New Mexico
Workforce Connection
Central Region

Operational Policy No. 434

SUBJECT: One-Stop Operator Policy
Effective: PY2018 12/10/2018

PURPOSE

This WCCNM Policy provides information, criteria, and guidance that ensures the establishment and development of the One-Stop Operator's scope of work that meet the requirements of the Workforce Innovation and Opportunity Act (WIOA).

REFERENCE(S)

Workforce Innovation and Opportunity Act of 2014, Pub. L. 113-128; Section 121

Workforce Innovation and Opportunity Final Rule August 10, 2017, 20 CFR Part 678

OVERVIEW - WCCNM's ONE STOP OPERATOR - SCOPE OF WORK

Summary – Role of the One-Stop Operator

The role of the One-Stop Operator is equivalent to a managing partner of the workforce system. In this role, the Operator facilitates the identification of opportunities, challenges and issues to be addressed at the local level to ensure effective and quality service delivery. The Operator works with all partners working with the Workforce Connection Centers to coordinate effective strategies and systems necessary to build and sustain a cohesive, seamless service delivery system that engages all agencies and organizations at a systems level. Partners, including state staff, are fully integrated into the framework and everyone participates in planning, goal setting and implementation of activities necessary to ensure a seamless operation. Staff and funding for these services is communicated through Memorandum of Understanding, Resource Sharing Agreements and shared work responsibilities needed to create and sustain a customer centered approach focused on improving employment outcomes for job seekers, including youth and people with disabilities, and enhanced business services for employers. The Operator is primarily responsible for developing these partnerships,

engaging in system approaches focused on shared decision making, collaborative problem solving, and collective impact approaches.

Responsibilities

Community and Partnership Development

1. Establish and sustain relationships with Workforce Connection Center partners with a focus on creating opportunities to engage in shared planning, visioning, continuous improvement, and program outcomes and evaluation.

2. Ongoing identification and development of community partners to engage in workforce systems activities that lead to improvements in community awareness or engagement in workforce development strategies; and enhanced interest in organizations and businesses to use Workforce Connection Center services.

3. Support the implementation of continuous quality improvement approaches and methodologies to enhance the system effectiveness. Examples include, but are not limited to: adoption of change principles to directly enhance flow of service delivery, improve customer, and staff satisfaction; increased administrative efficiencies or improved funding leverage, youth friendly and youth engaged approaches, and inclusion of individuals with disabilities across all programs.

4. Identify and coordinate capacity building activities to improve the effectiveness and performance of partners working with and within the Workforce Connection Center; including youth services and programs for individuals with disabilities.

5. Facilitate opportunities for shared learning and training.

6. Promote the Workforce Connection Center programs broadly; educate local community, agencies, and organizations about the partners and programs available.

7. Convene regular meetings of all partner agencies and organizations to support full engagement and share leadership in the organizing and developing of ongoing activities and processes; including youth services and programs for individuals with disabilities.

8. Actively engage in opportunities to share leadership with all partners by creating opportunities to report, present, and share activities, such as through local board and committee meetings, community forums, and other appropriate settings.

9. Provide for conflict management and dispute resolution when issues arise between partner organizations.

Implementation and Compliance

1. Provide guidance and leadership to ensure WCCNM policies and procedures are clearly communicated and followed.

2. Provide guidance and leadership to ensure compliance with all Federal regulations related to WIOA, state and local policies are implemented accordingly. Additionally, ensure provisions of the U. S. Department of Labor Statement 29 CFR 38 Implementation of Nondiscrimination and Equal Opportunity are understood and followed.

3. Provide guidance and leadership to partners and staff to ensure full coordination of services across all programs are implemented effectively; with quality and assurances necessary to eliminate or minimize duplication.

4. Provide guidance and leadership to partners and staff to ensure services and programs are accessible for people with disabilities; create opportunities to engage in learning about best practices and approaches to serve people with disabilities.

5. Provide guidance and leadership to all partners and staff to ensure services and programs for youth follow best practices in youth engagement and positive youth development.

