



Southwest Minnesota  
Workforce Development Board

**ONE-STOP OPERATOR  
REQUEST FOR PROPOSALS**

**For Southwest Minnesota Workforce Development Area #6**

**Under the  
WORKFORCE INNOVATION AND  
OPPORTUNITY ACT (WIOA)**

Southwest Minnesota Workforce Development Board  
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Marshall, MN 56258  
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[www.swmnpic.org](http://www.swmnpic.org)

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### Resources:

Workforce Innovation & Opportunity Act of 2014 (WIOA):  
<https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>

WIOA Final Regulations: [https://www.doleta.gov/wioa/Final\\_Rules\\_Resources.cfm](https://www.doleta.gov/wioa/Final_Rules_Resources.cfm)

## INTRODUCTION

The Southwest Minnesota Workforce Development Board is soliciting proposals to identify an experienced organization or qualified consortium of partners to provide One-Stop Operator services for the Southwest Minnesota Workforce Development Area #6 as required under the Workforce Innovation and Opportunity Act of 2014 (WIOA). The Southwest Minnesota Workforce Development Area #6 consists of fourteen counties: Big Stone, Chippewa, Cottonwood, Jackson, Lac qui Parle, Lincoln, Lyon, Murray, Nobles, Pipestone, Redwood, Rock, Swift, and Yellow Medicine and three WorkForce Centers: Marshall WorkForce Center, Montevideo WorkForce Center, and Worthington WorkForce Center. Workforce development-minded organizations with successful past experience who can thoroughly demonstrate that they have the ability to provide the management and oversight services requested will be considered.

The start date for One-Stop Operator services under this RFP solicitation will begin on July 1, 2018. The end date will be June 30, 2021, based on continued performance, funds available and the continuation of legislation.

The RFP instructions are intended to assist organizations interested in responding to the RFP. The entire application should be reviewed to ensure that all the requirements are understood.

This RFP does not commit the Southwest Minnesota Workforce Development Board to award a contract or grant, or to reimburse any costs incurred by successful or unsuccessful proposers in the preparation of their proposal. The Southwest MN Workforce Development Board reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal, or to award multiple contracts. The Southwest MN Workforce Development Board reserves the right to negotiate with any Respondent after proposals are reviewed, if such action is deemed to be in the best interest of the Southwest Minnesota Workforce Development Board.

Furthermore, to ensure appropriate firewalls and avoid any conflict of interest during the One-Stop Operator procurement process, the Southwest Minnesota Workforce Development Board removes the WIOA Title I service providers from becoming a Respondent to the Region 6 RFP. The WIOA Title I service providers in Region 6 currently serve as the administrative entities and fiscal agents to the Southwest Minnesota Workforce Development Board that have oversight authority over the One-Stop Centers. Therefore, the Southwest Minnesota Workforce Development Board establishes its authority to remove Title I service providers from responding to this RFP.

However, the Southwest Minnesota Workforce Development Board require the reinstatement of the WIOA Title I partners to continue their service delivery in Region 6 and their partnership as a WIOA core partner under the WIOA service provider's Memorandum of Understanding (MOU) Agreement between the Southwest Minnesota Workforce Development Board and WIOA WorkForce Center (WFC) partners, regardless of what entity or Respondent is selected to be the One-Stop Operator. This requirement will be written into the contractual One-Stop Operator agreement/contract and adhered to by the WIOA MOU Service Provider's Partnership Agreement.

The Southwest Minnesota Workforce Development Board will provide limited technical assistance to those preparing a proposal. Proposers may contact the Workforce Development Board in writing with questions through April 20, 2018. Questions and responses will be posted on the Southwest Minnesota Workforce Development Board’s website: [www.swmnpic.org](http://www.swmnpic.org). Responses are not binding on the Southwest Minnesota Workforce Development Board. No assistance will be provided after April 20, 2018.

Applicants must complete all items requested under the Response Questions –Program Narrative.

