Involve Chambers of Commerce and other business associations in providing feedback and advice to improve services and performance results of the Center system;
- Provide access to space for businesses to interview candidates, hold recruiting events, conduct informational meetings, etc.;
- Provide access to employers for in-person opportunities to inform job seekers about available job openings within their organizations;
- Provide access to screened job seekers based on the employer's skill requirements through the NCWorks Online system;
- Inform Employers of opportunities to post employment availability throughout the public workforce system;
- Assist in the coordination of job fairs offering multiple employers the opportunity to meet or have contact with job seekers;
- Educate businesses about all the services available through the Center system from partner programs through marketing and outreach efforts;
- Work with appropriate entities, included Workforce Development contractor staff, and DWS staff to provide business access to information on a variety of workforce topics, including workforce-related and economic development incentives, unemployment insurance, labor market statistics, and other workforce-related information;
- Provide business access to information related to various training models available through the Center partners;
- Provide other services and may be deemed appropriated by the Region C WDB