



**Verdugo Workforce Development Board
Request for Proposals (RFP)
One-Stop Operator Services 2019-2020**

FREQUENTLY ASKED QUESTIONS

From the Webinar Held April 12, 2019

1. Can you talk more about the EEO part of the job?

In order for the Verdugo Workforce Development Board (VWDB) to process any Equal Opportunity (EO) complaints or grievances in an objective manner, the decision was made to have the procured Operator, as an external agent, hold the responsibility for processing any filings. A formal process exists that is compliant with federal, state, and local requirements and having the Operator implement the process provides an added objectivity that ensures the integrity needed for an effective grievance procedure. Customer concerns that may occur as part of daily operations, are immediately addressed and resolved by frontline staff and elevated to management if needed. In its EO role, the Operator may step in, as needed, to assist in resolving customer concerns that involves partner agencies. More importantly, the Operator will assist in analyzing causes of concerns, recommending changes to policies and procedures, and identifying/coordinating staff development to ensure causes are eliminated and customer confidence and satisfaction are maintained.

2. How about the business services aspect of the position?

The business services aspect is not for providing the services to business but to facilitate the staff of the One-Stop Center, known in the community as Verdugo Jobs Center (VJC), in developing an integrated service strategy with its partners for serving business. This was an opportunity for improvement identified by the Evaluation Team that conducted the Certification of the AJCC. The VJC developed a Continuous Improvement Plan and one objective was to implement partner-integrated Business Services Team and develop a strategy for business outreach and service delivery. The Operator will facilitate the team's development of this strategy to ensure legendary service to business and that the improvement plan objective is met.

FAQ Submitted April 24, 2019

3. I see the partners signed their MOUs in 2017. Can I assume they have already been meeting or will they need to be introduced to each other when this OSO contract begins?

The partners did sign in 2017 and have been meeting on a quarterly basis since that time so they do know each other already and you will not need to introduce them. There may be new representatives and new partners that may join at any given time; however, the MOU partners overall have been working together since 2017.