**ATTACHMENT A**

**Scope of Services**

Pikes Peak Workforce Center (PPWFC) defines the basic role of the One-Stop Operator as an entity that will coordinate WIOA One-Stop Partners, and, at a minimum, will provide the following functions:

1. Establish and maintain linkages between all one-stop partners to review mission and value alignment; meet annually with partner stakeholders to reevaluate their priority for commitments in service coordination; facilitate conversations on data sharing and performance tracking between partners.
2. In a consultant role, will play a critical role in supporting the local workforce system to coordinate its diverse partners to achieve its service delivery vision. Be proactive in addressing partnership and system needs/issues.
3. Develop, collect, catalog and maintain all required Memorandums of Understanding (MOUs) and Inter-Governmental Agreements entered into by Pikes Peak Workforce Consortium Executive Board with mandatory partners and other entities for the purpose of maintaining a comprehensive One­Stop service delivery system in the Pikes Peak Workforce Center (PPWFC) workforce development area.
4. Act as point of contact to facilitate communication amongst partner agencies. Facilitate Strategic Doing sessions amongst workforce partners.
5. Monitor, track and evaluate MOUs as needed with input and oversight from the CEO/Executive Director of PPWFC. Convene MOU partners twice a year to ensure that the terms of each MOU are being meet. In partnership with Finance Manager, review and submit reporting regarding Infrastructure Cost Sharing agreements amongst mandatory WIOA partners.
6. Ensure compliance with all State and local policies and procedures relative to One-Stop System and One-Stop Center.
7. Stay abreast of new service organizations within the community, and, with input and oversight from the CEO/Executive Director of PPWFC, develop new partnerships in the workforce system and negotiate new MOUs as needed with organizations able to fill any service gaps identified by the CEO/Executive Director.
8. The One-Stop Operator will continue to develop a deep understanding of what the mandatory partners workforce services provision entails, and facilitate a discussion with all partners

in twice yearly meetings to: explore redundant processes that can be streamlined for better efficiencies and effectiveness; coordinate discussions regarding resource-sharing agreements among partners; provide a forum for solving issues and problems regarding service provision and customer access; discuss mechanisms to increase efficiency; determine ways to increase the quality of referrals among partners; determine ways to establish common eligibility intake; find agreed mechanisms for sharing of assessments;

look for ways to jointly staff shared customers, and other continuous improvement factors as identified by the CEO/Executive Director of PPWFC or the mandatory partners. The Operator will develop meeting agendas (in conjunction with PPWFC staff), meeting activities, facilitate meetings, and provide meeting notes.

1. The One-Stop Operator, in collaboration with WIOA Mandatory partners, may establish process maps that define how the one-stop partners will coordinate services to include at a minimum the cross-referral process, data sharing and common metrics to define success through the one-stop delivery system. The Operator, in coordination with the CEO/Executive Director of PPWFC, will establish agreements between partners to articulate continuous-improvement principles. The Operator will serve as needed by PPWFC as a facilitator between required one-stop partners and /or workforce partners to operationalize program coordination.
2. Support PPWFC in annual researching and may present Labor Market Information (LMI) data to the PPWFC Board that will help to determine key industries and targeted occupations for training.
3. Present to the PPWFC Board annually, in an overview of what the mandatory partners are responsible for and any improvements in service delivery, what duplication of services are happening and need to occur, what duplication could potentially be eliminated, metrics from each mandatory partner that demonstrates their outcomes (i.e., how many served , services provided, outcomes achieved).

WIOA mandatory partners for the Pikes Peak Region include the following:

* State of Colorado Division of Vocational Rehabilitation
* State of Colorado Jobs for Veterans State Grant
* State of Colorado Division of Unemployment Insurance
* Adult Education - Pikes Peak Regional Adult Education Consortium
* Adult Education - Pikes Peak Library District
* Department of Human Services - El Paso County
* Department of Human Services - Teller County
* Senior Community Service Employment Program - AARP Foundation
* Second Chance Act Grant
* Perkins Act - Pikes Peak Community College
* Pikes Peak Workforce Center
* WIOA Adult Program
* WIOA Youth Program
* WIOA Dislocated Worker Program
* Wagner-Peyser Act Program
* Trade Adjustment Assistance Act Program

1. The One-Stop Operator will assist in organizing, facilitating and serve as a neutral third-party member to existing and emerging sector partnerships. They will be trained in sector strategies and work with state organizations to help advance sector initiatives to support filling the talent pipeline in in-demand industries.
2. The One-Stop Operator will assist PPWFC in bringing together industry, K-12 school systems,

higher education, military, community organizations and other community stakeholders to align workforce efforts in the Pikes Peak Region.

1. Engage effectively in existing and newly developed Workforce Development Board (WDB) committees, taskforces and meetings where appropriate.
2. Upon request, assist staff with designing programs to meet goals of the WDB and Consortium Executive Board.
3. The One-Stop Operator will report directly to the Pikes Peak Workforce Center Executive Director and will provide a monthly report on the status of functions at a regularly scheduled meeting.

These functions and tasks are not all-inclusive. Others may be assigned or developed by the CEO/Executive Director of PPWFC (i.e., occasional staff training, LMI research) as necessary.