

# North Central Workforce Development Area

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## LOCAL ONE STOP GUIDANCE

Guidance #: <u>LOG 10-02</u> Date: <u>July 1, 2010</u>
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TO: Local One Stop Partners

SUBJECT: One Stop Operator

REFERENCE: Workforce Investment Act Sec 117(d) & 121 (d)  
WorkSource Service Delivery System Policy # 1008, Revision 1

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### **Purpose**

The purpose of the One-Stop delivery system is to bring together independent One-Stop Partners to create seamless service delivery that enhances access to separate programs and improve long-term employment outcomes. Physically, collaboration may occur under one roof (Full Center) or via a network of affiliated sites. The Operator plays a key, but not exclusive role, facilitating this collaboration.

### **WDC Role and Responsibility**

The WDC selects and enters into an agreement with the entity or entities (consortium) to operate comprehensive centers. These agreements may or may not be financial and describes the WDC's expectations. The WDC also conducts oversight of the one-stop delivery system. Oversight is currently conducted through a periodic center certification process.

### **Operator Responsibilities**

The Operator is responsible for coordinating service providers and carrying out the following objectives at the Okanogan and Central Basin Centers.

1. Perform the duties described in the IB/W-P Operations Plan, WorkSource Integration Framework agreement and Washington Works, as applicable. If a conflict arises between these agreements, the WDC-Operator agreement and MOU shall take precedence followed by the Operations Plan, Integration Framework and Washington Works.
2. Foster multi-agency teams, as appropriate (i.e. Business Services).
3. Facilitate the use of SKIES to record and report Core Services made available and utilized by customers.
4. Implement State and Federal One-Stop policies consistent with Local One-Stop Guidance.

5. Facilitate and encourage collaboration to maximize access to 1) multi-agency programs and services, particularly workers needing skill improvement, 2) maximize staff working knowledge about the local one-stop system, labor market, and partner program services.

### **Standards and Measures**

The Operator agreement fulfills the requirements of State and Federal Policy, is updated every two years, made available to all system partners, incorporates local dispute resolution and specifies how the operator will report to the WDC on progress towards meeting Operator objectives and duties.

# WorkSource Service Delivery System Policy

May 6, 2010

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**EFFECTIVE DATE:** July 1, 2010  
**SYSTEM POLICY NUMBER:** 1008, Revision 1  
**SUBJECT:** One-Stop Operator

## SCOPE

*This policy applies to each of the 12 Workforce Development Councils and designated One-Stop Operators.*

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## PURPOSE

This policy provides direction to the Workforce Development Council (WDC) and its designated One-Stop Operator(s) and informs partners in the local WorkSource system of operator roles, responsibilities and accountability which will align with their local WIA/Wagner-Peyser Operations Plans, the Integration Framework, Washington Works and other system integration policies and partnership agreements.

## BACKGROUND

The One-Stop Operator entities are designated by the Workforce Development Councils (WDCs), with the agreement of local elected officials. When the Council identifies the key roles and responsibilities of operators, it is important to:

- Clearly and specifically articulate, in writing, the local roles, responsibilities, and accountability expectations of the operator entities;
- Oversee how the operator(s) incorporate the integration principles and direction set in this policy and related documents (Framework, p.4, Washington Works p.12); and
- Require the operator(s) to foster collaboration among staff from multiple programs to meet specifications of both the Local Operator Agreement and the Memorandum of Understanding; and

In 2007 Department of Labor further emphasized in its review of local areas that written Council – Operator agreements be developed, documented and maintained.

## POLICY

### A. Workforce Development Council (WDC) Roles and Responsibilities

*The following sections provide both regulatory requirements pertaining to the Council's role in relation to the one-stop operator and consistent direction from the State regarding the expectations of One-Stop Operators.*

1. Selecting One-Stop Operators, with the agreement of the chief local elected official (20CFR 661.305(a) (2)) may occur through one of the following methods:
  - a. Through a competitive process;
  - b. Based on an agreement that includes at least 3 or more required one stop partners; or
  - c. A Council can designate itself as the operator. The following requirements must be met:
    - The chief local elected official and the Governor agree to the designation. (20CFR 662.420).
    - Distinctions of Council operator and Council staff roles are clearly described (see Definition section).
2. Conducting oversight of the One-Stop service delivery system, in partnership with the chief local elected official (20CFR 661.305(a) (1)). This includes oversight of the designated One-Stop Operator entities in carrying out their assigned roles and responsibilities as described in the Council – Operator Agreement.
3. Establishing an agreement with the One-Stop Operator entities that:
  - a. Specifies the role(s) of the One-Stop Operator(s). The role(s) may range between simply coordinating service providers within a center, to being the primary provider of services within the center, to coordinating activities throughout the one-stop system (20 CFR 662.400 (c)).
    - When the Operator is a consortium of partner program entities, clearly articulate each assigned role and the related responsibilities for each entity in the Consortium.
    - When a WDC is assigned multiple One-Stop Operator roles and related responsibilities, clearly articulate each of these and distinguish between the operator roles and the WDC role.
  - b. Specifies the WDC's role in leadership and oversight of the WorkSource one-stop service delivery system, including the appropriate mechanisms used to hold operator entities accountable for meeting Council expectations or outcomes;
  - c. Describes how the WDC will document its review of One-Stop Operator roles, responsibilities, standards and outcomes, as described in the agreement or related documents; and

d. References other existing agreements on file that may be relevant to responsibilities of an operator entity in meeting the intent of this policy.