### FUNDING AVAILABILITY

The time required to perform the duties outlined in the RFP can vary significantly from minimal monthly site coordination to more time-intensive activities to effectively coordinate WorkForce Center operations. The Southwest Minnesota Workforce Development Board has identified an estimated budget of up to \$3,000 for One-Stop Operator services. The One-Stop Operator may support these efforts through in-kind services and leveraged resources as well.

### TIMELINE

RFP Available	April 6, 2018
Deadline to notify Workforce Board of Intent to Apply	April 20, 2018
Final Day for Technical Assistance	April 20, 2018
Proposals Due	4:00 p.m., Thursday, April 26, 2018
Reviewer Ratings Completed	May 3, 2018
Workforce Board/Joint Powers Board Approval Secured	June 2018
Contracting/Agreement Completed	June 30, 2018
Begin Implementation	July 1, 2018

All applicants must submit a Letter of Intent to Apply to the Southwest Minnesota Workforce Development Board by April 20, 2018. Letters should be sent to: [cbendix@swmnpic.org](mailto:cbendix@swmnpic.org) or Carrie Bendix, Southwest Minnesota Workforce Development Board, 607 W. Main Street, Marshall, MN 56258

### GOALS OF WIOA

WIOA seeks to help job seekers and workers access employment, education, training and support services to succeed in the labor market and match employers with skilled workers they need to compete in the global economy. Congress passed WIOA in 2014, the first legislative reform of the public workforce system in more than 15 years. In doing so, Congress reaffirmed the role of the public workforce investment system and brought together and enhanced several key employment, education and training programs.

The main goals of WIOA are to:

**Align federal investments to support job seekers and employers:** At the state level, WIOA establishes a unified strategic planning process across core programs which include Adult, Dislocated Worker and Youth activities under Title I-B of WIOA; Wagner-Peyser Act Employment Service; Adult Education and Literacy, and Vocational Rehabilitation, including State Services for the Blind. See Minnesota’s Combined State Plan at [www.gwdc.org](http://www.gwdc.org).

**Strengthen the governing bodies that establish state, regional and local workforce development priorities:** WIOA streamlines membership of business-led, state and local workforce development boards. The Act emphasizes the role of boards in coordinating and aligning workforce programs and adds funds to develop strategies to meet worker and employer needs.

**Help employers find workers with the necessary skills:** WIOA emphasizes engaging employers across the workforce system to align training with needed skills and match employers with qualified workers. The Act adds flexibility at the local level to provide incumbent worker training and transitional jobs as allowable activities and promotes work-based training. The law also emphasizes training that leads to industry-recognized postsecondary credentials.

**Align goals and increased accountability and information for job seekers and the public:** WIOA aligns the performance indicators for core programs and adds new ones related to services to employers and postsecondary credential attainment. Performance goals must reflect economic conditions and customer characteristics. It makes available data on training provider performance outcomes and third party evaluation of programs.

Proposers are strongly encouraged to follow the Department of Labor’s WIOA resource page for WIOA information and latest updates: [www.doleta.gov/wioa](http://www.doleta.gov/wioa).

## BACKGROUND

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The Southwest Minnesota Workforce Development Board is a non-profit organization created in 1983 to administer job training activities under the Job Training Partnership Act. This organization serves as the administrative entity for the Workforce Innovation and Opportunity Act (WIOA) in partnership with Local Elected Officials. The Southwest Minnesota Workforce Development Board represents a partnership of business and government to serve the region’s workforce development needs. Services are provided to the residents of Big Stone, Chippewa, Cottonwood, Jackson, Lac qui Parle, Lincoln, Lyon, Murray, Nobles, Pipestone, Redwood, Rock, Swift, and Yellow Medicine Counties.

The Southwest Minnesota Workforce Development Board is a 26-member Board, the majority of which are businesses representing the private sector. The remaining balance of the board includes representatives from education (both higher education and adult basic education), public assistance, organized labor, rehabilitation services, community based organizations, economic development and public employment services.

