

**Metro North Regional Employment Board  
One Stop Career Center Operator Frequently Asked Questions**

**October 5, 2017**

**Q: Has the new Career Center Operator started?**

A: Yes, the The WorkPlace has begun management of the Career Centers and the centers are all open for business.

**Q: Have the Career Center locations changed?**

A: No.

- *The Career Place* will remain located at *100 Trade Center, Suite G100 in Woburn.*
  - *Career Source* will remain located at:
    - *186 Alewife Brook Parkway, Fresh Pond Mall, Suite 310 Cambridge*
- AND**
- *4 Gerrish Avenue in Chelsea*

**Q: Will the services continue to be provided?**

A: Yes, all services will continue to be provided to both jobseeker and business customers. All current partnerships will be honored.

**Q: Will the same staff be providing the services?**

A: Services will continue to be provided to our jobseeker and business customers during and after the transition. Many of the pre-existing staff were hired by the new operator. In addition, new staff members have been hired.

**Q: Why did the transition takeplace?**

A: Under the U.S. Department of Labor's Workforce Innovation and Opportunity Act, authorized by Congress and signed into law by the President in 2014, every workforce development board across the country is mandated to lead a competitive selection process to select a career center operator this year. Metro North had not led a competitive selection process for a career center operator since 1998.

**Q: What organization was selected to manage the Metro North career centers?**

A: The WorkPlace was selected. The WorkPlace is a national leader in workforce development programming and innovation, currently operating programs in 15 states. They oversee career centers in Connecticut and Rhode Island. The Metro North Regional Employment Board is impressed with their holistic approach to serving clients, proven track record addressing employers' needs, fundraising acumen, and partnership building. Some of their innovative approaches include the development of a successful program for long-term unemployed individuals, the creation of a mobile career center, and partnerships with both corporations and

community organizations. We are excited to bring their expertise, knowledge, and resources to the region's businesses, workers, and job seekers.

***Q: What is the Metro North REB's role in selecting a one-stop career center operator?***

A: The Metro North Regional Employment Board ("REB") is responsible for the distribution, evaluation, and oversight of workforce development funds. Part of this responsibility is to lead the process of competitively procuring the career center operator and chartering the career centers for our region. REB members are charged to select the most qualified bidder who will provide the best services to the job seekers, workers and employers in the region.

***Q: Who is on the Metro North REB?***

A: By statute, the REB is composed of key partners and must be more than 50% employers. Other members include local education entities, organized labor, community-based organizations, and economic development agencies. REB members are appointed by the Cambridge City Manager.

***Q: Who was on the One Stop Career Center review committee?***

A: Members included employers, career center core partners, and a representative of the workforce region's Chief Elected Official. The review committee included a majority of Metro North Regional Employment Board members. In addition, employers comprised a majority of the review committee, just as they are required to be a majority of the REB.

***Q: What is the role of the career center core partners in the review process?***

A: All career center core partners were invited to participate in the review process. Some partners sit on the review team. The remaining partners were invited to read the proposals and provide comments to the review team.

***Q: What has the career center operator selection process been to date? Where are we in the process?***

A: The REB released a request for proposals in April 2017. Two bidders submitted proposals in May 2017, Middlesex Community College, the current operator, and The Workplace.

The One-Stop Career Center review team reviewed the proposals, interviewed bidders, and, at its meeting on July 6, 2017, selected an operator to recommend to the full REB Board based on its thorough review. On June 19, 2017, the full REB Board voted to select the region's career center for FY18 beginning October 1, 2017.

***Q: Can I observe REB meetings?***

A: Yes. All REB meetings are open meetings, which means anyone can observe the meetings; meeting information is posted on the REB's calendar at [mnreb.org](http://mnreb.org).

***Q: What is the contract length for the selected operator?***

A: The REB voted to grant The Workplace a four year charter with performance to be evaluated annually by the REB.

***Q: What will happen to the youth programs?***

A: The WorkPlace is the youth operator and will provide all services related to Connecting Activities and WIOA Youth framework and general services. YouthWorks providers, WIOA youth providers and other youth providers may contract with the The WorkPlace for training and other services.

***Q: Who should I contact if I have questions?***

A: The REB is happy to answer questions about this process. If you have questions, please send an e-mail to [REBFAQ@mnreb.org](mailto:REBFAQ@mnreb.org).

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