4. Establishing conflict resolution processes and procedures when the conflict involves more than one agency, and make them available to those staffs participating in WorkSource. The first step must be for the operator and partner(s) to attempt to reach resolution at the local level. Disputes should, wherever possible, be resolved at the local level. The Workforce Development Council must have a dispute policy in place and/or describe the process in the Operator Agreement that covers steps to be taken to resolve disputes regarding:

- specific provisions of language within the Operator Agreement or amendments to the Operator Agreement; or,
- when there is a conflict between more than one service provider/partner.

All local actions to resolve the disputes must be documented. If the failure to agree progresses to the state level, the following process applies:

- If the WDC and Operator or more than one service provider/partner continue to disagree, they request that WSID review the dispute. Workforce Standards and Integration will release a written recommendation after their review.
  - If one or more of the parties do not agree with this written recommendation, they shall contact the Commissioner of the Employment Security Department who will make a decision regarding this matter in consultation with the Chief Local Elected Official.
5. Making partners/service providers in centers, affiliate sites and otherwise participating in WorkSource, aware of and familiar with, this agreement and any related agreements which impact functioning as a multi-agency team(s) under a one-stop operator towards a more integrated WorkSource environment.

## **B. One-Stop Operator - Roles and Responsibilities**

The information below establishes requirements for One-Stop Operator(s). WDCs designate operator(s) and hold them accountable for responsibilities which include, but are not limited to:

1. Performing the specific responsibilities designated by the WDC in carrying out the local WIA/Wagner-Peyser Operations Plan, the Integration Framework, Washington Works and any other integration initiatives.
2. Fostering partners within a center and/ or system to function as a multi-agency team.
3. Determining the extent to which SKIES is being used as the case management system by authorized partner staffs with state authorization to use SKIES for recording and reporting information on services provided.

4. Implementing WorkSource system policies and standards that operationalize Local WIA – Wagner Peyser Plans and Memoranda of Understanding partner agreements to further integration efforts.
5. Encouraging partner collaboration which:
  - Continuously strives to achieve shared ownership for success of the customer and the system;
  - Demonstrably benefits a range of individuals, particularly to support those needing skill development opportunities for successfully meeting immediate and long range employment goals;
  - Demonstrates Center and Affiliate partner staff and management share a common knowledge of the local WorkSource system, labor market, service providers, and partner programs, in addition to having expertise in their fund source program; and
  - Contributes to collective accountability that recognizes system outcomes, in addition to an individual partner program's outcomes.

### **C. Standards and Measures**

The following minimum standard is established along with the means to assess whether or not the minimum standard is being met.

1. *Standard:* The WDC has an agreement with the One-Stop Operator entity(ies) that:

- Includes the requirements listed in Sections A and B of this policy;
- Is reviewed and updated at a minimum of every two years;
- Is made available to all partner programs in the WorkSource service delivery system; and
- Specifies ways in which the operator will report to the Council on progress made towards meeting expectations set in the agreement, and shares this information with WorkSource partners.
- Incorporates local level dispute resolution process language, or references a specific policy.

2. *Measures:*

- The Council - One-Stop Operator Agreement follows State policy and standards, and is on file and publicly available. This includes any related local documents related to the operator(s) responsibilities or accountability.
- One-Stop Operator Agreements (and any related referenced agreements) with appropriate signatures and dates are on file.

- The WDC provides oversight to operator entities, and documents the operator's attainment of Operator Agreement expectations.
- The WDC provides documentation that the dispute resolution process outlined in this policy is in place.
- The One Stop Operator Agreement Is made available to all partner programs in the WorkSource service delivery system; and
- The One Stop Operator Agreement specifies ways in which the operator will report to the Council on progress made towards meeting expectations set in the agreement, and shares this information with WorkSource partners.

## DEFINITIONS

**Operator Agreement:** An agreement between the local Council and the One-Stop Operator shall specify the operator's role (20CFR 662.400 (c)).

**One-Stop Operator:** The operator is the entity that performs the role specified in the agreement between the Workforce Development Council (WDC) and the WorkSource operator(s) (20CFR 662.400 (a & c)).

The role of the operator may range between coordinating service providers within a center, to being the primary provider of services within a center, to coordinating activities throughout the system. (20CFR 662.400 (a & c)).

### WDCs designated as One-Stop Operators

If the WDC is designated as a One-Stop Operator entity, it may play one or several roles, each of which has responsibilities attached. The intent of the Act in this context, as described in the Preamble Section of the WIA regulations (Page 49304) must be met. Essentially, the preamble reflects that:

- The federal regulations are generally meant to ensure a WDC serves as a board of directors for the local area. This frees them from the day to day functioning of the local system, and allows it to focus on strategic planning, policy development, and oversight of the one stop service delivery system.
- Members of a WDC staff may also be employees of the entity administering a local area's WIA grant. When these staff roles are clearly defined, the fact that an individual works for both the WDC and the administrative entity does not preclude the entity from providing services.

## REFERENCES

20CFR 662.400 (a &c) and Preamble to Regulations

**Washington Works**

<http://www.wtb.wa.gov/Documents/WashingtonWORKS.pdf>

**Washington Integration Framework**

[http://www.wa.gov/esd/1stop/worksource\\_initiative/initiative.htm](http://www.wa.gov/esd/1stop/worksource_initiative/initiative.htm)

**SUPERSEDES**

This is a new policy

**WEBSITE**

<http://www.wa.gov/esd/policies/systems.htm>

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