6. Create a systemic process that supports Workforce Center partner ownership and adoption of effective shared practices necessary to support customers and businesses, including but not limited to co-enrollment, common intake, referral, case management, client performance, and business services.

7. Works collaboratively with Workforce Connection Center partners to develop a robust system of training to support staff and seeks opportunities for shared learning and training; Assures Workforce Connection partners receive training in all services available through the workforce system, including UI.

Business Services

1. Coordinate with partner agencies/organizations on strategies to develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.

2. Address immediate and long-term skilled workforce needs of in-demand industries and critical skill gaps within and across industries.

3. Provide oversight for the job posting information from businesses to the statewide employment database and assist employers who prefer to enter data directly.

4. Coordinate a process with Workforce Connection staff on best practices to support effective screening and recruiting of candidates for job openings for area employers.

5. Implement effective activities to respond to employers' requests including the coordination of activities such as interview space, job fairs, and other services available within the Workforce Connection Center.

6. Coordinate with partners to organize and implement local Rapid Response services for workers who have or will be dislocated from their jobs due to a business or plant closure, a major employer downsizing, or natural disasters.

7. Collaborate with system partners to facilitate and collectively participate in special projects such as job fairs, business driven workshops, and be responsible for communicating employers' needs to the Workforce Connection Center partners.

Criteria - One-Stop Operator Dos and Don'ts

Dos - One-Stop Operator should engage in the following:

- Facilitate the daily operations of the Workforce Connection Center by coordinating service delivery among partners and staff;
- Manage partner responsibilities as defined in MOUs;
- Facilitate Workforce Connection Center staff/partner development;
- Oversee and ensure performance and continuous quality improvement activities;
- Handle EEO responsibilities, customer complaints, and ensure accessibility as outlined in local, state and federal guidance;
- Implement board policy;
- Facilitate the development of reports and presentations to WCCNM Board focused on partnership engagement, workforce development operations, performance accountability, and continuous improvements and other reports as required;
- Coordinate the integration and collaboration of all Workforce Connection Center partners/staff to ensure a seamless and streamlined system for customers and businesses;
- Collaborate with WCCNM Board, partners, and staff to ensure businesses and the public are aware of all services available through the career centers and information is provided for accessing these services;
- Assure the Workforce Connection Centers comply with all required customer support and information as required under local, state and federal regulations;
- Collaborate with partners to facilitate and participate in special projects such as job fairs, business driven workshops, and be responsible for communicating employers' needs to the Workforce Connection Center partners;
- Convene regular meetings of the Workforce Connection staff and partners as required by local, state and federal regulations; and
- Other duties as outlined by local, state and federal regulations for the One-Stop Operator.

Don'ts – One-Stop Operator is prohibited from engaging in the following:

- Convening system stakeholders to help develop the local plan or preparing and submitting local plans (as required under sec. 107 of WIOA);
- Being responsible for oversight of itself;
- Managing or significantly participating in the competitive selection process for one-stop operators;

- Selecting or terminating one-stop operators, career services, and youth providers;
- Negotiating local performance accountability measures;
- Developing and submitting the WCCNM Budget for local area activities;
- Direct or indirect involvement in the financials of the one-stop operator contract.

Actions/Requirements

WCCNM is requested to demonstrate steps taken to prepare for the competition of the One-Stop Operator and report action complying with dates and requirements as follows:

1. WCCNMM must demonstrate steps taken to prepare for competition of one-stop operator. Demonstration may include: WCCN Planning minutes, market research, request for information, and conducting a cost and price analysis.
2. July 1, 2017, WCCNM's one-stop operator was selected under the competitive process and in place/operating the one-stop centers.

Applicability: Central Region Local Workforce Board, CEO's, WIOA Operator, WIOA Providers and WIOA affiliated Partners.

Inquiries: WIOA Manager, 505-724-36

This Policy has received approval by the Workforce Connection of Central New Mexico Board and rescinds any policy previously in effect.

Debbie Ortiz

WCCNM Board Chair