

WORKFORCE POLICY BULLETIN

DATE: April 28, 2005

TO: Contra Costa One-Stop Operator Consortium
ATTN: Operational Management

FROM: Bob Lanter, Executive Director
Workforce Development Board

SUBJECT: Coordination of Services

WPB #: #03-05

SUBJECT:

ADMIN

PLANNING

MARKETING

EEO/AA

MIS

FISCAL

OPERATIONS

RAPID RESPONSE

SPECIAL FILING: X

Purpose:

This Workforce Policy Bulletin serves to communicate the Workforce Development Board's policy regarding Coordination of Services.

In order to ensure effective use of federal funds in aligning the services of all mandated funded agency partners within the One-Stop Center, the Workforce Development Board inserted language in its RFP that clearly placed the responsibility for coordination with the One- Stop System Operator. This coordination reaches beyond the mandated partner programs to include WBDCCC contracted providers under supplementary grants and Youth providers who may be co-located at the One-Stop Career Centers.

Following is clarification of the Board's expectation for this coordinating role:

Policy:

It is the policy of the Workforce Development Board of Contra Costa (WDB) that the One-Stop System Operator will:

- Define and implement clear lines of communication among stakeholders regarding any specific issue under deliberation;
- Streamline work that is duplicative among agencies to minimize functions within the Center being duplicated by staff members of more one than agency that may be providing the same or similar functions for customers of the One-Stop system;
- Clarify outcomes that must be achieved by all programs represented within the One-Stop setting such that the outcomes of any become the general outcomes for all. All staff will contribute to the outcomes.
- Assess common processes that could be combined to create a more efficient system including, determining efficiency measures to support improved service delivery to customers and timely processes in general.
- Quantify time and cost savings that may result from re-structuring work including job development, assessment, targeted outreach, cross-referral, and other key work of the Centers.
- Practice inclusion to ensure contribution and buy-in of other partners and providers.

If you have any questions regarding this bulletin, please contact Linda Chandler at: (925) 646-5239.

cc: Linda Palmquist, WID Regional Advisor
Wendy Therrian, EHSD Workforce Services Director
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