

## **One-Stop Job Service Operator**

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## **Executive Summary**

The South Dakota Division of Field Operations, under the South Dakota Department of Labor and Regulation (SDDLRL) proposes to be the One-Stop Operator for the State of South Dakota and to enhance the workforce development system by focusing on a fully coordinated and integrated customer service strategy amongst all the partners under the Workforce Innovation and Opportunity Act (WIOA).

The Division of Field Operations is responsible for the SDDLRL local offices in communities across the state and has for decades. Its mission is to achieve a skilled workforce contributing to economic development by efficiently and respectfully serving businesses, job seekers, and community partners through innovative workforce development solutions and serving as an information resource. Services will be made available statewide.

These funds would assist in providing the wages for the Division of Field Operations Director over the proposed timeline. Wages for the local office staff would be provided by other resources.

There has been a shift of how services are now provided over the last two years. Due to budget constraints Field Operations has implemented a statewide model of providing services with many of them being virtual.

Staff work in Teams that are specific to focus on one program. The staff on these Teams are located throughout the state, but not necessarily located in every local office, so an emphasis has been to have virtual appointments. Also, not all offices are open to walk-in traffic.

The five offices open to walk-ins are Huron, Rapid City, Sioux Falls, Watertown, and Yankton. The staff in these offices also meet with individuals virtually statewide.

Staff in offices in Aberdeen, Mitchell, Pierre, Spearfish, and Vermillion almost exclusively have virtual meetings with individuals anywhere in the state. Individuals that have virtual appointments and need to use DLR computers within these communities can come into these offices by appointment also.

The Teams, listed below include leadership from Program Specialists and Team Managers:

- Employment Services – meet with all job seekers to assist them with their needs, which may include making a referral to another Team or specific programs
- Adult Pro – serving eligible individuals ages 18 and older
- Career Launch – serving eligible youth ages 14-24
- RESTART – serving individuals on Reemployment Assistance
- LIFT – serving individuals for the work portion of those on the Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP)
- JVSG (Jobs for Veterans State Grants) – assist eligible veterans with Career Services.

- Business Services – meeting with businesses regarding their workforce needs, also includes job fairs (in-person and virtual), providing workforce knowledge online events, and completing federal required housing inspections for the Foreign Labor Certification for agriculture jobs.

Whether in-person or by phone, job seekers are scheduled an appointment to meet with a member of the Employment Services Team. During that initial appointment it is determined if they will continue to work with that staff person themselves or if the individual is eligible then to make a referral to another Team.

Every year staff are trained to assist job seekers and employers with their employment needs by providing dedicated career services. Resources are available for both job seekers and employers. These resources help job seekers identify opportunities, prepare for interviews, and obtain productive employment. They also help employers locate and hire the workers they need to grow their organizations and businesses.

Title I (Adult, Dislocated Worker, and Youth) and Title III (Wagner-Peyser) programs are available along with Jobs for Veterans State Grant (JVSG), State Reemployment Assistance Compensation, and the work component of the Temporary Assistance to Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) programs.

The local office managers not only oversee their office but are also assigned as a Team manager implement the programs to provide the services to job seekers, employers, and to work with the other core and required partners.

The SDDL staff work with employers to review work-based learning opportunities for in-demand occupations. Job seekers may get updated skills to meet the changing needs of the workforce.

In working with partners communication continues to be the key. Establishing a plan/process of contacting businesses needs to be made, so that each partner has an opportunity or is aware of the contact with the job seeker or business. This way each partner will have the opportunity to share how they may be able to best meet the needs of both.

SDDL staff provide guidance to assist with job seekers and can make referrals to training. When skill gaps are identified, job seeker training needs can be addressed and paired with transferable skills of job seekers. SDDL also provides assistance on self-service tools and shares best practices for successful recruiting using the online system.

The Division of Field Operations will continue to partner with its Title II providers and continue to support existing work-readiness initiatives and workplace literacy projects.

The partnership continues with Education and training providers. The technical schools are currently eligible training providers in the state. Build Dakota, a scholarship

opportunity for people to receive a two–year degree for no cost, is being provided through Education with SDDLRL being a partner.

WIOA core (Titles I and III) and partner programs work closely with job seekers wanting education/training at the State's colleges and technical schools. Teams have established working relationships for assisting job seekers register for training, for vouchering for training assistance funds, and support services. DLR and GOED publicize high growth areas and encourage job seekers to consider the information as their partner in their employment plan development.

