



ONE-STOP OPERATOR POLICY

Policy Number: 2050

Effective Date: May 1, 2017

A. BACKGROUND

The following policy establishes Workforce Snohomish's expectations for the procurement of and services to be provided by the one-stop operator for the Snohomish County WorkSource System.

B. POLICY

Workforce Snohomish will select an eligible entity to serve as the one-stop operator(s) for WorkSource Snohomish County centers through a competitive procurement process, at least every 3 years.

Workforce Snohomish will document, in writing, that board members and the public are provided at least 30-day public notice of the competitive procurement through media where prospective local, state, and national bidders typically identify such opportunities (e.g., local print newspapers, on-line newspapers, Workforce Snohomish web site, other community web sites, etc.), in conformance with state [WIOA Policy 5404: Procurement and Selection of One-Stop Operators and Service Providers](#). Solicitations will include the selection criteria to be used in the process and documentation of the entire process will be retained in compliance with local record retention policies.

Workforce Snohomish reserves the right to provide one-stop operator services through a sole source agreement in the instance of a failed procurement, in accordance with the requirements of state WIOA Policy # 5404 for appropriate fire walls and for state workforce board certification of WorkSource sites.

Workforce Snohomish may select a single operator for all of its one-stop centers and any affiliated sites, or may select separate center operators, at its discretion.

Should Workforce Snohomish select a consortium of entities to serve as the operator, the consortium will include at least three required one-stop partners. In such an instance, one entity with the consortium will be identified as lead and fiscal agent.

If the one-stop operator selected by Workforce Snohomish is also a provider of other WIOA services, the service provider, in their role as site operator, will enter into a written agreement with Workforce Snohomish and the chief elected official for Snohomish County to demonstrate appropriate firewalls and internal controls to assure that it is able to compete for either function without biasing the process, and is able to oversee, monitor, and evaluate the performance of the service provider as part of one-stop operation. Organizational charts placing the responsibilities of the operator and the service provision in different people or departments within the entity may be part of the internal controls and conflict of interest policies, but are not sufficient in and of themselves.

A non-governmental entity selected to serve as the operator(s) must work with Workforce Snohomish to establish a system for management of state merit staff (i.e., staff who are represented by a collective bargaining agreement) within the one-stop center(s) in accordance with state policies and procedures.

The operator will be responsible for:

- Disclosing any potential conflicts of interest arising from relationships with training service providers or other service providers;
- Coordinating the service delivery of required one-stop partners and service providers;
- Coordinating service providers across the one-stop delivery system;
- Coordinating service delivery in a multi-center area, which may include affiliated sites;
- Assuring that all conditions of the Memorandum of Understanding and Infrastructure Sharing Agreement are met;
- Providing any services within the center and organizing one-stop operations as required by Workforce Snohomish, and described in the selection process and any subsequent agreements with the operator organization;
- Facilitating integrated partnerships that seamlessly incorporate services for the common customers served by multiple program partners of center(s);
- Developing and implementing operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings;
- Organizing and integrating services by function (rather than by program), when permitted by a program's authorizing statute and, as appropriate, through coordinating staff communication, capacity building, and training efforts. Functional alignment includes having WorkSource staff who perform similar tasks serve on relevant functional teams (e.g., skills development team or business services teams);
- Assuring that appropriate referrals are made among required partners and sites;

- Assuring that career services described in WIOA are made available at all certified one-stop centers and;
- Assuring that center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. This allows staff from differing programs to understand other partner programs' services, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers.

The operator may not perform any of the following functions:

- Develop, manage, or conduct the competition of service providers in which it intends to compete;
- Convene system stakeholders to assist in the development of the local plan;
- Prepare and submit local plans (as required under sec. 107 of WIOA);
- 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 services, and youth providers;
- Negotiate local performance accountability measures;
- Develop and/or submit a budget for activities of Workforce Snohomish; and
- Establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term career and training services.

C. DEFINITIONS:

- ***Eligible entities*** include public, private or non-profit institution(s) of higher education; community-based organization(s), nonprofit organization(s), workforce intermediary(ies), for-profit entity(ies); government agency(ies); LWDBs; and/or interested organization(s) or entity(ies) capable of carrying out the duties of the one-stop operator, such as a chamber of commerce or other business organization, or a labor organization. Elementary schools or secondary schools may not serve as one-stop operators, except for nontraditional public secondary schools such as a night schools, adult schools, or career and technical education schools.

References:

- [WorkSource System Policy 5404: Procurement and Selection of One-Stop Operators and Service Providers.](#)
- Workforce Innovation and Opportunity Act Section 107(g)(2), 121(d)(2)(A), 116(b)(2), and 123(b) of WIOA
- 2 CFR part 200.317 thru 200.326
- 20 CFR part 677, 678.400, 678.600, 678.605, 678.610, 678.615, 678.620, 678.625, 678.630, 678.705, 679.410, 679.430, 683.295

Supersedes: NA