

LETTER OF INTENT

TO: All Potential One-Stop Operators for **Buncombe, Henderson, Madison and Transylvania County**

FROM: Nathan Ramsey, Director, Mountain Area Workforce Development Board

DATE: February 24, 2025

SUBJECT: Letter of Intent (LOI) -- One-Stop Operators

Mountain Area Workforce Development Board is currently accepting letters of intent from entities to serve as one-stop operators for the local certified NCWorks Career Centers in **Buncombe, Henderson, Madison and Transylvania** Counties.

Background. The Workforce Innovation and Opportunity Act (WIOA) requires the one stop operator to be selected through a competitive process. A WIOA service provider may be the one stop operator; however, there must be firewalls in place to ensure that the operator is not conducting oversight of itself as a service provider. The concept of firewalls is to ensure that job seeker and employer customers both perceive and receive counsel and information that is not biased toward any specific organization(s). This issue can arise in perception and in reality, whenever an organization that operates education or training services also operates an NCWorks Career Center. Therefore, proper internal controls and firewalls must be in place to ensure that the entity, in its role as one stop operator, does not conflict with its role of service provider.

Purpose. Mountain Area Workforce Development Board is seeking letters of intent for the purpose of selecting organizations with the capacity and expertise to design, administer and implement an innovative and compliant system of one-stop workforce development services for the benefit of business and job seeker customers as designated One-Stop Career Center Operators.

Timeline. Mountain Area Workforce Development Board will release this request for letters of intent on February 24, 2025 for interested entities. The deadline for submission of LOI is 12:00 PM EST on April 22, 2025. The initial period of performance is from July 1, 2025, through June 30, 2026. A fully-executed contract must be in place within the first 30 days of the contract period. Mountain Area Workforce Development Board anticipates no more than \$50,000 will be available for the One-Stop Operator in Buncombe, Henderson, Madison and Transylvania Counties.

Scope of Project. The One-Stop Operator will be expected to:

- Coordinate service delivery among partners
- Manage hours of operation
- Manage partner responsibilities as defined in the Memorandum of Understanding
- Coordinate services for businesses and individuals through an integrated service delivery infrastructure to better meet their needs
- Ensure basic services such as orientations, information on careers and labor markets, and resource rooms are provided
- Follow federal, state, and local area regulations/policies concerning handling of EEO responsibilities, customer complaints, and physical and programmatic accessibility

- Follow appropriate North Carolina Division of Workforce Solutions Policy Issuances
- Follow and implement Regional Partnership WDB Local Area Issuances
- Report to the Mountain Area Workforce Development Board, as required
- Ensure staff/partners of the NCWorks Career Center receive necessary training in customer service, use of the NCWorks Online system, and partner agency services
- Offer demand-driven resources to the public
- Use employer, customer, and staff feedback to drive the model
- Make decisions/develop strategies based on data and successful practices

Priority Populations. WIOA requires states, Workforce Development Boards, and One-Stop Career Centers to connect supports and services for priority populations that lead to long-term employment and outcomes for individuals seeking services, especially those with significant challenges to employment, including:

- Unemployed insurance claimants
- Youth and adults with disabilities
- Veterans
- Low-income residents
- Returning citizens
- Older workers
- Out of school youth

The Career Center will also work closely with local businesses, particularly those in the manufacturing, healthcare, hospitality and technology industries. Additionally, the Career Center will collaborate with partners including community-based service agencies, community colleges, and local and state government.

Organization Qualifications. Who may be a One-Stop Career Center Operator? Eligible entities include [WIOA Section 121(d)(2)(B)]:

- A public, private, or non-profit entity, or
- A consortium of entities that must include at least three (3) or more required one-stop partners located in the local area

It CAN be:

- An institution of higher education
- An employment service State agency established under the Wagner-Peyser Act [29 U.S.C. 49 et seq.] on behalf of the local office of the agency
- A community-based organization, nonprofit organization, or intermediary
- A private for profit entity
- A government agency
- Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization

It CANNOT be:

- An elementary or secondary school, or
- Staff of the local workforce development board

LOI Guidelines and Requirements. Interested agencies shall complete, sign and return their Letter of Intent (sample at Attachment A). The LOI will be considered complete when the following areas are addressed:

- The county(ies) to be served
- What type of organization is intending to bid
- Where the agency, or consortium is located
- Proposed cost to perform the expected duties as the one stop operator
- Acknowledgement that the period of performance is July 1, 2022, through June 30, 2023. The period of performance may be extended by the mutual consent of the parties up to four years.
- The LOI is signed by the authorized signatory for the agency/consortium
- The completed and signed LOI is received at Mountain Area Workforce Development Board by the required time/date.

Contact Information. Completed Letters of Intent should be received by:

Nathan Ramsey, Director

Mountain Area Workforce Development Board

339 New Leicester Highway, Suite 140

Asheville, NC 28806

5:00 PM EST on April 29, 2022

SUGGESTED FORMAT FOR LETTER OF INTENT

Name and address of Agency Submitting an Intent to Bid:

Date: _____

Nathan Ramsey, Director
Mountain Area Workforce Development Board
339 New Leicester Highway, Suite 140
Asheville, NC 28806

Dear Mr. Ramsey:

This letter indicates our intent to bid to serve as the One-Stop Operator for the NCWorks Career Center(s) in the following county(ies):

- Buncombe County Henderson County Madison County Transylvania County

We have checked the following box that most appropriately describes our organization.

- | | |
|--|---|
| <input type="checkbox"/> An institution of higher education | <input type="checkbox"/> An employment service State agency established under the Wagner-Peyser Act on behalf of the local office of the agency |
| <input type="checkbox"/> A community-based Organization | <input type="checkbox"/> A nonprofit Organization |
| <input type="checkbox"/> A private-for-profit entity | <input type="checkbox"/> A government agency |
| <input type="checkbox"/> Another interested organization or entity | <input type="checkbox"/> A consortium of 3 or more one-stop partners |

We propose a cost of \$X.XX to perform the expected duties as the one stop operator.

We acknowledge that the period of performance is July 1, 2022, through June 30, 2023.

Sincerely