Given the historic partnership and collaboration in South Dakota amongst Titles I–IV, the expectation exists whereby both referred individuals and co–enrolled participants can work with a host of eligible training providers,

The Registered Apprenticeship program (Start Today) will be utilized to offer broad–based skills and career development required for employees to achieve employment security and workplace productivity. Educational institutions, including joint labor–management skill training partnerships will be able to provide expertise on instructional methods, credentials, and skill certifications.

Local offices currently work with their local/regional/state economic development entities. Staff can provide labor market information and meet with potential businesses that may want to relocate or looking at expanding their current business.

The Division of Field Operations local offices currently are co-located or provide direct linkage to the following:

- Provide career services
- Title I (Adult, Dislocated Worker, and Youth) programs
- Title III (Wagner-Peyser) program
- Trade Adjustment Assistance program
- Temporary Assistance to Needy Families (TANF) work component
- Supplemental Nutrition Assistance Program (SNAP) work component
- Title IV (Vocational Rehabilitation) programs
- Established relationships with Title II, Registered Apprenticeship, economic development, and career technical education

SDDLRL staff provide:

- Career Services
- Use the data management system for registering and enrolling individuals
- Work closely with the labor market information center.

Customer service (to job seekers and businesses) is the goal and by knowing the services of partners will only benefit that customer. It also makes it that no one entity must be the expert in everything but allows connections for those customers.

## **Detailed Response**

### **3.1 One-Stop Operator**

The South Dakota's Department of Labor and Regulation's Division of Field Operations, through the local offices located statewide, will provide the services required as the One-Stop Operator. These services will include providing assessments and in-depth interviews to assist in writing employment plans (types of barriers to be overcome and to establish goals, and timelines), leading to discussions regarding career pathways towards achieving a career. Currently there are five One-Stop Centers (local offices) that meet the WIOA definition of a comprehensive One-Stop Center. The remaining five offices are considered as affiliated One-Stop Centers.

Staff will be able to identify targeted populations and understand those that have priority of services: recipients of public assistance, other low-income individuals, individuals who are basic skills deficient, displaced homemakers, and veterans.

The following will be provided for all job seekers:

#### **A. Career Services:**

Basic career services will be made available and will include the following:

- Determination of whether an individual is eligible to receive assistance from the adult or dislocated worker program
- Outreach, intake and orientation to information and other services available through the one-stop
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities, and supportive service needs
- Labor exchange services to include job search and placement assistance
- Provide referrals to and coordination of activities with other programs and services
- Provide workforce and labor market employment information including job vacancies, information on job skills necessary, and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs
- Provide information relating to the availability of supportive services or assistance
- Provide information and assistance to individuals seeking assistance in filing a claim for unemployment compensation
- Assist in establishing eligibility for programs of financial aid assistance for training and education programs

Individualized career services will also be made available to an individual to obtain or retain employment. These will include:

- Comprehensive and specialized assessments of the skill levels and services; may include a Career Interest Survey or Key Train
- Develop an employment plan to identify the employment goals, achievement objectives and a combination of services to achieve their employment goals - this includes documenting needs and services that may be needed; will also document various goals for that individual to work towards
- Group Counseling - conduct various degrees of job counseling. An example of this would through the in-person virtual workshops for Job Search, financial literacy, and Bring Your “A” Game for soft skills
- Individual Counseling - every Title I and Title III participant will be case managed and provided guidance towards training or employment
- Career Planning - This is completed in various methods; it will start with assessments (interest), also available is Key Trains and Work Keys (NCRC) which can assist them in determining the types of occupations they have the skills for possible training
- Short-term pre-vocational services – Job Search online workshops are held to provide guidance in job seeking skills. This includes networking, completing applications and resumes, interviewing skills through Big Interview (online resource), and how to retain employment. Also referring individuals to the Bring Your “A” Game to Work, which discusses soft skills
- Work Experiences that are linked to careers – staff can provide work experiences that will be able to assist individuals in careers of their interest. Work Experiences are typically for individuals that have no work history or a poor work history and need an opportunity to prove themselves in a work setting. Staff may offer to pay a job seeker’s wage for a length of time (no more than 200 hours for Adults and Dislocated Workers, 432 hours for Youth) if the business agrees to provide supervision and guidance during the hours
- Financial literacy services - the local offices will arrange/refer individuals to financial literacy classes that are provided online/virtually for no cost
- Out-of-area job search assistance and relocation assistance – funding may be available for gas and/or lodging to assist individuals that are seeking appropriate employment beyond the commuting area (more than 50 miles one way). If someone needs to relocate for appropriate employment assistance may be provided in renting a truck or assisting with gas for the move.
- English language acquisition and integrated education and training programs – referrals will be made to appropriate entities, mainly the local Adult Education and Literacy (AEL) partner to provide the English language acquisition with the local office assisting in training programs as needed.

