

# One-Stop Operator Procurement under WIOA

Based on the Local Workforce Development Board vision, resources, planning, and partnerships, the board must certify through a competitive process the One-Stop Operator for the local area system. Based on the size of the local area, this may include one operator overseeing the system or multiple operators coordinating together. The board must also consider whether the competitive process will include other entities that are responsible for services that the board may desire the operator to perform.

## Who May Be an Operator?

- A public, private, or non-profit entity  
or
- A consortium of entities that must include at least three (3) or more required partners  
It CAN be
- An institution of higher education
- A State Wagner-Peyser Employment Agency
- A Community-based, nonprofit, or intermediary organization
- A Private for profit entity
- A Government Agency
- Interested Organizations such as a local Chamber of Commerce, business or labor organization  
It CANNOT be
- An Elementary or Secondary School, except non-traditional public secondary schools and area career and technical education schools

## Considerations

- Conflict of Interest – If the Operator has multiple functions there must be a clear delineation of duties via a written agreement with the Chief Elected Official(s) and the Local Board
- Universal Services – the operator may not create disincentives to serving those with barriers

## Operator Role Required under WIOA

- Coordinate Service Delivery among Partners
  - Coordinate Service Delivery among Physical and Electronic sites
  - Coordinate Services across Local Area System  
Primary Provider of Services at Physical Centers
- Includes:
- Manage hours of operation at all sites
  - Manage technological resources such as websites, case management information, business networking software, on-line testing sites
  - Manage daily operations thru coordination with WIOA Fiscal Agent for lease, utilities, and other invoice remittance
  - Manage partner responsibilities as defined in MOU
  - Manage services for individuals
  - Manage services for business
  - Provision of basic services such as orientations, information on careers and labor markets, and resource rooms
  - Submission of annual staffing, and operational budgets
  - Following federal and state regulations pertaining to handling of EEO responsibilities, customer complaints, and physical and programmatic accessibility
  - Implementation of board policies
  - Reporting to Board on operations, performance accountability, and continuous improvements

## Additional functions that may be considered for the Operator during procurement

- Provision of Career Services under the WIOA Adult and Dislocated Worker Programs
- Provision of Youth Program Services
- Provision of Other Services
- Fee for Service Activities
- Outreach and Recruitment of customers and voluntary partners
- Staff and partner training
- Membership and/or participation with local associations and workgroups
- Entering into lease agreements for the physical sites
- Specialized site management

## Functions the Operator May Not Perform

- Convene System Stakeholders to assist in the development of the local/regional plan
- Prepare and Submit local plans
- Be responsible for oversight of itself
- Manage or Participate in the Competitive Selection Process for Operators
- Select or Terminate One-Stop Operators, Career Services, and Youth Providers
- Negotiate Local Performance Measures
- Develop and Submit Budget for Activities of the Local Board

Must use the most restrictive procurement policy applicable to the procuring entity.