The Southwest Minnesota Workforce Development Board is a partner with the Workforce Development Division within the Minnesota Department of Employment and Economic Development (DEED). This organization oversees job preparation services that assist individuals in acquiring the skills needed to compete in today’s rapidly changing job market. The Southwest Minnesota Workforce Development Board provides planning and oversight of state and federal-funded workforce development program services. The Southwest Minnesota Workforce Development Board delivers WIOA Title I program services including WIOA Adult, WIOA Dislocated Worker, WIOA Youth and Minnesota State Dislocated Worker and Youth program services through the Southwest Minnesota Private Industry Council, Inc., fiscal agent for the Southwest Minnesota Workforce Development Board.

WIOA services are provided primarily through three WorkForce Centers (one-stop centers) in the local area located in Marshall, Montevideo and Worthington. WorkForce Centers include the following co-located partners: MN DEED Job Service, MN DEED Vocational Rehabilitation Services, MN DEED State Services for the Blind, and Southwest Minnesota Private Industry Council, Inc. Program services delivered at WorkForce Centers include: Business Development Services, Business Services Representative services, Minnesota State Dislocated Worker and Youth program services, State Services for the Blind, Unemployment Insurance Re-Employment Services, Vocational Rehabilitations Services, Veteran Employment Services, Wagner Peyser Services and WIOA Adult, Dislocated & Youth program services. Minnesota Family Investment Program (MFIP)/Temporary Assistance for Needy Families (TANF) services, Diversionary Work Program Services and Supplemental Nutrition Assistance Program (SNAP) Employment & Training program services are provided at all three WorkForce Centers as well.

## ELIGIBLE RESPONDENTS

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All respondents to this One-Stop Operator RFP must meet the criteria outlined in WIOA (Sec. 121.d) and the final WIOA regulations. One-Stop Operators may be a single entity (public, private or nonprofit) or a consortium of entities. Eligible entities include higher education institutions, community-based organizations, for-profit entities, government agencies and other interested organizations (such as a local chamber of commerce or other business organization, or a labor organization), of demonstrated effectiveness, that are capable of carrying out the duties of the One-Stop Operator. If a consortium of entities is one of the one-stop partners, it must include a minimum of three of the one-stop partners described in WIOA Sec. 121(b)(1). Elementary or secondary schools are not eligible to respond with a proposal as a One-Stop Operator, but nontraditional public secondary schools such as night schools, adult schools or area career and technical education schools are eligible.

Eligible respondents include governmental, educational or not-for-profit organizations or agencies engaged in a public service. Private, for-profit organizations engaged in providing employment and training and educational opportunities for eligible adults may apply. Entities must be registered with the Minnesota Secretary of State to do business within the state of Minnesota. Entities that are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal department or agency are not eligible to respond to this RFP or to receive a contract.

Proposal reviews and awards are contingent upon respondents being current on any loan, contractual or tax obligation as due, or in compliance with any rule, regulation or provision on existing or past contracts. Respondents must disclose and rectify any and all outstanding monitoring and/or audit concerns from any of the respondent's other contracts prior to receiving a contract resulting from this RFP. Additionally, respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers or principals.

Respondents are expected to have the technical competence, knowledge and expertise in management and administration, the professional staff, and the administrative and fiscal management systems to accomplish the scope of work and the goals and objectives stated in this RFP, and must meet high

standards of public service and fiduciary responsibility. Respondents are responsible for being knowledgeable of all laws, regulations, rules and policies of the specific funding sources involved and applying them in developing the RFP response.

## SCOPE OF SERVICES

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### OBJECTIVE

The Southwest Minnesota Workforce Development Board is seeking to contract with One-Stop Operator provider(s) that employ vision, innovation, accountability and efficient and effective utilization of resources in workforce development programming. It is the goal of the Southwest Minnesota Workforce Development Board to create a state-of-the-art and coordinated workforce system that focuses on a fully integrated service delivery strategy which ensures that all customers flow seamlessly throughout. As customers are engaged across multiple entry points, their individual needs shall be identified and addressed, and they will be provided with access to programs, services and navigation to supplementary supports. This service delivery model is a collective impact approach to help customers discover appropriate and client-centered services at a single location. This vision promotes cutting-edge practice and technology that fosters livable sustainable wages, sustainable employment, as well as offering career pathways for vulnerable populations.