Follow-up services will also be provided – staff will provide these services which may include counseling regarding the workplace for up to 12 months for those that are placed in unsubsidized employment. Incentive funds are available to assist Youth in the follow-up period.

Partner with TANF program – The TANF work portion is provided through an agreement with the Department of Social Services so individuals in TANF will be provided case management and the same services as any job seeker.

## **B. Access to Employment and Training services:**

Staff will be able to provide the training service options to eligible participants.

Training services that are available will include:

- occupational skill training
- on-the-job training
- incumbent worker training
- programs that combine workplace training with related instruction
- training programs operated by the private sector
- skill upgrading and retraining
- entrepreneurial training
- job readiness training in combination with other services
- AEL or ESL in combination with training
- customized training
- non-credential training

Training will be conducted with partners of the one-stop which will include businesses, post-secondary institutions, and other appropriate providers to conduct the training. Providers of the training need to be on the Eligible Training Provider List (ETPL).

Adult and Dislocated Worker funds will continue to be available to assist with employment and training activities for eligible participants. This will include the training services above (Section B.) and will also include:

- Customized screening and referral qualified participants to employers
  - Certain services will also be made available to local employers, including specific labor exchange activities and labor market information. Staff will establish and develop relationships and networks with large and small employers.
  - South Dakota employers use the online system, SDWORKS, to post job listings, search resumes for qualified candidates, review labor market information and market trends. SDDLRL staff provides facilitated self-help to employers, who telephone into the local office and need coaching to access online services. SDWORKS currently allows the vendor to list jobs that are added to SDDLRL's internal job listing, which provides great

advantages for employers. Employers who list job openings on a corporate website will automatically have their positions listed in SDWORKS and will not have to re-enter job order information.

- Customized employment-related services to employers.
  - It is our intent to work more closely with businesses to have them tell us what credentials are possible. Local offices, along with our partners, will be contacting high-demand businesses to meet with them to discuss the types of career pathways available within their industry. This may mean an informational interview or a tour of their facility to see what they do. Not only does it educate us it also shows businesses that we are wanting to partner with them in meeting their needs.
- Customer support to enable individuals with barriers to employment and veterans, to navigate among multiple services and activities for such populations
- Technical assistance regarding the provision of services to individuals with disabilities
- Employment and training activities provided in coordination with:
  - Child support
  - Cooperative extension programs
  - Activities to facilitate remote access to services, including access using technology
- Training programs for displaced homemakers and for individuals training for non-traditional occupations; and
- Activities to provide business services and strategies that meet the workforce investment needs of area employers, as determined by the Workforce Development Council.

### **C. Identify as the American Job Center**

Local offices currently identify as an American Job Center through electronic resources, printed materials, and facility signage.

### **D. Provide workforce and labor market information:**

Staff have access and can provide specific information regarding labor market and/or will provide an employer with the website ([www.dlr.sd.gov](http://www.dlr.sd.gov)) or how they can also review information they may be seeking.

South Dakota's Labor Market Information Center (LMIC) provides labor market information in the state. The LMIC department provides labor market information for use in business and economic purposes. Job reports, unemployment rates, and wage reports consist of a few of the services that staff provide to help businesses make more informed workforce decisions.



**E. Provide physical and programmatic accessibility to individuals with disabilities.**

Offices are reviewed regularly to ensure that individuals with disabilities have physical access to offices and programmatic accessibility to include accommodation that may be needed.

