Section 3.7 Staff Training and Development

Introduction

In a system that is continuously changing and evolving, improving and expanding service in a cost-efficient manner is essential. To assist us in better educating and mentoring staff, we have funded for more than 10 years a professional training provider to design and operate a Workforce Solutions staff training and development unit.

We expect the training provider to support Workforce Solutions and the Gulf Coast Adult Education Consortium's needs for on-going staff development and certification, continuous improvement, and management support.

Current Operations

Workforce Solutions staff training and development unit is currently operated by Learning Designs, Inc. as the National Workforce Institute.

The unit provides the following:

- On-going courses developed for Workforce Solutions that teach skills necessary for work in the system (e-learning, classroom, and combination) including short, half-day seminars/workshops for key skills
- Courses in business writing, communication, team work, leadership
- A course series in supervision and management
- Courses on diversity, domestic violence, preventing discrimination
- A five-day "academy" to on-board new Workforce Solutions staff, orient them to working in the system, and set future training plans
- Mentoring and on-site coaching for system units as needed
- An online learning management system to track and record individual staff members' training plans, course completions, and certifications
- Support for an on-going system workgroup designed to help staff throughout the system understand what each part of Workforce Solutions does and how the different units work together for customers

The unit has eight staff and schedules on-site coaching and classroom training at various units, including the Board offices.

Successful Bidders

The staff training and development contractor will:

- Ensure continuation of basic classes previously developed for Workforce system staff, through classroom, online and e-learning methods. Involves securing facilities and equipment for classrooms; producing and delivering materials and scheduling instructors.

   This includes training which defines ethical behavior and promotes leadership development, teamwork, coaching and effective communication experiences for managers, supervisors and line staff.

   This also includes continuing the on-boarding academy.

- Provide or arrange annual training for Workforce Solutions and adult education staff on the following topics:
  - Diversity
  - Equal Employment Opportunity
  - Preventing Discrimination
  - Sexual Harassment
  - Disability Awareness and Accessibility
  - Domestic Violence Awareness
  - Human Trafficking

- Maintain the online, web-based learning management system which manages course enrollments, provides online registration, and updates learner completion data and training records.

- Provide direct coaching, technical assistance and training for system staff which focuses on how to carry out their job functions efficiently and effectively. This interaction usually takes place on site at Workforce Solutions offices and not usually in a formal classroom or online setting.

- Develop customized curricula. Work with H-GAC to design, develop and put in place additional customized courses for the system. Design and implement non-traditional/non-classroom training, such as coaching, that will allow staff to expand skills and knowledge without being away from their job sites. Identify and replicate best practices in the system.

- Provide advice, consulting and coaching services for H-GAC on staff development and training issues as needed.

- Develop additional professional development, in consultation with H-GAC, for adult education and literacy instructors and vocational rehabilitation staff.

Learning Management System
The Professional Development contractor will maintain a web-based learning management system (LMS) that supports up to 1,800 users. The contractor may use the current LMS host—Latitude Learning LLC, procure another organization, or take the function in-house.

The data in the current LMS belongs to H-GAC and is SCORM (Sharable Courseware Object Reference Model) compliant.

- If a contractor chooses to either take this function in-house or sub-contract it to another organization, the contractor will be responsible for successfully transferring these data to the new LMS.
- If a contractor chooses to use a different LMS than is currently being used, the new LMS must "talk" to the NWI LMS, and must have, at a minimum, the same functionality as the current system.
- The LMS must be able to serve as a launch platform for virtual classes.
- The contractor must provide a Help Desk function for LMS users.

