

# WIOA One Stop Operator Roles and Responsibilities

## Examples from Other States

### Florida

[https://www.careersourcecapitalregion.com/uploads/documents/RFP\\_2020-01\\_One-Stop\\_Operator\\_-\\_Workforce\\_Development\\_Services.pdf](https://www.careersourcecapitalregion.com/uploads/documents/RFP_2020-01_One-Stop_Operator_-_Workforce_Development_Services.pdf)

**Scope of Work** - The basic role of the One Stop Operator is to coordinate the service delivery of participating one-stop partners and service delivery providers in addition to ensuring the Career Centers meet credentialing requirements. To that end, the following services must be addressed:

- a. Establish and maintain relationships between all WIOA mandated one-stop partners as well as other partners that support the mission, vision and values of CareerSource Capital Region.
  - o Create and maintain an up-to-date list of partners and the agreed upon service offering and referral processes.
  - o Create and manage an innovative solution to educate partners (and internal staff) on the services provided by CSCR as well as the other one-stop partners' organizations.
  - o Coordinate and schedule quarterly meetings with one-stop partners to:
    - ♣ Discuss ways to reach common goals (i.e. performance, financial, customer satisfaction).
    - ♣ Leverage resources across partner organizations for the greater good of those served, in particular, those with barriers to employment (i.e. individuals with disabilities, returning citizens, older workers) and may require long-term services towards gaining employment
    - ♣ Discuss programmatic and financial issues faced by the partners as well as any misunderstandings/myths that may exist between participating partners (troubleshooting of issues).
    - ♣ Discuss how to improve and maintain an effective and successful one-stop system.
    - ♣ Discuss opportunities for collaboration on potential grant opportunities that serve the core mission of the one-stop system and partner organizations.
    - ♣ Share details on flagship programs, events, and initiatives.
- b. Assist CSCR with ensuring that Memoranda of Understanding with all one-stop partners are executed, contains the appropriate clauses, supports the goals of WIOA and CSCR, provide the desired performance outcomes, are adhered to by all parties, as well as tracking completion, updates and expiration of agreements. To perform this task, the One Stop Operator will be required to:
  - Work with CSCR leadership to determine which partners are core partners as well as other community based organizations that share a mutual customer base in order to leverage resources.

- Gather contact information for partners and a determination of services that will be provided that support the one-stop system.
  - Maintain up-to-date contact information, description of services provided, and provide an innovative solution to track said information.
  - Determine a referral method across partner organizations. o Using the information gathered, clearly describe each partner's role and responsibilities to the one-stop system including financial contributions to support the career center.
  - Support CSCR's Affiliate Site Partnership initiative.
- c. Manage, track and oversee a customer satisfaction program to allow for informed business decision making by the CSCR Board of Directors and senior leadership to include:
- Recommend customer satisfaction tools, delivery systems and procedures for consideration by CSCR senior management.
  - Provide monthly reports on the results/responses from the approved customer satisfaction tools sorted by career center, staff, and program (if possible).
  - Review customer comments identifying trend data to allow for continuous improvement; making recommendations to CSCR senior management for service delivery process changes that address unfavorable customer experiences/comments.
- d. Recommend methods of continuous improvement to CSCR's senior leadership to include:
- Research and educate CSCR's senior leadership on innovative methods and best practices for service delivery. Areas of service delivery can include but is not limited to technological tools for delivery of services, file maintenance, customer engagement, customer/staff training, and assistive technology.

The Respondent's proposal should include, at a minimum, a plan to fulfill the afore-mentioned duties of the One-Stop Operator. The plan should be descriptive and adequately address each duty. If the Respondent has prior experience in the role of One-Stop Operator, the proposal should also include data/information to demonstrate their proven success in performing such duties.