**F. Provide access to programs and activities carried out by the One-Stop partners**

- Currently the local offices have WIOA Title I (Adult, Dislocated Worker, and Youth) and Title III (Wagner-Peyser) services/programs available.
- Local offices will meet on a regular basis with their local partners. These partners, depending on the community will vary somewhat, but may include WIOA Title II (AEL) and Title IV (VR), continuing technical education, Native American programs, housing, migrant seasonal farmworker program, and Job Corps. Also, those programs currently under the South Dakota Department of Labor and Regulation will continue as partners and include Reemployment Services, Trade Assistance Act (TAA), TANF, and Vets programs.
- The core partners will strive to build new sector partnerships and strengthen existing partnerships with employers to increase work-based learning experiences, such as paid work experiences and registered apprenticeships that provide job seekers with the skills and credentials necessary to secure employment and advance in their jobs.
- Title IV (VR) entities may expend funds to provide training and technical assistance to employers regarding the employment of individuals with disabilities.
- Vocational rehabilitation offers individualized services that include transition services that facilitate the transition from school to post-secondary life, as well as the vocational training itself. The provision of pre-employment transition services such as the Youth Leadership Forum through vocational rehabilitation will further prepare youth with disabilities for post-secondary education.
- In line with one of our strategies, designing education and training programs to address workforce needs and to respond to high demand economic sectors in South Dakota, the vocational rehabilitation agencies in South Dakota will work with businesses and providers to develop a training and placement program for people with disabilities.
- The Governor's Office of Economic Development (GOED) serves as a resource to explore expansion of primary job opportunities for all South Dakotans. They are also a resource for expanding existing businesses, fostering new businesses and facilitating business succession. Recruitment of out-of-state businesses offer new options for job seekers with a focus on seven targeted industries: value-added agriculture, livestock development, precision ag, bioscience,

manufacturing, cybersecurity, and national security. The office works closely with community economic development corporations to expand and diversify the state's industry and economy.

- A partnership with the libraries statewide is currently being established so that customers have another technology resource to meet with SDDL staff virtually.

Customers can access programs and services during regular business days: Monday-Friday, 8am-5pm. At a minimum direct linkage through technology to program staff to provide access to programs and services are available.

### **3.2 One-Stop Operator Services Solicited:**

- a. Coordinate the service delivery of required One-Stop partners and service providers, including virtual services.

The Division of Field Operations, via the local office staff, will provide career services and partner with others to ensure that appropriate services, including training, are also provided virtually. With our data system, SDWORKS, job seekers can access information (job listings) via our website. Also on the current website is information regarding the services, including online services, that are available.

- b. Coordinate reception and initial registration services for all customers

Staff have and will continue to provide the registration of all job seekers. When a job seeker seeks assistance and if they are not currently registered, they may be directed to a public computer and assisted on the registration process. Most will get an appointment to work with a staff member either virtually or in-person where they can also get registered. Customers will be encouraged to get registered prior to their appointment.

- c. Implement agreements or Memorandum of Understanding (MOU) with One-Stop partners.

The Division of Field Operations will facilitate the collaboration of the One-Stop partners with agreements or MOUs.

- d. Coordinate One-Stop partner and service providers across the One-Stop delivery system on a statewide basis.

This is currently happening within the local offices. Examples include meeting with partners on a regular basis and providing information regarding various service providers. This may include support services, work experience, on-the-job training, skill trainings (short-term or for up to two years). This will also include online or virtual services and workshops available to anyone.

- e. Provide for effective allocation of staff among all the One-Stop Centers.

This is reviewed, at a minimum, on a yearly basis to be the most effective. Statistical analysis and performance measures will be reviewed to determine staff allocation. Each time a new opening occurs through retirement or resignation the need for that position for that local office are reviewed.

- f. Develop processes to ensure that all customers receive appropriate, timely, and effective Career services.

There are current policies in place that include what are Basic Career Services and what are Individualized Career Services. The goal is that customers meet with a staff person within five business days.

- g. Develop and implement a formal referral process for services within and outside of the One-Stop.

Currently there is a referral process that has been implemented for direct referrals within and for outside partners (AEL and Vocational Rehabilitation) to make for the appropriate program. This continues to be updated/reviewed as needed.

- h. Provide reports as required by the SDWDC.

The Division of Field Operations will comply with any information asked for by the SDWDC. Under the current data management system (SDWORKS), a variety of reports can be obtained to be reviewed by the SDWDC.

- i. Actively participate with required One-Stop partners to integrate services in the One-Stop Career Centers.

This is currently being done with Title I and Title III as they share the same data management system, and both are under the SD Department of Labor and Regulation. The integration of services for Title II and IV is occurring with the integration of the data needed to be reported.