The LMS must:

- **Create user or learner profiles.** A record is created for each staff member, or user, that identifies the person's name, career office and job title.
- **Create a training record.** For each user, the LMS tracks and records course registration, progress on each course, courses completed, and mastery of learning experiences through competency-based pre- and post-tests.
- **Generate reports.** Administrators can generate reports showing the course registration, attendance and completion, the users that did or did not pass the post-tests, and users progress on their respective learning paths. Reports can be generated by individual user, by career office and for the entire Workforce Solutions system.
- **Track learner assessment through competency-based tests for each course.** Users are required to take a pre-test before taking either an online or classroom session, and a post-test after the training session. Both tests are scored and recorded in the user's training record.
- **Track course sequencing through learning paths by job title.** Each user has a job-specific learning path that can be customized depending on the training and development needs of individual users.
- **Provide online registration for online and instructor-led classes.** Users must register for all courses online. When registered for an instructor-led training session, users are sent automated email reminder messages with the place and time of the class.
- **Launch online courseware**. Users can review all course material online.
- **Provide on-going marketing**. Users are sent automated email messages about upcoming courses offered.

How to Submit a Proposal

Submit your proposal in the following order:

1.0   Proposal Cover Sheet
2.0   Information about your organization
3.0   Information about your proposal
4.0   Budget and staffing summary
5.0   Assurances and certifications
6.0   Copy of organization's most recent audit and audited financial statements

Information about Your Organization

Provide the following information for us in a narrative that is <u>no more than 10 pages</u>:

1. A description of the organizational structure and why it is structured this way. Is the organization for profit or non-profit? Explain how this organizational arrangement supports Workforce Solutions business model. (no more than 2 pages)

2. An organization chart that shows graphically how your organization operates. (no more than 1 page)

3. Information about any governing boards such as a board of directors or advisory boards. Provide the names and terms of Board members. Include information about affiliated organizations such as subsidiaries or parent companies, and specifically describe relationships. (no more than 2 pages)

4. A list of the key staff for your organization. Identify the principals and leadership and describe their responsibilities, experience and length of service with your organization. Which principals, if any, would be assigned to work on Workforce Solutions contract? Who controls the management of your organization? (no more than 2 pages)

5. A description of your organization's mission, vision, and values, if you have them. Describe who developed them and how they were developed. How does your organization communicate the vision, mission and core values? How are they expressed in the organization? (no more than 2 pages)

6. A description of how your organization's mission supports that of the Gulf Coast Workforce Board. Describe how you will ensure that your organization's mission, vision and values will not supplant or confuse the Workforce Board's mission in operation of the project. (no more than 1 page)

7. A description of your financial stability and any comments you wish to make about your credit rating, your payment policies, and any recognition you may have received from accrediting or other bodies for organization or financial excellence. Has your organization experienced any financial difficulty in the past five years? (no more than 1 page)

8. Include references from at least three organizations that have contracted with your organization to provide services like those proposed (name of organization, contact person, telephone/email, amount of contract, service provided).

Information about Your Proposal

Provide the following information for us in a narrative that is <u>no more than 15 pages in length</u>

1. Describe your experience in developing, delivering, and managing staff development and training activities. Describe your experience in crafting and delivering customized courses or training for large organizations and your experience in providing consulting and coaching for staff development.

2. Outline the steps you will take to continue the existing Workforce Solutions learning management system, delivery of existing custom courses and annual training, and on-site process and management coaches for Workforce Solutions offices and units.

3. Describe your experience in professional development for adult education and literacy instructors.

4. Tell us about the qualifications of your team to deliver training and coaching for professional staff.

Budget and Staffing

Use the Proposal Budget and Personnel forms provided in the Resources section of this request and provide a narrative back-up which describes in detail your budget line items. <u>Read the General Budget Instructions page in the Resources section before preparing a budget.</u>

Assurances and Certifications

Use the forms provided in this request. Be sure to include all required forms (certifications for debarment, lobbying, and drug-free workplace; Texas franchise tax; Texas state assessments; the general assurances and certifications; and the conflict of interest questionnaire), and be sure that all are properly signed by an authorized representative of your organization.

Audit and Financial Statements

Attach a copy of your organization's most recent audit as well as audited financial statements.