



PY18 One-Stop Operator Program Descriptions / Executive Summary

In The Door

\$369,828

IN THE DOOR has the right experience and expertise in One-Stop Operations to make an immediate impact on the Workforce Investment Board of Will County and the Emporia/Greenville Center. Before we began in 2015, our team accumulated over 40 years of workforce development experience. This One-Stop project connects directly with our mission to provide innovative, quality training, and workforce development solutions that exceed the needs and expectations of our customers while contributing to national economic development growth.

As the One-Stop Operator for Several Workforce Boards, IN THE DOOR knows that communication failure and disorganization amongst partner agencies is a leading source of adverse results for job-seekers. Daily, we manage our partners and business community connections in locations where we see over 1,000 customers a week. We use the net promoter score to manage service among agencies and focus on making sustainable workforce gains. IN THE DOOR uses the Net Promoter Score (NPS) that measures the loyalty existing between a service provider and a consumer. The customer response and completes the NPS Survey. These survey results are reviewed weekly, and data is compiled every month to capture changes that can be made timely and efficient.

Our One-Stop Services are comprised of four important components:

1. Leadership amongst Partner Agencies;
2. Best Practices that are tailored to the Workforce Development Boards we serve.
3. Innovation in areas such as Assistive Technology and Kiosk Technology.
4. One-Stop Operations that focus on aiding customers.

Our One-Stop Operators perform several specific duties:

- Building Superintendent
- Customer Service Supervisor
- Coordinator of One-Stop Partner Services
- Develop and maintain the "Direct Linkage" portal
- Data Collection and Reporting
- Informal ADA Coordinator
- Evacuation / Emergency Team Leader

National Able Network

\$347,439

National Able Network (Able) is seeking support to provide services as described in the Request for Proposal for One-Stop Operator released on January 3, 2018. We are well-positioned to support the desired outcomes, in part because we are already working toward the same outcomes, and have a similar set of values and approaches. This, we believe, is the foundation for an excellent working partnership. This strong alignment of service acumen and core values is easily and seamlessly translated in the customer experience: job seekers receive consistent quality assistance, businesses are more inclined to become repeat customers, and partner efforts are harmonized because of a keen understanding of the value-add.

Able is pleased to share our expertise and resources to help fulfill the role of One-Stop Operator across LWA 10. Able has been providing workforce services to job seekers and partner organizations for 40 years, and serves its clients with a diverse array of specialized programs and services tailored to high-growth sectors and multi-barrier populations.

Able's mission is Preparing Today's Communities to Meet Tomorrow's Challenges through Education, Employment, and Opportunity. In pursuit of this mission Able provides Workforce Innovation and Opportunity Act (WIOA) services for thousands of job seekers and hundreds of businesses in both Indiana and Illinois each year. Able currently serves as the One-Stop Operator in LWA 5 (Kane, Kendall and DeKalb Counties), working closely with the Board and providing operational oversight of the area's comprehensive workNet Center and affiliate sites. Able also has experience as a regional operator for WIOA services in Indiana serving as the Board Executive across a 10-county region in the Southeastern portion of the state. Since 1996, Able has provided direct WIOA services to adults and dislocated workers, and has operated a number of one-stops and affiliate sites. Currently, Able operates two high-capacity one-stops and two affiliate sites collocated on community college campuses in Cook County, Illinois. In 2009, Able built Illinois' largest and most comprehensive workforce center in Chicago. Through a partnership with the Illinois Department of Employment Security, the local workforce development board, and community based partners, Able facilitates an inter-agency Continuous Quality Improvement Process at the 22,000 sq/ft center. The center, which served more than 50,000 individuals in the past year alone and more than 100,000 individuals annually during the height of the recession, is a model for effective public-private partnership, receiving customer satisfaction ratings above 96 percent every year since it opened.

National Able Network, Inc. looks forward to the opportunity to serve as the one-stop operator for the Workforce Board of Will County.

ResCare

\$400,000

ResCare Workforce Services (RWS) is an organization dedicated to advancing economies and helping communities thrive. We team up with local workforce groups to deliver a custom plan based on leadership, collaboration, innovation, and performance, which is backed by our commitment to work hard, do good in the community, and get better. We are excited about the possibility of providing One-Stop Operator services in Will County and executing on the region's initiatives that positively impact the members of the community.

RWS has nearly 50 years of experience providing workforce development services to individuals and businesses in local communities throughout the nation. Each year, we assist hundreds of thousands of people to overcome the barriers they face, gain the skills and education necessary to start on a career pathway relevant to their area, become financially resilient, and develop the social capital that allows them to be contributing members of their community through long-term employment. In more than 460 locations across 30 states, Washington D.C., and Puerto Rico, we collaborate with community organizations, training providers, workforce groups, and educational institutions to deliver services via a portfolio that is largely based on contracts funded by the Workforce Innovation Opportunity Act (WIOA), Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), and Job Corps. Additionally, we serve special populations through various local, state, and federal funding such as reentry programs, childcare systems, Medicaid eligibility determination, and more. In our nearly five decades of delivering workforce services, ResCare has remained focused on our mission and vision. While our company operates across multiple divisions, we share a Common Purpose: ***“To impact communities for the better, creating optimal environments for people in need of assistance, through attentive and quality service principles, so that they can live their best lives.”*** We breathe life into our purpose every single day through the team members we employ, the community focused culture we build, our quality management focus, and our continuous improvement processes that are designed to ensure we are living up to our commitment to the people we serve.

RWS is a One-Stop Operator in several programs across the nation. We been a market leader in workforce development programming across multiple pieces of legislation. RWS is eager to leverage our experience as a One-Stop Operator in 23 locations throughout the country to create stronger collaborative community partnerships, increase job seeker access to employment services and career opportunities, and enrich the job seekers' experience for all who visit a Will County One-Stop Center. Throughout our proposal, we discuss ways in which we can accomplish these goals.

Together with the Workforce Investment Board of Will County (WIB), RWS is confident in its ability to assist the region to live out its mission by aligning workforce with economic and community needs through our four optimization strategies: leadership, collaboration, innovation, and performance.

Workforce Services Division of Will County

\$265,464

The Workforce Innovation and Opportunity Act of 2014 (WIOA) provides an opportunity for local areas to create a customer friendly, demand driven workforce system that serves both job seekers and businesses. As the One-Stop Operator for the Workforce Center of Will County for the past three years, Workforce Services Division of Will County (WSD) has taken a leadership role in helping create a workforce center/system for Will County and seeks to continue in this role as the One-Stop Operator going forward.

This proposal outlines the work WSD has performed as the One-Stop Operator, on behalf of the Workforce Investment Board of Will County (WIB), and in collaboration with the WIOA Core Partners, and how we would continue to increase and expand the services offered at the Workforce Center of Will County:

- -Develop a continuation of service plan for the Workforce Center of Will County (WCWC);
- -Provide leadership in the integration and expansion of services to job seeker and business customers;
- -Enhance the referral system between the WCWC and offsite partners;
- -Promote the services of the Center to all customers through creative and effective outreach efforts;
- -Provide staff training opportunities that increase the capacity of WCWC staff to serve job seeker customers and business customers; and
- -Develop reporting processes that provide timely, meaningful information on WCWC activities and outcomes, in order to provide the WIB with the information needed to evaluate performance and perform their oversight responsibilities.

WSD looks forward to working with the WIB and local WIOA Core Partners to continue serving the workforce needs of job seekers and businesses.