



1. Background

WIOA changed the law and rules governing procurement and selection of one-stop operators; and the Office of Management and Budget (OMB) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (commonly known as the OMB Super Circular) also changed procurement requirements, consolidated eight previous circulars into one Uniform Guidance document, and introduced new requirements for performance-based contracting. WIOA sets the general expectation that local workforce boards, such as the Spokane Workforce Council (SWC), conduct open and competitive procurement processes to identify appropriate providers of one-stop operator and other services.

2. Definitions

- **Contract:** A legal instrument by which the fiscal agent, service provider, or subrecipient is committed to pay for goods, property, or services needed to accomplish the purposes of the contract/agreement. The term as 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).
- **Operator Agreement:** An agreement between the SWC and the One-Stop Operator that specifies the operator's role.
- **Partner:** Any agency with staff located at WorkSource Spokane.

3. Policy

a. Administrative Procedures

- Selecting a One-Stop Operator** – The SWC, in agreement with chief elected officials, will conduct a competitive procurement for the selection of a One-Stop Operator. This includes providing at least 30-day public notice through which prospective local, state, and national bidders typically identify such opportunities (e.g., local print newspapers, on-line newspapers, SWC website, other community web sites, etc.). Solicitations will include the selection criteria to be used in the process and will be maintained as part of the documentation. The competitive process will be conducted at least once every four years and follow the principles of competitive procurement set forth in Uniform Administrative Guidance at 2 CFR 200.318-326.
- Contracting with a One-Stop Operator** – A One-Stop Operator Agreement (contract) will be established that specifies the following:
 1. The role of the OSO;
 2. Measures of success; and
 3. Any other agreements on file that may be relevant to responsibilities of the OSO in meeting the intent of this policy.
- Conflict Resolution** – The One-Stop Operator and all partners will utilize the dispute resolution procedures outlined in SWC Policy #WS-806 Dispute Resolution.
- Conflict of Interest** – If the agency selected to employ the One-Stop Operator is also a provider of other WIOA services, they will be required to enter into a written agreement with the SWC and the chief elected officials to demonstrate appropriate firewalls and internal controls. This requirement is designed to spell out protections against potential conflicts of interest.

- One-Stop Operator Roles and Responsibilities** – Below is a list of One-Stop Operator roles and responsibilities. This list includes general roles, but duties are not limited to those listed. Specific goals and activities for a given time period may be added through the One-Stop Operator Request for Proposal and subsequent contracts provided by the SWC. It is required that all agencies with staff located at WorkSource Spokane understand the roles of the One-Stop Operator.

One-Stop Operator is responsible for the following:

- i. Management of WorkSource Spokane, including hours of operations, space configuration, space usage, space design and layout, customer flow, and managing the center following integrated service delivery design principles.
 - ii. Determining the number of staff and workspaces at WorkSource Spokane, as well as the programs and projects operated within WorkSource. It is required that the OSO maintain a process by which any agency seeking new, additional, or expanded workspace, funding, programs or projects, such as adding staff or realigning a staff members' duties that will impact any aspect of Integrated Service Delivery (ISD), can seek authorization from the OSO, with both the request and response documented in writing.
 1. This approval must be sought and approved by the OSO in advance, including during the grant writing phase. The OSO is not required to authorize additional staff, cubicles, or any change to ISD or service delivery based on the position being funded or new funding being awarded if authorization was not sought and granted in advance.
 2. It is required that the OSO work with the SWC regarding WIOA Core and Required Partners to be in the center. The local board (SWC) is responsible for ensuring all WIOA requirements are met, and as such, is responsible for ensuring WIOA Core and Required Partner services are available throughout the one-stop campus.
 - iii. Approving all changes in advance and in writing for office furniture, office equipment, and IT hardware and software. It is understood that reasonable accommodations and state-mandated changes cannot be denied by the One-Stop Operator, however the partner making the change must seek consent in advance to ensure the One-Stop Operator is aware of the change and has the opportunity to provide feedback on the product being purchased. The OSO will create and maintain a form/process by which partner agencies can seek authorization to make changes within WorkSource Spokane.
 - iv. Approving all community, agency, and other meetings being held within WorkSource Spokane and/or in representation of WorkSource Spokane within the community. The OSO will create and maintain a form/process by which partner agencies can seek authorization to use classroom and/or meeting room space within WorkSource Spokane.
 - v. In partnership with the SWC, coordinating communication and partnerships across the One-Stop campus ([WorkSource](#) and [Next Generation Zone](#)) and [affiliated](#) service locations in Spokane County.
 - vi. Encouraging partner collaboration including continuously striving to achieve shared ownership for success of the customer and the system; and contributing to collective accountability that recognizes system outcomes.
 - vii. Leading One-Stop Site Certification process for WorkSource Spokane.
 - viii. Operationalizing the vision of the SWC for WorkSource Spokane, including high quality customer service, Integrated Service Delivery, and a professional environment with up-to-date technology.
 - ix. In partnership with the SWC, establishing the expectations of dress and attire, and holding agencies accountable for enforcing these expectations.
 - x. Assuring that appropriate referrals are made among the partners.
 - xi. Promoting the services available on the One-Stop Campus, including development of marketing and outreach materials, with support from the SWC.
 - xii. Being knowledgeable of the mission and performance standards of all partners and facilitating cross-training among all staff.
 - xiii. Evaluating customer needs and satisfaction data to continually refine and improve service strategies.
 - xiv. Ensuring that the SWC's non-program-related policies and procedures are effectively communicated and carried out at WorkSource.
 - xv. Working with the SWC and partners to define and provide a means to meet common operational needs, such as training, technical assistance, and additional resources, etc.
 - xvi. Ensuring non-program EEO requirements are met, including coordinating staff training, and assuring EEO posters and processes are in place.
 - xvii. Aligning with the Next Generation Zone to ensure the One-Stop Campus is operating in a cohesive fashion.
- c. Duties One-Stop Operator May Not Perform** – Per WIOA and associated guidance, the OSO may **not** perform the following:

- i. Develop, manage, or conduct the competitive procurement of service providers in which it intends to compete.
- ii. Convene system stakeholders to assist in the development of the local plan.
- iii. Prepare and submit local plans (as required under sec. 107 of WIOA).
- iv. Be responsible for oversight of itself.
- v. Develop, manage or participate, other than as a respondent, in the competitive selection process for One-Stop Operators.
- vi. Select or terminate One-Stop Operators or WIOA Title I service providers.
- vii. Perform monitoring functions of itself or any WIOA partners.
- viii. Evaluate itself as One-Stop Operator.
- ix. Negotiate local performance accountability measures.
- x. Develop and/or submit a budget for activities of the Spokane Workforce Council.
- xi. Establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term career and training services.

4. References

All fiscal policies and guidance letters published for WIOA are governed, as appropriate, under:

- Title 2, Subpart A, Chapter 11 CFR 200.317-326
- OMB Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards

Programmatic policies, rules, and 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

5. Supersedes

WS-814 – April 2017