



## 1. Background

The Next Generation Zone, our region's only career and education center for young adults ages 16 to 24, was created by and is the responsibility of the Spokane Workforce Council (SWC). The SWC selects the management structure for the Next Generation Zone, with the operator being selected either by competitive bid or the SWC CEO may select to appoint a SWC employee to fill the position. The Next Generation Zone is staffed by a wide array of partner agencies, which bring a wealth of programmatic offerings to the site. This policy outlines the role and responsibilities of the operator position for the site.

## 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 selected organization employing the operator that specifies the operator's role.
- **Partner:** Any agency with staff located at Next Generation Zone.
- **Next Generation Zone:** Youth employment and education center located at 901 East 2<sup>nd</sup> Avenue in Suites 100, 105, and 110. The Next Generation Zone name is trademarked by the SWC.

## 3. Policy

### a. Administrative Procedures

- Selecting the Operator** – The SWC, in agreement with chief elected officials, may conduct a competitive procurement for the selection of the operator unless the CEO chooses to fill the role using a SWC employee. Should the role be competitively bid, the SWC will provide 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 (if competitively bid) and follow the principles of competitive procurement set forth in the Workforce Innovation and Opportunity Act (WIOA) and the Uniform Administrative Guidance.
- Contracting with an Operator** – Should the position be competitively bid, a Next Generation Zone Operator Agreement (contract) will be established that specifies the following:
  1. The role of the operator;
  2. Measures of success; and
  3. Any other agreements on file that may be relevant to responsibilities of the operator in meeting the intent of this policy.
- Conflict Resolution** – The operator and all partners will utilize the dispute resolution procedures outlined in SWC Policy #WS806 Dispute Resolution.
- Conflict of Interest** – If the agency selected to employ the operator is also a provider of other WIOA services, they will be required to enter into a written agreement with the SWC to demonstrate appropriate firewalls and internal controls. This requirement is designed to spell out protections against potential conflicts of interest.

- Operator Roles and Responsibilities** – Below is a list of 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 an Operator Request for Proposal and subsequent contracts provided by the SWC. It is required that all agencies with staff located at the Next Generation Zone understand the roles of the operator.

Next Generation Zone Operator is responsible for the following:

- i.** Managing the Next Generation Zone, including hours of operations (in consultation with SWC COO or Vice President of System Advancement), 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 Next Generation Zone, as well as the programs and projects operated within the center. It is required that the operator 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 service delivery at the Next Generation Zone, seek authorization from the operator, with both the request and response documented in writing.
  1. This approval must be sought and approved by the operator in advance, including during the grant writing phase. The operator is not required to authorize additional staff, cubicles, projects or any change to service delivery or the center if authorization was not sought and granted in advance.
  2. If the position is competitively bid, it is required that the operator work with the SWC regarding partners to be in the center and the service delivery model offered. 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 cannot be denied by the operator, however the partner making the change must seek consent in advance to ensure the operator is aware of the change and has the opportunity to provide feedback on the product being purchased. The operator will create and maintain a form/process by which partner agencies can seek authorization to make changes within the Next Generation Zone.
- iv.** Approving all community, agency, and other meetings being held within Next Generation Zone and/or in representation of Next Generation Zone within the community. The operator will create and maintain a form/process by which partner agencies can seek authorization to use classroom and/or meeting room space or represent Next Generation Zone at community meetings.
- v.** 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.
- vi.** Functionally supervising the WIOA Program Manager and any other program specific managers or programs in the center.
- vii.** Coordinating a center-wide schedule including staff vacation/sick leave requests and working with partner agencies to ensure adequate availability and coverage for center activities.
- viii.** Leading WorkSource Site Certification process for Next Generation Zone.
- ix.** Operationalizing the vision of the SWC for Next Generation Zone, including high quality customer service, integrated service delivery, and a professional environment with up-to-date technology.
  - x.** Establishing the expectations of dress and attire, and holding agencies accountable for enforcing these expectations.
  - xi.** Promoting the services available within the Next Generation Zone, including development of marketing and outreach materials, with support from the SWC Communications team.
  - xii.** Being knowledgeable of the mission and performance standards of all partners and facilitating cross-training among all staff.
  - xiii.** Holding all-staff meetings, virtually or in-person, and maintaining a professional development schedule.
  - xiv.** Coordinating a safety committee and center-wide safety plan.
  - xv.** Evaluating customer needs and satisfaction data to continually refine and improve service strategies.
  - xvi.** Ensuring that the SWC's non-program-related policies and procedures are effectively communicated and carried out at the Next Generation Zone.
  - xvii.** Defining and providing a means to meet common operational needs, such as training, technical assistance, and additional resources, etc.

- xviii. Ensuring non-program equal employment opportunity (EEO) requirements are met, including coordinating staff training, and assuring EEO posters and processes are in place.
- xix. Aligning with WorkSource and the Resource Center of Spokane County to ensure the One-Stop Campus is operating in a cohesive fashion.
- xx. For competitively bid contracts, functionally reporting to the SWC Chief Operations Officer or Vice President of System Advancement.

#### **4. References**

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

- [Federal Register 2 CFR Part 200, et al - OMB Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, Final Rule](#)

Programmatic policies, rules, and guidance:

- [Public Law 113-128, Workforce Innovation and Opportunity Act \(WIOA\) of 2014](#), Sections:
  - 107(d)(10) – Functions of Local Board – Selection of Operators and Providers
- [Federal Register – WIOA \(Department of Labor only\), Final Rule](#)
  - 20 CFR 679.430 – How do entities performing multiple functions in a local area demonstrate internal controls and prevent conflict of interest?
  - 20 CFR 681 Subpart C – Youth Program Design, Elements, and Parameters
  - 20 CFR 681 Subpart D – One-Stop Services to Youth
- [Training and Employment Guidance Letter \(TEGL\) 23-14, Section 8 – Preparing for WIOA Transition through Youth Service Provider Contracts](#)
- [Training and Employment Guidance Letter \(TEGL\) 15-16, Section 11 – Competitive Selection of One-Stop Operators – Avoiding Conflicts of Interest](#)

#### **5. Supersedes**

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