The Title II Program and its sub-grantee providers will work with the other core programs and the required One-Stop partners to articulate Career Pathways, stackable credentials, and Title II's responsibilities thereof.

SDLR and Title IV, vocational rehabilitation programs, have a cooperative agreement in place to address transition services for youth with disabilities. The agreement presents a common policy and conceptual framework for addressing interagency transition planning at the local level, thus ensuring that youth with disabilities have access to the services and resources needed to enter adult life (and the world of work) successfully. Cooperating agencies benefit from maximum coordination of services,

more efficient utilization of agency resources, increased service options, and improved interagency communication. The following organizations are included in this agreement: Department of Education, Division of Curriculum, Career and Technical Education and Special Education programs; Department of Human Services, Divisions of Developmental Disabilities, Rehabilitation Services and Service to the Blind and Visually Impaired; and Department of Social Services, Divisions of Community Behavioral Health and Child Protection Services

- j. Perform continuous improvement activities to achieve high-level service quality and exceptional customer service.

Training continues to be reviewed, and individual Teams provide specific training while there in an annual in-person conference and an all-staff virtual training annually. Agenda items are coordinated by leadership with input from staff regarding the subject matter. This will continue so that tools are provided for all staff and managers to ensure practices are implemented. Teams meet regularly to discuss policy/procedure changes while also training on better meeting the needs of customers.

- k. Develop and implement a coordinated staff development/training plan for One-Stop and Partner program staff.

SDDLRL continues to work on this goal while continuing to have staff attend trainings/conferences listed below:

- Title IV has an annual conference in the fall.
- SDDLRL staff participate in Department of Social Services related to TANF or SNAP trainings.
- The Migrant Seasonal Farm Worker (MSFW) programs have provided shared training in past and SDDLRL staff will continue to attend.
- Governor Office of Economic Development annual conferences.

When opportunities for training are presented, they are reviewed and SDDLRL staff will attend when appropriate.

- l. Trainings will ensure compliance with all federal and State laws, regulations, policies, and procedures relative to the One-Stop System and One-Stops. The SD Division of Workforce Development and other partners, along with the Division of Field Operations, will ensure these items will be met.

Division directors will continue to meet on a regular basis to discuss any items/issues that need to be addressed regarding the programs.

- m. Collect performance information from the providers of on-the-job training, customized training, incumbent worker training; internships, paid or unpaid work experience opportunities and transitional employment as the

Governor may require, and use the information to determine whether the providers meet such performance criteria as the Governor may require.

This is currently collected utilizing the current data management system, SDWORKS, and will continue.

- n. Disseminate information identifying such providers that meet the criteria as eligible providers and performance information, through the One-Stop delivery system.

Information regarding providers is available and shared via the Eligible Training Provider List (ETPL) and will continue.

### **3.3 One-Stop Operator Eligibility:**

The SD Division of Field Operations, under the South Dakota Department of Labor and Regulation is considered a government agency, thus eligible to receive funds to operate as a One-Stop Operator.

### **3.4 Required Practices, Policies, and Procedures:**

- 3.4.1 The SD Division of Field Operations will disclose any potential conflicts of interest and will not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services and will comply with federal regulations and procurement policies relating to the calculation and use of profits.
- 3.4.2 If the SD Division of Field Operations also serves in a different role within the One-Stop System it will establish sufficient firewalls and conflict of interest policies and procedures.

### **3.5 One-Stop Operator Prohibited Functions:**

The SD Division of Field Operations will not carry out the functions listed below:

- I. convene system stakeholders to assist in the development of the local plan; prepare and submit local plans
- II. be responsible for oversight of itself
- III. manage or significantly participate in the competitive selection process for One-Stop Operators
- IV. select or terminate One-Stop Operators, and career service providers
- V. negotiate local performance accountability measures; or
- VI. develop and submit budgets for the SDWDC's activities in the area.

### **3.6 Priority of Service:**

#### **3.6.1 Veterans**

The SD Division of Field Operations currently does and will continue to follow the policy to give priority of service to Veterans and eligible spouses in its local offices.

#### **3.6.2 Other Priority Populations**

The SD Division of Field Operations will direct local office and service providers to follow the policy to give priority for the receipt of career services to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient and displaced homemakers

### **3.7 Required One-Stop Partners:**

The SD Division of Field Operations currently has close partnerships with many of the partners since they are under the SD Department of Labor and Regulation (SDDLRL) and are co-located. Continued efforts are being made to ensure a Memorandum of Understanding (MOU) should be put into place with all the partners and reviewed on a regular basis.

