

**BRIAN HENSGEN**  
(217) 304-2761  
BRIAN@AJCWORKS.COM

CONSULTATION PROPOSAL

---

COORDINATION OF ONE  
STOP OPERATION IN LWIA 17

3015 PARK HAVEN BLVD  
DANVILLE, IL 61832

# COORDINATION OF ONE STOP OPERATION

---

## WORKFORCE INNOVATION AND OPPORTUNITY ACT BACKGROUND

---

The Workforce Innovation and Opportunity Act (WIOA) and its implementing regulations require Local Workforce Innovation Boards (LWIBs) to use a competitive process for the selection of a One-Stop Operator in each local workforce area. Once the Operator has been designated, on-going compliance monitoring is required by the WIB to ensure that the Operator is completing all required and contractual tasks as outlined in their proposal. Due to the fact that the Champaign County Regional Planning Commission (CCRPC) currently provides WIOA Title I services, Staff to the Workforce Innovation Board (WIB), and is a part of the One Stop Operator Consortium, my proposal allows for an independent contractor to conduct impartial assessments of the ongoing implementation strategies and projects of the East Central Illinois Worknet on behalf of the Workforce Innovation Board. Additionally, this proposal creates a firewall that eliminates any real or perceived conflict of interest as well as ensuring the transparency of the One Stop Operators progress, possible best practices and potential challenges will regularly be shared with the Workforce Innovation Board and all necessary Committees.

---

## REQUIRED TRAVEL AND MEETING ATTENDANCE

---

1. Facilitate OSO partner meetings through June 2023 to lead in the development, implementation, and management of a One Stop system that will be data driven.
  2. Attend Workforce Innovation Board and CEO meetings as necessary through the contract to report on the One-Stop Operation including, but not limited to performance and implementation progress.
- 

## COORDINATION OF ONE STOP OPERATION

---

This proposal is to assist the selected One Stop Operator(s) with consulting and integration services in LWIA 17. My proposal includes services from January 1, 2023 through June 30, 2023 and includes the following services:

- Facilitate all partner meetings from January 2023 through June 2023 in person or via Zoom
- Assist in the efforts to strengthen the current local delivery system, including meeting with partners to discuss implementation challenges of the current structure. Review and recommend modifications to the local delivery system including the Memorandum of Understanding.

- Manage a data collection system for One Stop visitors to assist with program offerings and services. Valuable data will be shared with all MOU partners, WIB and the One Stop Certification team.
- Manage the Common Referral System for all MOU partners. All referrals will be entered into a system that will allow for monitoring of usage and progress as well as ensuring that all referred clients are receiving information from a partner to allow the client to make an informed decision. A strong referral system is essential to holding partners accountable for service integration and will also be useful center certification.
- Survey and monitor databases and WorkNet Center traffic on customer satisfaction, service quality and timeliness, staff knowledge, center cleanliness, and access to quality equipment, and assistive technology. Share results regularly with partners, the WIB, and CEOs as necessary.
- Work with Center tenants to ensure a safe and coordinated effort is utilized to re-open the WorkNet Center with visitor and employee safety being a priority.
- Assist LWIA 17 with One Stop Certification as required by DCEO.
- Ensure compliance with marketing and outreach materials to improve customer awareness, including local businesses for all partners.
- Monitor the implementation of additional access points throughout the five county workforce area to ensure WorkNet career services are more accessible to underserved populations throughout the workforce area.
- Ensure active involvement of all partners in the workforce development system to enhance cooperation and coordination, and eliminate any possible duplication within the system to maximize community resources.
- Assist in the compliance of federal, state, and local policies relative to the Illinois WorkNet Center/American Job Center.
- Review all reports with the partners monthly to ensure that all partners are kept informed.
- Submit reports, as needed, to the Workforce Innovation Board, CEOs, and management staff of the Champaign County Regional Planning Commission to include data that will highlight strengths, concerns, and ensure accountability.
- Assist with the Service Integration project as required by the DCEO interagency team.
- Additional technical assistance available on mutually agreed upon projects related to the coordination of successful One Stop Operation.

**Proposal Amount:**

**\$24,000**

Once signed, the contract extends Brian Hensgen to serve as a consultant to LWIA 17. This agreement does NOT replace any of the agreed upon partner responsibilities in the LWIA 17 Memorandum of Understanding, including the coverage/staffing of the resource room. This agreement is designed to strengthen the current system, a system that is useful to all partner agencies through June 30, 2023. Acceptance of this proposal allows the contractor to utilize copy machines and paper for printing meeting packets or reports at any of the offices affiliated with the Champaign County Regional Planning Commission and the LWIA 17 East Central Illinois Worknet Center, if needed throughout the agreement.

Each payment is to be paid monthly by the 15th of each month, or next business day if on a weekend, over 6 months through June 30, 2023. Each payment will be in the amount of \$4,000.00 beginning Jan. 15, 2023. The proposed amount includes any and all Direct Costs associated with the successful completion of all duties outlined in this proposal. No additional costs will be charged to any party associated with this contract as outlined in the 2022-2023 MOU Budget.

Any potential extension of this contract should be formalized prior to June 15, 2023.

The contract terms are accepted and binding only after both parties have signed this agreement.



Brian Hensgen  
Consultant

12/12/22  
Date

*Elizabeth Murphy* 12-8-2022  
Elizabeth Murphy Date  
CCRPC