



# Spokane Area Workforce Development Council

## ONE-STOP OPERATOR POLICY

SAWDC WorkSource System Policy

**POLICY #:** WS-814

Effective: April 2017

### **Purpose of Policy**

To communicate requirements for the procurement and selection of one-stop operators per the Workforce Innovation and Opportunity Act (WIOA), and to define the role, scope, and accountability of the WorkSource System One-Stop Operator (OSO) in Spokane County (Workforce Development Area XII).

### **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 SAWDC, conduct open and competitive procurement processes to identify appropriate providers of one-stop operator and other services.

### **Policy**

#### **A. Administrative Procedures**

##### **a. Selecting a One-Stop Operator**

The SAWDC, 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, SAWDC 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.

##### **b. Contracting with a One-Stop Operator**

A One-Stop Operator Agreement (contract) will be established that specifies the following:

- The role of the OSO;
- Measures of success; and
- Any other agreements on file that may be relevant to responsibilities of the OSO in meeting the intent of this policy.

##### **c. Conflict Resolution**

The One-Stop Operator and all partners will utilize the dispute resolution procedures outlined in SAWDC Policy #WS-806 Dispute Resolution.

#### **B. 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 SAWDC.

One-Stop Operator is responsible for the following:

1. 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.
2. Determining the number of staff and workspaces at WorkSource Spokane. To accomplish this, it is required that the OSO implement a process by which any agency seeking new, additional, or expanded workspace, such as adding staff, can make the request, with both the request and response documented in writing.
  - a. WorkSource Partners: This approval must be sought in advance, including during grant writing phase. The OSO is not required to authorize additional staff/cubicles based on the position being funded if authorization was not sought and granted in writing.
  - b. It is required that the OSO work with the SAWDC regarding WIOA Core and Required Partners to be in the center. The local board (SAWDC) 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.
3. In partnership with the SAWDC, coordinating communication and partnerships across the One-Stop campus ([WorkSource](#) and [Next Generation Zone](#)) and [affiliated](#) service locations in Spokane County.
4. 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.
5. Leading One-Stop Site Certification process for WorkSource Spokane.
6. Operationalizing the vision of the SAWDC for WorkSource Spokane, including high quality customer service, integrated service delivery, and a professional environment with up-to-date technology.
7. In partnership with the SAWDC, establishing the expectations of dress and attire, and holding agencies accountable for enforcing these expectations.
8. Assuring that appropriate referrals are made among the partners.
9. Promoting the services available on the One-Stop Campus, including development of marketing and outreach materials, with support from the SAWDC.
10. Being knowledgeable of the mission and performance standards of all partners and facilitating cross-training among all staff.
11. Evaluating customer needs and satisfaction data to continually refine and improve service strategies.
12. Ensuring that the SAWDC's non-program-related policies and procedures are effectively communicated and carried out at WorkSource.
13. Working with the SAWDC and partners to define and provide a means to meet common operational needs, such as training, technical assistance, and additional resources, etc.

14. Ensuring non-program EEO requirements are met, including coordinating staff training, and assuring EEO posters and processes are in place.

15. Aligning with the Next Generation Zone to ensure the One-Stop Campus is operating in a cohesive fashion.

### **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 SAWDC and the One-Stop Operator that specifies the operator's role.

### **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

### **Supersedes**

N/A – new policy