**Question:** Our team has a question in the Proposal Narrative - Section 2 Communications Approach. Under section d - What is your process for effective referrals among the system partners?  What exactly is meant by referrals?  Is that workers being referred by the partners, or is that something else?

**Answer:** An effective referral process among one-stop partners must be developed and maintained to ensure customers are able to effectively access the full range of services available through the one-stop system. Referrals in this instance would include customer referrals from one partner in the one-stop system to another.

**Question:** We are considering a proposal that would specifically target the immigrant and refugee populations, and I wanted to know if that would be accepted, or if it would be considered incomplete as it doesn't offer programming to all individuals living in Pittsburgh?

**Answer:**  The One-Stop-Operator will work with a wide range of workforce service providers in Pittsburgh and Allegheny County who each may serve a specific target population. The role of the Operator is to implement a shared vision and shared goals among them and help improve their delivery of services.

**Question:** Under the Proposal Narrative, section 1 Functional Supervision, letters C and D, are you referring to services for the partner organizations or services directly related to employers and jobseekers?

**Answer:** The role of the One-Stop-Operator is to work with our PA CareerLink® partners and lead the integration of their workforce services. The services referenced in section 1 c, d are those provided by the partner organizations directly to job seekers and employers. For more information on the menu of services that may be offered by our partners, please see the One-Stop System Training and Employment Guidance Letter (TEGL) provided by the US Department of Labor’s Employment and Training Administration. Available here: <https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16.pdf>.