

Professional Services Contract
One Stop Operator
Renewal and Modification 1

Contract dated 1/25/2018 between MJH Consulting and SkillSource is amended as follows:

1. Extend **Period of Performance** from December 31, 2018 until December 31, 2019 based on satisfactory performance.
2. Replace **Statement of Work** Exhibits A-1 and A-2 with Revised Exhibit A-1.
3. Replace **Budget** Exhibits B-1 and B-2 with Revised Budget Exhibit B-1.

**REVISED EXHIBIT A-1
STATEMENT OF WORK**

ACTIVITIES & RESPONSIBILITIES:

This professional services contract includes an estimated 500 hours of work plus travel and associated costs to coordinate partner accomplishment of the following objectives.

1. Monitor partners' compliance with Local One-Stop Guidance (LOGs)
2. Develop and implement Access procedures to ensure all customers are provided meaningful information about the full array of one-stop partner programs and services.
3. Coordinate partners to provide Seamless Service Delivery.
4. Collect and utilize feedback from business, seekers, and staff to improve Access and Seamless Delivery improvement.
5. Report to Workforce Board annually and SkillSource Executive staff semi-annually on Access and Seamless Delivery.
6. Visit each center quarterly to review Access and Seamless Delivery.
7. Prepare and present Application for Center Certification.

EXHIBIT A-2
MJH PROPOSAL RESPONSE TO RFP SECTION III:
OPERATOR RESPONSIBILITIES

Approach:

Describe your approach to performing each of the ten One-Stop Operator Responsibilities listed in Operator Responsibilities.

1. MONITOR PARTNERS' COMPLIANCE WITH LOCAL ONE-STOP GUIDELINES (LOGs):
 - Study and research pertinent MOUs, One-Stop Guidance, and Center procedures until fully knowledgeable with all aspects. Review the performance data and other qualitative tools to evaluate.

2. *DEVELOP AND IMPLEMENT ACCESS PROCEDURES TO ENSURE ALL CUSTOMERS ARE PROVIDED MEANINGFUL INFORMATION ABOUT THE FULL ARRAY OF ONE-STOP PARTNER PROGRAMS AND SERVICES:*
 - *Continue to observe and monitor current methods the Center uses to provide Access*
 - *Monitor the progress of the Navigator position in relation to enhanced customer service*
 - *Develop a short questionnaire to guide discussion toward continuous improvement for One-Stop activities in the Center.*
 - *Develop focus groups and short surveys to evaluate the extent of familiarity the job seeker has with services offered. Questions centering around their usage of social media, the Internet or other avenues would prove valuable; as well as how to reach residents living in remote areas without access to technology*
 - *Update the Resource Directory and other handouts to ensure job seekers have current information on the full array of programs and services*
 - *Research Orientation options to ensure customers are receiving current Partner information to meet their individual needs*
 - *System performance data and observations will provide the WDC and One-Stop partners with information necessary to develop system-wide objectives and strategies that address continuous Access improvement*

3. COORDINATE PARTNERS TO PROVIDE SEAMLESS SERVICE DELIVERY:
 - Communicate and educate Partners on their One-Stop obligation and responsibilities and continue to work together on best ways to create valued service delivery
 - Involve Partners with redesign of facilities to ensure Access and Seamless Service Delivery are at the forefront of facility improvements
 - Conduct regularly scheduled One-Stop Partner meetings with agenda items that directly affect continuous improvement of Seamless Service Delivery
 - Create training opportunities for Partner staff on various areas of Seamless Service Delivery

4. *COLLECT AND UTILIZE FEEDBACK FROM BUSINESS, SEEKERS, AND STAFF TO IMPROVE ACCESS AND SEAMLESS DELIVERY IMPROVEMENT.*
 - *Develop a short questionnaire for above stakeholders; compile information and follow up with a guided discussion toward improvement measures based upon findings
This would be on going*

5. *REPORT TO WORKFORCE BOARD ANNUALLY AND SKILLSOURCE EXECUTIVE STAFF SEMI-ANNUALLY ON ACCESS AND SEAMLESS DELIVERY*
 - *Submit an annual report to the Workforce Board on current state of Access and Seamless Delivery and plans for continuous improvement. Prepare a report semi-annual for the SkillSource Executive Staff on status and improvements toward Access and Seamless Delivery.*
 - *Participate at other WDC meetings and/or furnish additional One-Stop information at the direction of the WDC Executive Director*

