

Date: October 17, 2022

To: Wanda S. Page, City Manager
Through: Keith Chadwell, Deputy City Manager
From: Andre Pettigrew, Director, Office of Economic and Workforce Development
Subject: Durham Workforce Development Board, Workforce Innovation and Opportunity Act NCWorks One Stop Career Center Operations Contract – Eckerd Youth Alternatives, Inc.

Executive Summary

This memorandum outlines a recommendation to award the One Stop Career Center Operator services contract to Eckerd Youth Alternatives from July 1, 2022 to June 30, 2023, at \$100,000.00 to provide the NCWorks One Stop Career Center Operator service.

Motion

To authorize the City Manager to execute a contract with Eckerd Youth Alternatives, Inc. to provide uninterrupted NCWorks One Stop Career Center Operator services for Program Year (PY) 2022 (July 1, 2022 through June 30, 2023) for an amount not to exceed \$100,000.00.

Background

Approval of this contract will allow uninterrupted services to be provided to WIOA participants and other NCWorks clients.

As a result of the Request for Proposals (RFP) that closed on April 21, 2022, the Durham Workforce Development Board (DWDB) at their May 19, 2022 board meeting, approved the NCWorks Career Center Operator RFP Review Panel and DWDB Executive Committee's recommendation that Eckerd be awarded a contract to operate the NCWorks One Stop Career Center from July 1, 2022 to June 30, 2023, in an amount not to exceed \$100,000.00, renewable annually for up to two additional years based on performance.

It is recommended that Eckerd be awarded the contract to provide employment and training services for the NCWorks One Stop Career Center, to include the following:

- The requirement to partner with identified partner programs to promote the coordination of services on behalf of job seekers and businesses;
- Serve as a key role in supporting the coordination of Career Center services to promote an effective customer focused workforce system with a focus on continuous improvement;
- Assist in meeting and maintaining Center Certification requirements and goals;
- Ensure that the facility, services and partners are correspondingly branded as part of the NCWorks system;
- Monitor, record and provide a monthly report of center traffic and activities to Durham Workforce Development Board ("DWDB") staff;
- Implement DWDB standards and policies as required by DWDB staff;

- Ensure the provision of continual staff training and ensuring the North Carolina model of Integrated Service Delivery is being implemented.

Issues and Analysis

Eckerd will operate this Center program using proven sound and rational individual service strategies, incorporating both the Integrated Service Delivery (ISD) model and the principles of Human Centered Design (HCD) to deliver effective, high quality customer service. Funding considerations include:

- The current contract with NC Commerce Division of Workforce Solutions (DWS) for Career Center Operator services expired June 30, 2022.
- Upon critical review of RFP submissions, the NCWorks One Stop Career Center Operator RFP Review Panel determined that Eckerd would provide the most comprehensive and cost effective approach that aligned with the goals and objectives of the Durham Workforce Development Board, as well as the City of Durham's Shared Economic Prosperity strategic objectives.
- The Durham Workforce Development Board recommends to contract with Eckerd to provide career support and advisory service to WIOA and non-WIOA eligible clients seeking employment and skills-building. By utilizing the ISD model with a HCD focus, Eckerd will ensure that Durham residents receive optimal service support.

Alternatives

The City Council could reject the recommendations of both the RFP Review Panel and the Durham Workforce Development Board and elect not to enter into this new contract with Eckerd, leaving the City and the Durham Workforce Development Board without a provider for the services outlined in the background section for the One Stop Career Center Operations or forcing the City to negotiate the extension of the contract of the existing contractor to directly manage the operations until a new provider can be identified. If another provider is not identified, this would require the Durham Workforce Development Board staff to directly manage the center operations, which is inconsistent with the language in the federal Workforce Innovation and Opportunity Act that states that Workforce Innovation and Opportunity Act services should be provided under contract or voucher.

Financial Impact

The cost of this contract originates with WIOA allocated funds specifically provided for this purpose through the NC Department of Commerce to the City of Durham, as the fiscal agent for the Durham Workforce Development Board, and will have no impact on the City's general fund.

Equal Business Opportunity Summary

This item represents the execution of a federally funded program, which underwent a RFP process that was reviewed and approved by the Finance Department for compliance with the Ordinance to Promote Equal Business Opportunities in City Contracting.

Contractor Workforce Diversity & Hiring Practices

Due to the nature of this agenda item, obtaining Contractor Workforce Diversity & Hiring Practices information is not applicable.

Attachments

1. NC WORKS CAREER CENTER PY22 CONTRACT