Local offices are required to have an agency integrated resource team (IRT) meeting with core partners and with all partners at least quarterly.

Listed below are the programs/partners under (SDDLRL):

- a. Title I Programs - the Adult, Dislocated Worker, and Youth programs; Staff are available to provide these programs.
- b. Title II – Adult Education and Literacy activities; currently there is one AEL providers co-located within a local office. Those not co-located in a local office meet regularly and direct linkage is made available.
- c. Title III – Wagner-Peyser Act; Staff are available to meet with job seekers to provide services under this program.
- d. Vocational Rehabilitation (VR) program under Title I - Local offices are close partners with VR. Many of the VR offices (7 of 10) are also co-located in the local office.
- e. Senior Community Service Employment Program (SCSEP) – have regional people in two offices to provide services statewide.
- f. Postsecondary career and technical education program under Carl D. Perkins Career and Technical Education Act - Administrative staff work closely with career technical education (CTE) on partnerships. Local offices are able to work with the four technical colleges on an as needed basis, each of them have programs on the ETPL.
- g. Trade Adjustment Assistance (TAA) – Staff are available to provide this program as needed.

- h. Jobs for Veterans State Grants (JVSG) – Four staff are available to provide veteran services on a statewide basis.
- i. Employment and training activities under the Community Services Block Grant – Familiar with programs in the state but need to partner more closely with them to coordinate activities/trainings and making referrals.
- j. Employment and training activities of the Department of Housing and Urban Development – Local staff partner with Housing within the community as needed.
- k. State Unemployment Compensation – Staff are available to provide information and guidance regarding Unemployment Insurance (UI), SD calls it Reemployment Assistance. The actual application is completed via phone or internet. The RESTART Team works specifically with individuals receiving benefits to assist in finding employment and/or training.
- l. Ex-offender programs authorized under section 212 of the Second Chance Act – Staff work closely with local and state correctional institutions and agencies in finding employment before and after being released. Corrections are also a close partner with Title II, AEL. AEL funding is provided for classes leading to a high school equivalency diploma. Staff also work closely with the SD Dept. of Corrections and technical colleges for customized training programs.
- m. Temporary Assistance to Needy Families (TANF) – work component – SDDLRL has an agreement with SD Department of Social Services that staff are available to provide same day service to individuals that meet eligibility and provide services, including Title I, regarding employment for this program.

#### **4.0 Proposal Requirements and Company Qualifications**

4.3 – Provide the following information related to at least three previous and current service/contracts, performed by the offeror's organization, which are like the requirements of this RFP.

The Division of Field Operations has been the One-Stop Operator since WIOA was implemented in 2015. Previously it was the Governor that designated the One-Stop Operator and in the past, it was the SDDLRL.

Currently, as in the past, under this designation the Division of Field Operations local offices have successfully provided the services included in this RFP. So, with the Division of Field Operations being selected to be the One-Stop Operator the continuation of these services would remain as it has in the past. The local offices have been established and all the requirements specified in this RFP will be met.

The local office staff has been in the front line with the job seekers and businesses seeking employees for over 40 years. The local offices have partnered with SDDLRL's Division of Workforce Development (Title I, Adult, Dislocated Worker, and Youth) and have provided Title III/ Wagner-Peyser services in the past and will continue to do so.

4.5 – The Applicant must submit the following information with its application:

(The Division of Field Operations (hereafter referred to as Division) follows the same policies and procedures as established by the State of South Dakota for State government operations. Some of these policies and procedures have been further clarified by the Department of Labor and Regulation (DLR) in enclosed documents.)

- a. Conflict of Interest: The Director of Field Operations, Bill McEntaffer, is an employee of the Department of Labor and Regulation and was previously the Executive Director of the Board under WIA.
- b. Staff and Qualifications:
  - Director of Field Operations: Bill McEntaffer, M.Ed. Has held various positions (Labor Program Specialist, Job Service Manager, Director of Workforce Services, and his current position) within the Department of Labor and Regulation for more than 30 years.
  - Financial Director: Emily Ward, MBA. Director of Administrative Services since 2015.
- c. Payments Policy: The Division follows the accounting policies and procedures established by the South Dakota Bureau of Finance and Management. For the complete policy, please view:  
[https://bfm.sd.gov/Caps/Manuals/Procedures\\_AS\\_Overview.pdf](https://bfm.sd.gov/Caps/Manuals/Procedures_AS_Overview.pdf).  
  