## **Maryland**

<https://rural.maryland.gov/wp-content/uploads/sites/4/2019/04/2019-FINAL-Lower-Shore-One-Stop-Operator-RFP.pdf>

## **Scope of Work**

The local board envisions the One Stop Operator as a convener of partners as well as a "mall manager" for the American Job Center and seeks an Operator who will provide the following services:

## 1) Compliance

a) Compliance with legal requirements –Assess compliance with legal requirements. Examples include

1) Americans with Disabilities Act,

2) 38USC4215: Veterans' Priority of Service,

3) Privacy Act of 1974, etc.: Protection of Personally Identifiable Information,

4) WIOA Section 188: Non-Discrimination, including access for those with Limited English Proficiency.

b) Compliance with the partner Memorandum of Understanding (MOU) and Resource Sharing Agreement (RSA) – Monitor partner compliance with MOU and RSA and report to the Workforce Development Board.

## 2) Performance

a) Continuous Improvement - Participate in the evaluation of "Continuous Improvement" of the center as described in WIOA Section 121(g).

b) Customer Experience - Evaluate and make recommendations related to center operations as pertains to access to services, customer service standard, consistency of service, etc.

c) Collect customer surveys - Collect customer feedback surveys, evaluate the results and report to partners and board.

## 3) Service delivery

a) Front desk - Oversee front desk staff who are employed by the Tri-County Council, including

1) scheduling and guaranteeing coverage during open hours,

2) ensuring appropriate training and communication take place,

3) making sure materials available in welcome center are up to date and stocked,

4) ensuring information for television screens is collected and updated.

b) Requests for AJC participation in community events – Act as main point of contact for receiving requests and coordinating participation.

c) Meeting Spaces - Manage meeting spaces, maintain the schedule and resolve conflicts related to use of the rooms, ensure compliance with conference room policies as established by Tri-County Council.

## 4) Partnership

a) Partners' Meetings - Coordinate Quarterly Partners' Meetings, including identifying and scheduling guest speakers, creating the agenda, communicating effectively to maintain partner

participation; lead the meetings with a goal toward consensus building; complete tasks assigned at meetings and/or follow up as necessary.

b) Business Services Meetings - Coordinate Quarterly Business Services Meetings, including identifying and scheduling guest speakers, creating the agenda, communicating effectively to maintain partner participation; lead the meetings with a goal toward consensus building; complete tasks assigned at meetings and/or follow up as necessary.

c) Cross-training - Facilitate and ensure cross-training of staff on a variety of topics as identified by partners at a minimum of two times per year, develop and distribute desk aid/asset map and update as necessary, maintain master staff contact lists.

d) Benchmarks of Success –Lead partner coordination under Benchmarks of Success.

e) Miscellaneous –Identify and share center best practices or research other topics as requested.

## 5) Communication

a) Website –Update and maintain [lowershoreajc.org](http://lowershoreajc.org).

b) Quarterly Newsletter - Create Quarterly Newsletter for distribution to partners and public, including collection of relevant information, development of the newsletter, maintenance of the recipient list and distribution.

c) Routine requests – Respond to routine questions and requests from public regarding the American Job Center, its' partners and services; when necessary, route requests to appropriate partner agency.

d) Facebook - Actively maintain the Lower Shore American Job Center Facebook page, including collecting and posting relevant information from partners.

e) Route customer complaints to appropriate partner agency when necessary.

f) Point of contact - Act as point of contact to facilitate communication amongst partner agencies, engage partner agencies in center operations.

g) AJC events calendar - Maintain AJC events calendar with relevant internal and external events.

h) Landlord - Communicate with landlord regarding building operations (not individual lease areas) examples include: building closure, facilities requests related to conference rooms and equipment and repairs to common areas, and notification of major events.

