



Workforce Development Council  
Snohomish County

## SYSTEM POLICIES

### MEMORANDUM #10-03

**To:** All WorkSource Snohomish County Partners

**Subject:** One-Stop Operator

**Supersedes:** None

**Effective Date:** February 15, 2011

---

#### **A. BACKGROUND**

Workforce Development Council Snohomish County (WDCSC) is issuing this policy in conformance with Washington State Employment Security Department (ESD) Policy Number 1008, *One-Stop Operator*, which provides direction to WDCSC and WorkSource Snohomish County system partners One-Stop Operator roles, responsibilities, and accountability which align the local WIA/Wagner-Peyser Operations Plan, the *WorkSource Initiative Framework*, *Washington Works*, and other system integration directives.

#### **B. POLICY**

##### **I. WDCSC Roles and Responsibilities**

*The following sections provide both regulatory requirements pertaining to the WDCSC's role in relation to the One-Stop Operators and direction from ESD regarding the expectations of One-Stop Operators.*

WDCSC is responsible for:

1. Selecting One-Stop Operators, with the agreement of the chief local elected official (20CFR 661.305(a) (2)) through one of the following methods:
  - a. A competitive process;
  - b. Based on an agreement that includes at least 3 or more required one stop partners; or

- c. Designating itself as the One-Stop Operator if the following requirements are met:
  - The chief local elected official and the Governor agree to the designation. (20CFR 662.420).
  - Distinctions between WDCSC One-Stop Operator staff and other WDCSC staff roles are clearly described.
2. Conducting oversight of the WorkSource Snohomish County service delivery system, in partnership with the chief local elected official (20CFR 661.305(a) (1)). This includes oversight of the designated One-Stop Operators in carrying out their assigned roles and responsibilities as described in WDCSC One-Stop Operator subcontracts.
3. Establishing subcontracts or other agreements with each One-Stop Operator that:
  - a. Specifies the roles of the One-Stop Operator (20 CFR 662.400 (c));
  - b. Specifies WDCSC's role in leadership and oversight of the WorkSource Snohomish County service delivery system including the appropriate mechanisms used to hold the One-Stop Operator accountable for meeting Council expectations or outcomes;
  - c. Describes how WDCSC will document its review of One-Stop Operator roles, responsibilities, standards, and outcomes as described in the subcontract, other agreement, or related documents; and
  - d. References other existing agreements on file that may be relevant to responsibilities of an operator entity in meeting the intent of this policy.
4. Establishing a dispute resolution processes and procedures when the conflict involves more than one agency and making the processes and procedures available to WorkSource Snohomish County partners.
5. Making WorkSource Snohomish County partners aware of and familiar with One-Stop Operator subcontracts, other agreements, and any related documents which impact functioning as a team.

## **II. One-Stop Operator Roles and Responsibilities**

The information below establishes requirements for One-Stop Operator(s). WDCSC designates WorkSource Snohomish County Operators and holds them accountable for responsibilities which include, but are not limited to:

1. Performing the specific responsibilities designated by WDCSC in carrying out the local WIA/Wagner-Peyser Operations Plan, the *WorkSource Integration Framework*, *Washington Works*, and any other integration initiatives.
2. Assisting WorkSource Snohomish County partners function as a team.
3. Managing the use of SKIES by authorized partner staff for case management,
4. Implementing WorkSource Snohomish County system policies.
5. Encouraging partner collaboration which:
  - Continuously strives to achieve shared ownership for success of customers and the system;
  - Demonstrably benefits a range of individuals including those needing skill development opportunities for successfully meeting immediate and long range employment goals;
  - Demonstrates that partner staff and management share a common knowledge of the WorkSource Snohomish County system, labor market, service providers, and partner programs, in addition to having expertise in their program(s); and
  - Contributes to collective accountability that recognizes system outcomes in addition to individual partner program outcomes.

### **C. STANDARDS**

WDCSC has a subcontract or other agreement with each One-Stop Operator that:

1. Includes the requirements listed in Sections B. I and II of this policy;
2. Is reviewed and updated at a minimum of every two years;
3. Is made available to all partners in the WorkSource Snohomish County service delivery system;
4. Specifies ways in which the One-Stop Operator will report to WDCSC on progress made toward meeting expectations set in the subcontract or other agreement and shares this information with WorkSource Snohomish County partners; and
5. References the Dispute Resolution system policy.

**D. MEASURES**

1. WDCSC One-Stop Operator subcontracts, other agreements, and associated documents conform with this policy and are on file and publicly available;
2. Subcontracts and other agreements with appropriate signatures and dates are on file;
3. WDCSC documents each One-Stop Operator's attainment of expectations;
4. WDCSC shares each One-Stop Operators progress toward attaining expectations;  
and
5. WDCSC has a Dispute Resolution policy on file and publicly available; and

**E. REFERENCES**

20CFR 662.400 (a &c) and Preamble to Regulations

*WorkSource Initiative Framework*, December 2008,  
[http://www.wa.gov/esd/1stop/worksource\\_initiative/initiative.htm](http://www.wa.gov/esd/1stop/worksource_initiative/initiative.htm)

*Washington Works: Strengthening the Workforce for Washington's Future*, January 2007,  
<http://www.wtb.wa.gov/Documents/WashingtonWORKS.pdf>