Procurement Policy, including competition, evaluation, and selection: The Division follows the procurement policies established by the South Dakota Bureau of Human Resources and Administration. For the complete policy, please view:  
[https://www.sd.gov/bhra?id=cs\\_kb\\_article\\_view&sysparm\\_article=KB0044779&sys\\_kb\\_id=1697fe0c97b7fa107fc1b480f053afd5&spa=1](https://www.sd.gov/bhra?id=cs_kb_article_view&sysparm_article=KB0044779&sys_kb_id=1697fe0c97b7fa107fc1b480f053afd5&spa=1)



[https://stateofsouthdakota.sharepoint.com/sites/dlr/SiteAssets/SitePages/pp\\_fiscal/Federal-Cost-Principles-Policy-and-Procedure.pdf?web=1&isSPOFile=1&xodata=MDV8MDJ8fDQ1MmlYyZy4ODk4ZTRhNjU1NzQ4MDhkZWE1MzExZTBIfDcwYWY1NDc0JnJhYjQxNmRiNGE2NTQzYjVjZTUyYjk5fDB8MHw2MzIxMjc1MDk0MjU5OTJ8VW5rbm93bnxWR1ZoYlhfOVFpXTJfJbWwwZVZOBNuWnBZMIY4ZXIKRFFTSTZJbFJsWVcxelgwRIVVRk5sY25acFkyVmZVMUJQVEU5R0lpd2lWaUk2SWpBdU1DNHdNREF3SWI3aVVDSTZJbGRwYmpNeUlpd2lRVTRpT2lKUGRHaGxjaUIzSWxkVUlqb3hNWDA9fDF8TDJOb1lYUnpMekU1T2pFMk4yRXpNVE14TFRWaE5EWXROREV3WkMxaU4yUXIMV1ExT1dNMIIUUXdaVEI5WVY4MVpqUmpaRFV6WVMxaU9XTmtMVFEyTURJdE9XRTVOaTFoTVRnNU9UazNNVFpoTUdSQWRXNXhMbWRpYkM1emNHRmpaWE12YldWemMyRm5aWE12TVRjM056TTROVGswT0RnNU5RPT18NjY5NzIxZTEzM2FhNGM2ZWY1MTlwOGRlYTUzMtFIMGJ8NjNkNTFhMjY2YTEwNDliMTk4Y2QyNmNiMjE0YjVIN2l%3D&xodata=Z2o5a200VIRpTXJ4MnRkWFZNaW9BSVdrSnRhbmFmekRpQ0pteEY5YStuST0%3D&ovuser=70af547c-69ab-416d-b4a6-543b5ce52b99%2CBill.McEntaffer%40state.sd.us](https://stateofsouthdakota.sharepoint.com/sites/dlr/SiteAssets/SitePages/pp_fiscal/Federal-Cost-Principles-Policy-and-Procedure.pdf?web=1&isSPOFile=1&xodata=MDV8MDJ8fDQ1MmlYyZy4ODk4ZTRhNjU1NzQ4MDhkZWE1MzExZTBIfDcwYWY1NDc0JnJhYjQxNmRiNGE2NTQzYjVjZTUyYjk5fDB8MHw2MzIxMjc1MDk0MjU5OTJ8VW5rbm93bnxWR1ZoYlhfOVFpXTJfJbWwwZVZOBNuWnBZMIY4ZXIKRFFTSTZJbFJsWVcxelgwRIVVRk5sY25acFkyVmZVMUJQVEU5R0lpd2lWaUk2SWpBdU1DNHdNREF3SWI3aVVDSTZJbGRwYmpNeUlpd2lRVTRpT2lKUGRHaGxjaUIzSWxkVUlqb3hNWDA9fDF8TDJOb1lYUnpMekU1T2pFMk4yRXpNVE14TFRWaE5EWXROREV3WkMxaU4yUXIMV1ExT1dNMIIUUXdaVEI5WVY4MVpqUmpaRFV6WVMxaU9XTmtMVFEyTURJdE9XRTVOaTFoTVRnNU9UazNNVFpoTUdSQWRXNXhMbWRpYkM1emNHRmpaWE12YldWemMyRm5aWE12TVRjM056TTROVGswT0RnNU5RPT18NjY5NzIxZTEzM2FhNGM2ZWY1MTlwOGRlYTUzMtFIMGJ8NjNkNTFhMjY2YTEwNDliMTk4Y2QyNmNiMjE0YjVIN2l%3D&xodata=Z2o5a200VIRpTXJ4MnRkWFZNaW9BSVdrSnRhbmFmekRpQ0pteEY5YStuST0%3D&ovuser=70af547c-69ab-416d-b4a6-543b5ce52b99%2CBill.McEntaffer%40state.sd.us)