6. *VISIT EACH CENTER QUARTERLY TO REVIEW ACCESS AND SEAMLESS DELIVERY*
 - *Schedule quarterly meeting times for the calendar year. Include a detailed agenda and discussion items for the meeting.*
 - *Track progress on improvement activities and other trainings, meetings or assignments that occurred between meeting times*
 - *Meeting times are designated to be flexible as need and circumstances dictate*

7. *PREPARE AND PRESENT APPLICATION FOR CENTER CERTIFICATION*
 - *Centers were certified in 2019.*
 - *Monitor progress of areas in Certification designated as needing improvement*
 - *Be aware of timelines and deadlines for continued Certification requirements*

**Attachment B-1
Budget Detail & Justification**

Instructions: Complete the budget summary for a 12 month period, allocated between Admin and Program.

	Expense Item	Admin	Program	Total
1	Salaries			31,900
2	Benefits			
3	Travel			4,893
4	Communications			372
5	Facilities			1,200
6	Office Supplies			135
7	Indirect			
8	Equipment			
9	Other			
	Insurance			1,500
	TOTAL			40,000

Budget Justification by Line Item

Instructions: Provide a narrative justification for each line item explaining how each cost is calculated.

Expense Item	Justification
Staff Salaries	Self-employed - rate \$50 per hour includes self-employment tax
Staff Benefits	
Staff Travel	Lodging 22 days at \$100 per day and 12 trips to Moses Lake (136 mi round trip) and Omak (190 mi round trip). Mileage rate is .535 per mile.
Communications	Cell phone base rate \$31 per month for 12 months.
Facilities	Shared office space, desk, computer and internet. \$100 per month for 12 months.
Office Supplies	One ream of paper \$5 and one printer cartridge \$36.

Equipment	
Indirect	
Other	Liability insurance - \$1,500 for 12 months.

**Attachment B-2
Estimated Cost by Responsibility**

Instructions: For each Operator Responsibility, list the annual fractional full time equivalent (FTE) estimated to accomplish the work. In addition, list the total annual cost estimated for each responsibility.

RESPONSIBILITY	ANNUAL FRACTIONAL FTE	COST
1. Perform an annual, in-depth, objective assessment of the service delivery and analysis of customer flow in each WorkSource Center from a quality assurance perspective.	32hr =.0154FTE	\$1,760
2. Evaluate the WorkSource Centers to ensure partners remain in compliance with the Memorandum of Understanding (MOU) as well as the Local One-Stop Guidance (LOGs) and corresponding Center procedures.	36hr =.01725FTE	\$1,980
3. Establish a methodology for measuring and ensuring services, including workshops, are of the highest quality and meet employee and employer demands.	24hr =.0115FTE	\$1,320
4. Report highlights, assessment findings and recommendations.	6hr =.002875	\$330
5. Utilize feedback from business, job seekers, and staff to drive continuous improvement.	32hr =.0154FTE	\$1,760
6. Provide recommendations for continuous improvement to maximize center efficiencies.	20hr =.0096FTE	\$1,100
7. In coordination with EO officer, ensure Centers' front end services are compliant with Equal Employment Opportunity (EEO) including assuring EEO posters and processes are in place.	16hr =.0077FTE	\$880
8. Participate in and report to SkillSource executive staff and Board on operations, performance and improvement recommendations as necessary.	192hr =.0923FTE	\$10,560
9. Visit each Center, monthly or quarterly, to track progress on improvement activities. In consultation with SkillSource, cadence and quantity of Center visits will be determined by essential improvements applicable in each Center.	212hr =.10191FTE	\$11,660

<p>10. Report to what extent customers are provided meaningful information about the full array of partner programs and services. Evaluate to what extent customers become familiar with the range of workforce development services.</p>	<p>68hr =.0327FTE</p>	<p>\$3,740</p>
<p>TOTAL</p>	<p>638hr =.3067FTE</p>	<p>\$35,090</p>