A comprehensive services program model is designed to be an innovative and coordinated approach that focuses on a fully integrated service delivery strategy among a network of partners and ensures that customers flow seamlessly along a continuum of services. A comprehensive model aligns services provided at WorkForce Centers (see Background on Page 4); providing services with a collective impact approach that enhances the customer experience and helps them discover appropriate and meaningful services at a single location. The One-Stop Operator selected under this RFP will be expected to strengthen the Southwest Minnesota workforce system by focusing on a fully coordinated strategy, maintaining customer engagement and ensuring their access to programs, services and navigation to supplementary supports. The One-Stop Operator will be expected to work in conjunction with partner agencies to provide this holistic approach to customer service.

### Role of the One-Stop Operator

The primary role of the One-Stop Operator is to coordinate the service delivery of required WorkForce Center partners and service providers. In this role, the One-Stop Operator will ensure that services provided through WorkForce Centers meet the needs of its customers (businesses and job seekers) in an efficient and effective manner. It is critical that within the operations of the WorkForce Centers, the delivery of services are unified, including WIOA mandated and non-mandated partner organizations as well as other Community Based Organizations (CBOs) and service providers necessary for the success of all customers.

In addition, the One-Stop Operator will provide management and coordination of the partnership of agencies that comprise Southwest Minnesota's workforce development system. This includes close collaboration with WIOA Title I service provider Southwest Minnesota Private Industry Council, Inc., MN DEED (Business Development, Business Services, Job Service/Wagner Peyser, Veteran Employment Services, UI Reemployment Assistance, Unemployment Insurance, Vocational Rehabilitation Services, and State Services for the Blind), as well as other agencies and community partners specific to program service delivery. The One-Stop Operator will create a system of partners among workforce

development, economic development, business and community agencies in order to meet the needs of businesses and job seekers to effectively implement an integrated workforce system.

### Duties of the One-Stop Operator

The One-Stop Operator will be responsible for the following duties:

- Provide leadership for local WorkForce Centers on site operations, space configuration, customer flow and integration of services.
- Maintain appropriate and updated publicly posted ADA posters, ensure building accessibility meets requirements and develop/address safety requirements/plans with the support of the Southwest Minnesota Workforce Development Board. Address building/facility needs, including recommending solutions related to growth and space utilization.
- Promote WorkForce Center program services, internally and externally, in partnership with the Southwest Minnesota Workforce Development Board.
- Participate in partner meetings.
- Participate in WorkForce Center Certification process.
- Report operational updates and outcomes to the Southwest Minnesota Workforce Development Board as requested
- Support and develop networks between workforce, economic development, education and community groups.
- Create and maintain a welcoming and professional WorkForce Center environment.
- Facilitate an inclusive services and operating environment.
- Ensure resource area and reception staff are trained and provide quality customer services to job seekers and employers.
- Participate in the evaluation of customer needs and satisfaction to continually refine and improve service strategies.
- Participate in the development of the Memorandum of Understanding (MOUs) and resource sharing agreements (for example, cost allocation plans, office closing policies, dress codes, holiday scheduling, etc.).
- Be knowledgeable of the mission and performance standards of all partners (including Southwest Minnesota Workforce Development Board) and facilitate/participate in cross-training among staff.
- Comply with all WIOA and MN DEED regulations and policies governing the operations of a one-stop center.
- Other duties as assigned relevant to local needs.

## EVALUATION METHOD

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All proposals will be reviewed by an RFP Task Force comprised of Southwest Minnesota Workforce Development Board members and Southwest Minnesota Private Industry Council, Inc., staff. All data and information from the proposer must be submitted as described in Instructions on Submission of Proposals below. No additional information, documents or inquiries pertaining to the proposal submittal, including email and phone calls, will be considered during the selection process.

The RFP Task Force will be responsible for reviewing proposals. The Task Force will be comprised of individuals who have no fiduciary interest in bidding for funding under this RFP. Committee members will review and score proposals according to the criteria and assigned points specified in this RFP using the following criteria:



- A. Experience and Philosophy (40 points)
- B. Approach (40 points)
- C. Budget (20 points)

Up to five (5) additional bonus points will be awarded to proposals comprised of a consortium of three (3) or more mandated WIOA One-Stop partners. This must be evidenced through letters of commitment from each mandated partner that should be attached to the proposal response. (The letters of commitment will not count toward the page limit specified under Proposal Checklist below.)