## 6) Reporting

a) Provide reports to the Workforce Development Board - Report to the Workforce Development Board at its' quarterly meetings; the WDB will establish reporting guidelines.

b) Provide reports to partners related to any of the duties listed. Roles and Responsibilities

Responsibilities of the selected contractor:

- Provide a primary staff person to act as Operator, including an established procedure should the primary staff person not be available
- Perform the duties in the manner described in the accepted proposal
- Invoice LSWA on a monthly basis
- Provide summary of tasks completed, written procedures, appropriate log-in information, and other transferrable knowledge at the end of the contract period

Responsibilities of LSWA:

- Act as a resource in providing information needed to perform the Operator's duties
- Facilitate introductions to American Job Center Partners
- Pay invoices in a timely manner
- Provide an office location for the use of the Operator while on-site
- Oversee and evaluate the performance of the Operator

### **Georgia**

<http://worksourcecoastal.org/site/assets/uploads/PY-2018-RFP-18-WIOA-01-One-Stop-Operator.pdf>

This request for proposal (RFP) is for the One-Stop Operator (hereafter "Operator") will be the pivotal leader(s) for coordinating and managing customer flow within the Coastal Region, known as the WorkSource Coastal One-Stop/Job Center System. The primary goal of the Operator is to create a seamless system of partners among workforce development, economic development, business, and community agencies in order to meet the needs of employers and job seekers in the Coastal Region.

The Operator will oversee the development of a workforce that meets the employers' needs in the Coastal Region. Operator staff will collaborate with CWDB/WorkSource Coastal to effectively an integrate WorkSource Coastal One-Stop/Job Center System for employers and job seekers. In addition, work closely with other partnering staff to ensure that services are coordinated, facilitated, promoted, designed, and expedited in a highest quality customer-friendly manner while providing non-duplicative, uniform services across locations, fully accessible and successfully equipping as many customers as possible with the skills and tools to be "Career Ready" and secure gainful employment.

### ***This is what is expected of the operator***

The WorkSource Coastal One-Stop/Job Center System delivery of service must follow the requirements of Workforce Innovation and Opportunity Act of 2014 (WIOA), including WIOA mandated and non-mandated partner organizations, to all interested job seekers and employers in the comprehensive WorkSource Coastal One-Stop/Job Centers System, and affiliated satellite sites as identified in the Memorandum of Understanding with the CWDB and Local Elected Officials (LEOs). The WorkSource Coastal One-Stop/Job Center System Operator will provide management and oversight of the partnership of agencies that comprise the WorkSource Coastal One-Stop/Job Center System.

The Scope of Services required for the WorkSource Coastal One-Stop/Job Center System One-Stop Operator will include, but are not limited to:

- The Operator shall insure that WorkSource Coastal partners, on an ongoing basis, deliver quality and timely career services;
- The Operator shall provide information and access to training services, including serving as the point of access to training services for participants under WIOA;
- The Operator shall provide information and access to programs and activities carried out by WorkSource Coastal One-Stop/Job Center System partners as described in the Memorandum of Understanding between the local WDB and the local elected officials;
- The Operator shall provide access to the labor market data, information, and analysis and all job search, placement, recruitment, and other labor exchange services authorized by Wagner-Peyser. Wagner-Peyser services are mandated to co-locate within the WorkSource Coastal OneStop/Job Center System Centers; and
- The Operator shall ensure that all Job Center services and outreach materials are ADA and EO Compliant with prior approval from WorkSource Coastal before distribution to the public.

### **Oklahoma**

<http://northeastworkforceboard.com/wp-content/uploads/2019/06/RFP-19-NEWDB-01-One-Stop-Operator-Workforce-System-Coordinator.pdf>

#### **SECTION 3. STATEMENT OF WORK – ONE STOP OPERATOR/WORKFORCE SYSTEM**

**COORDINATOR** The basic role of the One Stop Operator/Workforce System Coordinator is to coordinate the service delivery of participating One Stop partners and service providers in Northeast Oklahoma. Additionally, the Operator/ Workforce System Coordinator must:

- Disclose any potential conflicts of interest arising from the relationships of the One Stop Operators with particular training service providers or other service providers, including but not limited to, career services providers.
- In coordinating services and serving as a One Stop Operator, refrain from establishing practices that create disincentives to providing services to individuals with barriers to

employment who may require longer-term services, such as intensive employment, training, and education services.

