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Title: One-Stop Operator Policy



Owner: Executive Director

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Last Revision Date: Original Issuance

To: CareerSource North Florida One-Stop Operator and Staff

Purpose: This policy provides the North Florida Workforce Development Board’s definition of the role of the One-Stop Operator for CareerSource North Florida.

Reference:

- WIOA Sec. 121 (d)
- 20 CFR 678.620
- 2 CFR 200
- CareerSource Florida Administrative Policy 097 One-Stop Operator Procurement.

Background

The Workforce Innovation and Opportunity Act (WIOA) of 2014 stipulates that local workforce development boards must designate a One-Stop Operator through a competitive process. Within the law’s guidance that the One-Stop Operator must coordinate services among partners, the North Florida Workforce Development Board (NFWDB) has created definitive roles and responsibilities for the Operator of the CareerSource North Florida (CSNF) One-Stop Delivery System.

Content

Role of the One-Stop Operator

The role of the One-Stop Operator, according to 20 CFR 678.620 is to “coordinate the service delivery of required one-stop partners and service providers”. To fulfill this role within the CareerSource North Florida One-Stop Delivery System, the NFWDB has outlined the following roles and responsibilities for the One-Stop Operator:

- Physically monitor CSNF’s one-stops (full-service, satellite, and mobiles) to ensure compliance with state and federal legislation, guidance, and other requirements. This includes, but is not limited to resource room requirements, State and Federal required postings, operating hours, staff development requirements (certifications and CEU’s), and activities provided by the Career Center.
- Ensure Americans with Disability Act (ADA) and Equal Employment Opportunity (EEO) compliance by inspecting the one-stops and activities.
- Ensure all MOU’s among one-stop partners are upheld and information on all required partners are prominently displayed.
- Coordinate service delivery with the required one-stop partners. This may include but is not limited to supplying the one-stops with information (publications, brochures, web links) from each partner, reporting on coordinated efforts (meetings, mutual customers, shared resources) and coordination of staff training.

To monitor progress and performance of the One-Stop Operator, the contractor must provide a written report quarterly, including checklists, monitoring tools, or other documentation agreed upon with the Board. The One-Stop Operator must also meet with the CSNF Leadership Team to make recommendations for improvement.

Procurement

The NFWDB will conduct a competitive procurement process for the One-Stop Operator, in accordance with the Uniform Guidance of 2 CFR 200, at minimum once every four years. Upon award of contract, the One-Stop Operator may be eligible for up to three one-year contract renewals, subject to evaluation of performance.

Action

The Board shall procure a third-party One-Stop Operator at minimum once every four years and evaluate the performance annually to determine contract renewals as appropriate.

Timeline

This policy is effective until further notice. It should be reviewed following three years of issuance, a change in referenced guidance, or at the discretion of the Board.

Signature



Mike Williams, WDB Chair

08/15/2019

Date



Diane Head, Executive Director

08/15/2019

Date

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