[https://www.sd.gov/bhra?id=cs\\_kb\\_article\\_view&sysparm\\_article=KB0044635&sys\\_kb\\_id=2ecf244c47efb69022dc4080236d433f&spa=1](https://www.sd.gov/bhra?id=cs_kb_article_view&sysparm_article=KB0044635&sys_kb_id=2ecf244c47efb69022dc4080236d433f&spa=1).

<https://bhraonline.sd.gov/handbook.pdf>.

Travel Costs: The Division follows the DLR Travel Policy and Procedure Manual; [dlr travelpolicy.pdf](#).

d. Audit reports: [Final Agreed Upon Procedures Report One Stop Operator 2024.pdf](#)

- e. Personal Property: The employees may use personal vehicles to conduct Division business and be reimbursed per the Travel Policy as previously mentioned.
- f. Procurement Card: The procurement card is held by the Purchasing and Property Manager in the Division of Administrative Services, who authorizes purchases when requested by a Director in DLR including the Field Operations Director. The invoices for the card are then reviewed by the Accountant III and/or Director of Administrative Services, who provide final approval to pay for the procurement card purchase.
- g. Accounting System: The Division utilizes the South Dakota Accounting System and follows the policies and procedures established by the Bureau of Finance and Management as noted previously.

Federal Vouchers: The Division follows the DLR Federal Drawdown Policy and Procedure Manual; link under Allowable Costs..

Matching Requirements: No match is in this proposal.

Timekeeping methodology: The Division follows the DLR Timekeeping Policy and Procedure Manual: [timekeeping.pdf](#)

The South Dakota Department of Labor and Regulation (DLR) is committed to a policy of nondiscrimination and equal opportunity. The divisions of Employment Security (ES), Field Operations, Workforce Innovation and Opportunity Act (WIOA) and Unemployment Insurance (UI) have a designated Equal Opportunity (EO) officer. The Equal Opportunity to Services is located at [http://dlr.sd.gov/equal\\_opportunity/default.aspx](http://dlr.sd.gov/equal_opportunity/default.aspx).

## DLR Field Operations One-Stop Operator Cost Proposal

| One-Stop<br>Operator   | <u>FY2027</u> | <u>FY2028</u> | <u>FY2029</u> | <u>FY2030</u> |
|------------------------|---------------|---------------|---------------|---------------|
| Salary                 | 126,575       | 129,107       | 136,208       | 143,699       |
| Retirement             | 7,595         | 7,746         | 8,172         | 8,622         |
| OASI                   | 9,683         | 9,877         | 10,420        | 10,993        |
| WC                     | 253           | 258           | 272           | 287           |
| UI                     | 127           | 129           | 136           | 144           |
| Health Insurance       | 12,388        | 13,627        | 14,989        | 16,488        |
| Total                  | 156,621       | 160,744       | 170,198       | 180,234       |
| Operating Expenses     |               |               |               |               |
| Travel                 | 6,000         | 6,180         | 6,365         | 6,556         |
| Liability<br>Insurance | 200           | 206           | 212           | 219           |
| Phone                  | 1,284         | 1,323         | 1,362         | 1,403         |
| Computer<br>Services   | 3,564         | 3,742         | 3,929         | 4,126         |
| Space                  | 3,400         | 3,502         | 3,607         | 3,715         |
| Capital Assets         | 2,300         | 2,369         | 2,440         | 2,513         |
| Supplies &<br>Postage  | 200           | 206           | 212           | 219           |
| Other                  | 3,000         | 3,090         | 3,183         | 3,278         |
| Total                  | 19,948        | 20,618        | 21,311        | 22,029        |
| Total Annual           | 176,569       | 181,362       | 191,509       | 202,263       |

|            |
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| 751,702.95 |
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