One Stop Operators may not perform the following functions:

convene system stakeholders to assist in the development of the local plan;

prepare and submit local plans (as required under WIOA sec. 107;

be responsible for oversight of itself; manage or significantly participate in the competitive selection process for One Stop Operators;

select or terminate One Stop operators, career service providers, and youth providers;

negotiate local performance accountability measures; or

develop and submit budgets for activities of the NEWDB.

It is the responsibility of NEWDB as the administrative entity to provide oversight of the operations of the workforce system in the Northeast Workforce Development Area. The Board is firmly committed to ensuring that the Oklahoma Works American Job Centers provide career services equitably to all customers. The Operator/Coordinator works with all partners located in the Oklahoma Works American Job Centers to form solutions. Workforce services are integrated into the framework of the workforce delivery system and are provided through partner agencies under other funding resources. Staff and funding for these services is provided by system partners and will be functionally supervised by the Operator/Coordinator. The Operator/Coordinator is responsible for ensuring seamless service delivery from all partners. The Operator/Coordinator assumes functional management, compliance and oversight of Oklahoma Works American Job Centers and services; and coordination of the delivery of workforce services within the Oklahoma Works system throughout the entire NEWDB area. The contractor will be working with NEWDB to develop new services for jobseeker customers to be included in the Product Box (see Attachment E). By submitting a proposal an individual or entity agrees that if awarded the contract, the resulting contractor will assume the duties of the One Stop Operator/Workforce System Coordinator for all the counties served by the Northeast Workforce Board.

The following statements clarify specific duties and responsibilities of the One Stop Operator and will be in the negotiated contract.

#### A. Compliance

1. Ensure NEWDB policy and procedure is followed

2. Ensure compliance with WIOA, WIOA regulations, state and local policies, and the U. S. Department of Labor Statement 29 CFR 38 Implementation of Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act; Final Rule

3. Coordinate the provision of services to eliminate or minimize duplication

4. Ensure One Stop partners are utilizing the common intake, case management, referral process and client tracking systems appropriately. In the event of a conflict between such laws and regulations and the terms of this agreement, precedence will be given to the laws and regulations.

#### B. Management

1. Management of the day-to-day operations of the Oklahoma Works American Job Centers and access sites.

2. Coordinate Service Delivery among Core and Required Partners including physical and electronic sites.

3. Coordinate Oklahoma Works system performance measures and deliverables established by the NEWDB.

4. Provides reports to the NEWDB on: physical, programmatic and technology accessibility ensuring accommodations and accessibility for all.

5. Serve as the Accessibility Compliance Representative (ACR) to comply with Oklahoma's Physical and Technology Accessibility Initiative.

6. Utilize the customer database system currently in operation at the One Stop which allows OneStop staff to track and report on customer usage of the One Stop and services. Provider will use the system to track and report on customer activities as requested by the NEWDB and administrative entity. To the extent possible, Provider will attempt to minimize duplication created by the presence of two database systems by moving toward a more unified, simplified tracking methodology with direction from the NEWDB and with input from the state and the administrative entity.

7. Contractor is expected to ensure that the One Stop partners adhere to the MOU agreements and reporting procedures.

8. The Operator is responsible for ensuring the Oklahoma Works American Job Center staff is trained in all services offered by the Workforce system.

#### C. Community/ Partner Relations

1. Convene meetings to build relationship among the partners, and facilitate conversations to streamline processes and create better efficiencies and effectiveness

