



Subject: One-Stop Operator Policy

Policy No: 2015 - 60

Effective Date: 12/2/2020

1. Purpose

This policy provides guidance on the roles and responsibilities of the One-Stop Operator (OSO) at WorkSource Columbia Basin (WSCB) under the Workforce Innovation and Opportunity Act (WIOA).

2. Background

As identified in WIOA legislation, the OSO shall be the entity best suited to implement a potentially redesigned service delivery system. WIOA sets the general expectation that local workforce boards, such as the Benton-Franklin Workforce Development Council (BFWDC), conduct procurement processes to identify appropriate providers of OSO and other services. The vision of the Department of Labor (DOL) and operational guidance for the One-Stop system under WIOA is outlined in [Training and Employment Guidance Letter \(TEGL\) 04-15](#) and [TEGL 16-16](#).

Policy and Administrative Procedures

The OSO oversees the operations and serves as the point of contact for WSCB.

A. One-Stop Operator Responsibilities

The OSO responsibilities fall under the following areas as specified in the current program year One-Stop Operator Statement of Work:

Customer-First and Human-Centric: Use data to ensure One-Stop delivery is accessible and meets the needs of customers;

Day-to-Day Operations: Ensure the seamless provision of services to customers;

Culture Development: Lead efforts to develop a team culture of excellence and a customer-first mindset;

Performance: Emphasize achievement results for job seekers, workers, and businesses by providing consistent, high-quality service delivery to ensure partners meet service outcomes;

One-Stop Center Certification: Lead activities for center certification; evaluate center progress.

All agencies with staff located at WSCB are responsible for understanding the roles of the OSO.

B. One-Stop Operator Administrative Functions

The OSO shall work with the BFWDC regarding WIOA Core and Required Partners to be in the center.

The OSO shall maintain records and communicate with the BFWDC of:

- a) Any agency seeking new, additional, or expanded workspace and projects;
- b) Staff members' duties that will impact any aspect of service delivery;
- c) All change requests regarding office furniture, office equipment, IT hardware and software;
- d) All accommodations requests and state-mandated changes;
- e) All Customers Concerns and Complaints.

The OSO shall create and maintain a form/process by which partner agencies can seek authorization to use classroom and/or meeting room space within WSCB.

C. One-Stop Operator May Not Perform the Following Duties

Per WIOA and associated guidance, the OSO may not perform the following:

- a) Develop, manage, or conduct the competitive procurement of service providers in which it intends to compete;
- b) Convene system stakeholders to assist in the development of the local plan.
- c) Prepare and submit local plans (as required under sec. 107 of WIOA).
- d) Be responsible for oversight of itself;
- e) Develop, manage, or participate, other than as a respondent, in the competitive selection process for OSOs;
- f) Select or terminate OSOs or WIOA Title I service providers;
- g) Perform monitoring functions of itself or any WIOA partners;
- h) Evaluate itself as OSO;
- i) Negotiate local performance accountability measures;
- j) Develop and/or submit a budget for activities of the BFWDC;
- k) Establish practices that create disincentives for providing services to individuals with barriers to employment who may require longer-term career and training services;
- l) The OSO is not required to authorize additional staff, cubicles, or any change to the service delivery.

D. Definitions

Contract: A legal instrument by which the fiscal agent, service provider, or subrecipient is committed to paying for goods, property, or services needed to accomplish the purposes of the contract/agreement. The term used in this policy does not include a legal instrument, even if the non-federal entity considers it a contract when the substance of the transaction meets the definition of a federal award or subaward (see 2 CFR 200.92 - Subaward).

Conflict of interest – Conflict between the official responsibilities and the private interests of a person or entity that is in a position of trust. A conflict of interest would arise when an individual or organization has a financial or other interest in or participates in the selection or award of funding for an organization. Financial or other interests can be established either through ownership or employment.

Contractor - An entity responsible for providing generally required goods or services related to the administrative support of the Federal award. These goods or services may be for the recipient's or subrecipient's own use or the use of participants in the program. Distinguishing characteristics of a contractor include:

- Providing the goods and services within normal business operations;
- Providing similar goods or services to many different purchasers;
- Operating in a competitive environment; and;
- Program compliance requirements do not pertain to the goods or services provided.

One-Stop Operator Statement of Work: A contractual agreement between the BFWDC and the OSO specifies the operator's role.

Partner: Any agency with staff located at WSCB.

One-Stop Center Certification: The certification process establishes a minimum level of quality and consistency of services in American Job Centers across a State. The certification criteria allow States to set standard expectations for customer-focused seamless services from a network of employment, training, and related services that help individuals overcome barriers to obtaining and maintaining employment.

E. References and Additional Guidance

- [Public Law 113-128](#), Workforce Innovation and Opportunity Act of 2014, Sections 107(d)(10), 107(g)(1), 121(d)(1-2), 123, 134(c)(2)(C) 20 CFR 678.600 635, 679.370(l), 679.410, 679.430, 680.160, 680.300, and 681.400
- [Training and Employment Guidance Letter \(TEGL\) 23-14, Section 8](#)
- [Training and Employment Guidance Letter \(TEGL\) 15-16, Section 11](#)
- [Customers Concern and Complaint Resolution Policy No: 2015-31](#) ;The BFWDC and all partners of the WSCB One-Stop Center have a legal obligation to ensure that all customer complaints are received and processed in accordance with federal, state and local policy.
- [Integrated Service Delivery with Co-enrollment](#); Integrated Service Delivery seamlessly address the training and employment needs of system customers: job seekers and businesses. ISD with co-enrollment is a voluntary approach to the delivery of WorkSource services.