

**WORKFORCE DEVELOPMENT COUNCIL OF SEATTLE-KING COUNTY
MEMORANDUM**

| | |
|-----------------|--|
| TO: | Finance and Administration Committee |
| FROM: | Bryan Pannell, Director of Performance and Sector Partnerships |
| DATE: | February 2 nd , 2024 |
| SUBJECT: | Operator Team Transition and Progress |

SUMMARY

The WDC released a Request for Qualifications (RFQ) for the One Stop Operator (OSO) for our local workforce development area in March 2023. Through that RFQ process, a new OSO was selected, Career Path Services. Career Path Services is headquartered in Spokane but has teams around the state of Washington performing a variety of WorkSource system services, ranging from case management to One Stop operations. They have 53 years of experience working in these types of roles. They have historically worked in some of the smaller population areas of the state but have expanded into the Puget Sound area over the past few years.

Taking over the workload of the OSO is not a simple task. It requires a team of experts in the various functions of system operations. These tasks include, but are not limited to:

- Managing the Seattle-King County WorkSource system and its many locations as a holistic system
- Being the hub of communication for the system
- Providing staff training and managing the system’s learning management system (LMS)
- Collaboratively implementing innovative strategies and processes designed to augment the customer’s experience and outcomes

STATUS AND UPDATES

The transition from one contractor to another is often difficult, but this was not the case for the OSO contract. The team with Seattle Jobs Initiative (SJI), the previous contractor, performed a very thorough turnover to the new Career Path Service team. SJI was given a one quarter extension to make the transition easier. Career Path Services hit the ground running. Their contract officially began on July 1, 2023. In just seven short months, they have already had a significant impact on our WorkSource system. A few of the highlights include:

- Staffing of a full team, including a Training and Curriculum Coordinator, an Outreach Coordinator, and an Integrated Service Delivery Director

- **July – September 2023:**
 - Onboarded and trained with the previous OSO
 - Learned current system tools and learning management system
 - Reviewed all WorkSource Site Certification applications, system priorities and goals
 - Conducted in-person site visits to all WorkSource Centers and Affiliates
 - Met with system partners to introduce the new team and assess system needs
- **October – December:**
 - Rolled out the innovative launch of the UniteUs referral platform, allowing case management staff to easily find and make needed client referrals for resources in and outside of the WorkSource system
 - Conducted 17 in-person visits to WorkSource Connection Sites to assess needs and avenues of support for these vital community partners
 - Provided onboarding and supervision to Washington Service Corps interns stationed at WorkSource Auburn and Rainier. These interns assist clients in resource rooms and workshops but are also focused on helping customers with digital literacy barriers
 - Initiated WorkSource site and system agreements
 - Assisted with Equal Opportunity reviews and monitoring
 - Published regular resource digests for system staff

The OSO team has made significant progress in a very short time, and they are just getting started. There are more projects on the way in the next few months that will aid staff across the system to serve customers more effectively:

- A complete overhaul and redesign of the staff learning and communications hub to bring an outdated platform up-to-date.
- Networking events for Connection Sites staff to meet and find paths to collaborate with WorkSource Center/Affiliate staff for client referrals
- Develop opportunities for Connection Sites staff to pursue the Certified Workforce Development Professional certification

We are excited to see how this work will develop and to pursue more innovative ways to facilitate the work of system staff.