2. Implement quality and continuous improvement principles within the system

3. Responsible for capacity building within the system and staff

4. Promote Workforce programs and educate local community and faith-based organizations about the Workforce System

#### D. Business Services



1. Develop, offer and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy
2. Address immediate and long-term skilled workforce needs of in demand industries and address critical skill gaps within and across industries
3. Oversee the job posting information from businesses to the statewide employment database and assist employers who prefer to enter data directly
4. Direct center staff on the screening and recruiting of candidates for job openings for area employers
5. Respond to employers' requests including providing interview space, job fairs, and other services offered by Oklahoma Works American Job Centers
6. Coordinate with the Rapid Response (RR) Coordinator to align system partners local RR services for workers who have or will be dislocated from their jobs due to a business or plant closure, a major employer downsizing, or natural disasters
7. Collaborate with system partners to facilitate and participate in special projects such as job fairs, business driven workshops, and be responsible for communicating employers' needs to the Oklahoma Works American Job Centers staff
8. Incorporate an integrated and aligned business services strategy among one-stop center partners to present a unified voice for the one-stop center in its communications with employers

#### E. Jobseeker Services

1. Ensure job seeking customers are served through an integrated, seamless process related to the various services/functions offered in order to reduce duplication of resources, minimize number of contacts, and streamline processes
2. Verify that all customers have access to Oklahoma Works American Job Center services
3. Research, identify, and report in writing to NEWDB any ADA compliance discrepancies for all customers at each Oklahoma Works American Job Center location
4. Outreach and Recruitment of customers

### **Ohio**

<https://gowbi.org/wp-content/uploads/2019/04/Area-7-OSO-RFQ-2019-v-2.2-1.pdf>

Role of the One-Stop Operator - The Area 7 vision is:

“To provide quality and effective workforce system services in coordination with our workforce partners to the jobseekers and employers of the counties comprising Ohio Workforce Development Area 7.”

It is intended that the OS Operator employ the Area 7 vision, to guide innovation, accountability efficiency and effective utilization of resources across the OMJCs in the workforce area.

Customers enter the system through various partner programs. Through assessment and the sharing of information, participants can be provided with access to programs, services and support by the appropriate program funding streams. OS Operator duties will include encouraging the OS partners to coordinate so as to provide for an integrated service delivery system resulting in more streamlined services and reduced duplication. This includes close collaboration with the WIOA Title I service provider in each county.

As Area 7 encompasses a large geographic area the OS Operator will be expected to work with the one-stop partners to find technological solutions make services available to job seekers and employers.

The one-stop operator will report to the Area 7 Board through the Area 7 Executive Director.

#### DESCRIPTION OF ONE STOP OPERATOR SERVICES

Area 7 has determined that the roles and functions of the one-stop operator shall be that of a facilitator and coordinator. WIOA Title I services are carried out by Area 7 member counties or their sub-recipients. To carry out the one-stop operator duties, the entity should be familiar with the WIOA one-stop partner and program requirements.

#### One-Stop Operator Roles and Responsibilities

- 1 Serve as a coordinator of the public one-stop partners pursuant to the strategy and direction of the Area 7 Workforce Board as communicated through its Executive Director.
- 2 Familiarize themselves with the mission and performance measures of all one-stop partners including WIOA Title I.
- 3 Familiarize themselves with the Ohio Department of Job and Families (ODJFS) one-stop certification criteria to recommend appropriate actions and ensure Area 7's compliance.
- 4 Organize and facilitate an annual one-stop partner meeting with the partner "decision makers" to agree on continuous improvement goals and objectives to be communicated to staff through their quarterly meetings.
- 5 Organize and facilitate quarterly one-stop partner meetings with staff with the goal of continuous improvement of the OMJCs.
- 6 Collect information on the collaborative relationships between workforce, economic development, education and community groups in each Area 7 county. Develop a report and share best practices at quarterly one-stop partner meetings, including best practices for cross-training and crossreferral.
- 7 Ensure that Area 7 job centers maintain required signage and ADA compliance as per Phase I certification specifications.

8 Develop an annual project plan to be approved by the Area 7 Executive Director within the first 15 days of each contract period.

9 Provide a bi-monthly report to the Area 7 Executive Director of activities and accomplishments so that they can be reported to the governing board.

10 Work with the one-stop partners to identify technological ways to connect to the partner programs with special attention to ways of connecting partners not co-located in the OMJCs.

11 Other duties as assigned relevant to local needs