An additional five (5) bonus points may be awarded to proposals that include the use of in-kind services and/or other funding that can be leveraged to execute the responsibilities outlined in this RFP. Such in-kind services and leveraged funds must be clearly detailed in the budget narrative.

Outcomes of prior contracts with the Southwest Minnesota Workforce Development Board will be considered in the overall rating of proposals submitted by proposers who currently have, or have previously had, contracts with the Southwest Minnesota Workforce Development Board.

The Southwest Minnesota Workforce Development Board, at its discretion, may request presentations by or meetings with any or all Respondents to clarify or negotiate modifications to the Respondent's proposals. However, the Southwest Minnesota Workforce Development Board reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, which the Respondent can propose.

The Evaluation Team will determine which of the proposals will provide the best value to the Southwest Minnesota Workforce Development Board. A final decision will be made by the Board and Joint Powers Board at their June 2017 meetings.

## INSTRUCTIONS ON SUBMISSION OF PROPOSALS

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### 1. General Submission Information

To be considered, entities must submit a proposal along with other supporting documentation in accordance with the instructions in this RFP. When evaluating a proposal, the Southwest Minnesota Workforce Development Board will consider how well the respondent has complied with these instructions and provided the required information. The Southwest Minnesota Workforce Development Board reserves the right to request clarifications from any bidder regarding information in their proposals.

Bidders can contact the Southwest Minnesota Workforce Development Board by email at [cbendix@swmnpic.org](mailto:cbendix@swmnpic.org) during the technical assistance (Q&A) period to request clarification that may be needed to comply with these instructions. The technical assistance period is through April 20, 2018. Questions are considered public information and will be posted in their entirety on the Southwest Minnesota Workforce Development Board's website with answers within two (2) working days of submission. Questions will be accepted by email only.

Responses to this RFP should be economically prepared, with emphasis on completeness and clarity of content. The proposal, as well as any reference materials presented, must be typed in at least 12-point font and must be on standard 8½” by 11” paper with no less than one inch margins.

## 2. Closing Submission Date

Full proposals must be submitted by no later than 4:00 pm CST on Thursday, April 26, 2018. Proposals may be submitted in person or by email. If delivered in person, please provide an electronic copy as well.

Emailed proposals are to be submitted to [cbendix@swmnpic.org](mailto:cbendix@swmnpic.org). It is the responsibility of the Respondent to insure that the proposal is received by the Southwest Minnesota Workforce Development Board by the due date and time specified. Late proposals will not be considered.

## 3. Proposal Checklist

All proposals must contain the following documents:

- Cover Page – Includes name, address, phone number and contact information for the Authorized Representative of the Respondent or consortium.
- Executive Summary – Include an executive summary that provides a brief overview of the proposal not to exceed one (1) single-spaced page
- Proposal Narrative – Responses to questions (maximum 10 pages).
- Letters of Commitment (if Consortium application)
- Budget (maximum two pages)

## 4. Response Questions – Proposal Narrative

Bidders must provide responses in narrative format to each item/question listed below. Responses must be associated with the specific questions provided. Proposals must include the exact questions as written below. There are 100 points possible. Proposals will be evaluated on three criteria, each carrying a unique weighting.

### A. Experience and Philosophy (40 points)

Describe your experience with and/or philosophy regarding the following:

1. Understanding federal laws and/or workforce or related laws, including the Workforce Innovation and Opportunity Act.
2. Fostering collaboration and partnerships.
3. Operating in an environment with functional supervision (staff reporting to other agencies’ management in addition to their own agency’s management).
4. Monitoring system integrity.
5. Measuring customer satisfaction and staff morale and implementing changes as necessary.
6. Information sharing across a variety of partners and programs.
7. Serving diverse customers including employers, economically disadvantaged individuals with little or no work experience, individuals with disabilities, immigrants, dislocated workers with experience and young adults.
8. List the qualifications of the individual(s) suggested to serve as the One-Stop Operator.
9. Discuss any other areas of experience you would like the review committee to know about as it relates to this RFP.

