



## STAFF MEMORANDUM

To: PacMtn EFC Members  
From: William Westmoreland  
Senior Associate Director of Business Engagement and Community Affairs  
Date: August 11, 2021  
Subject: Recommendation for Approval of the Title I Service Provider: One-Stop Operator

### Background

On June 16, 2020, PacMtn released the Request for Proposal for America's Job Center Network One-Stop Operator for the WorkSource System. PacMtn solicited for service providers who will have demonstrated experience and capacity to work with PacMtn and other partners to achieve the following:

- Establishment of America's Job Center-WorkSource network that is welcoming, productive and responsive to customer needs.
- Think and act as an integrated system of partners that share common goals with services delivered by various organizations with the best capabilities for a seamless customer experience.
- Develop a nimble Customer-Centered network that is responsive to both job seekers and employers.
- Evaluate system performance based on data analytics to assure continuous improvement and work toward modifications to enhance services.
- Embrace technological changes to redefine the landscape of our customer experience and our workplace.
- Continuously create opportunity through focusing on effective and efficient relationships with known and emerging partners in our regional system.
- Inspire and model cutting edge staff performance and insightful, compassionate responses to business and job-seeker/career builder needs.

PacMtn received proposals for services in the WorkSource System from one provider - Career Team. Their proposal was reviewed and evaluated by members of the PacMtn staff, our Business Services Contractor, and Employment Services (WDC Board Member). The proposal was graded on the following areas:

- Technical Proposal,
- Financial Accountabilities,
- Organizational Capacity
- Diversity, Equity, and Inclusion

The Technical Proposal was the bulk of the review with scoring based on demonstrated expertise in particular areas of service and experience providing equal or similar services. Review criteria included:

1. quality, completeness, clarity, creativity and comprehensiveness of program design;



2. services that are customer focused;
3. ability to track and report data required for performance measures;
4. integration and collaboration with WorkSource Partners;
5. experience in providing the services being requested or similar services;
6. experience in collaboration and integration of services;
7. expansion opportunities for employment in demand occupations and aligning the program design with the needs of business.

After a thorough review of the proposal, reviewers agreed that it met or exceeded the terms of quality of service and cost. Additionally, PacMtn is excited to welcome a Career Team to our region as a service provider, which will strengthen and expand the level of service provided to those we serve in our region.

**Executive Finance Committee Motion**

Move to authorize staff initiate the appeal period and subsequently begin contract negotiations with Career Team.