**B. Approach (40 points)**

Describe how you as the One-Stop Operator will meet each of the following responsibilities in partnership with WorkForce Center partner agencies, the Southwest Minnesota Workforce Development Board:

1. Provide leadership for local WorkForce Centers on site operations, space configuration, customer flow and integration of services.
2. Maintain appropriate and updated publicly posted ADA posters, ensure building accessibility meets requirements and develop/address safety requirements/plans with the support of the Southwest Minnesota Workforce Development Board.
3. Address building/facility needs, including recommending solutions related to growth and space utilization.
4. Promote WorkForce Center program services, internally and externally, in partnership with the Southwest Minnesota Workforce Development Board.
5. Participate in WorkForce Center meetings.
6. Participate in WorkForce Center Certification process.
7. Report operational updates and outcomes to the Southwest Minnesota Workforce Development Board as requested
8. Support and develop networks between workforce, economic development, education and community groups.
9. Create and maintain a welcoming and professional WorkForce Center environment.
10. Facilitate an inclusive services and operating environment.
11. Ensure resource area and reception staff are trained and provide quality customer services to job seekers and employers.
12. Participate in the evaluation of customer needs and satisfaction to continually refine and improve service strategies.
13. Participate in the development of the Memorandum of Understanding (MOUs) and resource sharing agreements (for example, cost allocation plans, office closing policies, dress codes, holiday scheduling, etc.).
14. Be knowledgeable of the mission and performance standards of all partners (including Southwest Minnesota Workforce Development Board) and facilitate/participate in cross-training among staff.
15. Comply with all WIOA and MN DEED regulations and policies governing the operations of a one-stop center.
16. Other duties as assigned relevant to local needs.

Up to five (5) additional bonus points will be awarded to proposals comprised of a consortium of three (3) or more mandated WIOA One-Stop partners. This must be evidenced through letters of commitment from each mandated partner that should be attached to the proposal response. (The letters of commitment will not count toward the page limit.)

**C. Budget (20 points)**

Detail the proposed costs for delivering services described in proposal. Clearly identify the amount of funding requested and any in-kind or leveraged resources included in your budget.

Up to five (5) bonus points may be awarded to proposals that include the use of in-kind services and/or other funding that can be leveraged to execute the responsibilities outlined in this RFP. Such in-kind services and leveraged funds must be clearly detailed in the budget narrative.

## CONDITIONS OF THE RFP/RESERVED RIGHTS

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The issuance of this RFP constitutes only an invitation to present proposals. The rights reserved by Southwest Minnesota Workforce Development Board, which shall be exercised in its sole and absolute discretion, include without limitation, the right to:

- Supplement, amend or otherwise modify or cancel any provisions set forth in this solicitation at any time.
- Accept or reject any non-responsive or untimely responses or to reject all responses to this RFP and/or seek new proposals.
- Disqualify any respondent who submits an incomplete or inadequate response or is not responsive to the requirements of this RFP.
- Change or waive any provisions set forth in this RFP.
- Require additional information and/or oral presentation from one or more respondents to supplement or to clarify the proposal submitted.
- Determine whether the respondent's written or oral representations are true, accurate and complete or whether the respondent has adequately responded and has the necessary experience, including seeking and evaluating independent information on any respondent.
- Verify representations in the response by visiting and examining any of the project sites referenced in the proposal submitted and to observe and inspect the operations at such sites.
- Negotiate any and all proposed terms, conditions, costs, staffing level, services/activities mix and all other specifics.
- Request a) additional data, b) technical or price revisions or c) oral presentations in support of the written proposal.
- Conduct a pre-award review that may include, but is not limited to, a review of the respondent's record keeping procedures, management systems and accounting and administrative systems.
- Change specifications and modify contracts as necessary to (a) facilitate compliance with the legislation, regulations and policy directives, (b) to manage funding and (c) to meet the needs of the customers.
- End contract negotiations if acceptable progress, as determined by Southwest Minnesota Workforce Development Board, is not being made within a reasonable time frame.