



## **ONE-STOP OPERATOR POLICY**

### **POLICY #: 4011 Rev 1**

Date of Original Policy: 12/12/2023  
Revision Date: 12/09/2025

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### **PURPOSE**

The purpose of this policy is to define the role, responsibilities, and expectations of the One-Stop Operator (OSO) within the local workforce development system. The OSO ensures coordination among partners, consistency in service delivery, and alignment with Workforce Southwest Washington's (WSW) strategic goals and the requirements of the Workforce Innovation and Opportunity Act (WIOA).

### **BACKGROUND**

As outlined in WIOA Section 121(d), each local workforce development area must designate a One-Stop Operator (OSO) responsible for coordinating the service delivery of required one-stop partners and ensuring the local WorkSource (One-Stop) system operates efficiently.

WIOA establishes the expectation that local workforce development boards—such as Workforce Southwest Washington (WSW)—will conduct a competitive procurement process to identify the entity best suited to serve as the One-Stop Operator and carry out other workforce system functions.

The U.S. Department of Labor's vision and operational guidance for the One-Stop system are detailed in Training and Employment Guidance Letters (TEGLs) [04-15](#), [16-16](#), and [16-16 Change 1](#), which emphasize collaboration, integration, and continuous improvement across all workforce partners.

### **POLICY**

This policy applies to all One-Stop partners and staff located at WorkSource Vancouver, WorkSource Kelso, and NEXT Success, as well as any other co-located or affiliated sites within the Southwest Washington workforce area. The One-Stop Operator (OSO) coordinates operations and communication across the local WorkSource system, ensuring alignment and collaboration among WSW, WorkSource Directors, and partner organizations. All partners at WorkSource Vancouver, WorkSource Kelso, and NEXT Success share responsibility for supporting this coordinated approach.

## **RESPONSIBILITIES**

The OSO serves as the coordinating entity for the WorkSource system, fostering collaboration among WSW, WorkSource Directors, and partner organizations to maintain integrated, customer-centered operations for businesses and job seekers.

All partner organizations are responsible for understanding and supporting the OSO's coordinating role to achieve a seamless and effective service delivery system.

The One-Stop Operator's responsibilities include, but are not limited to:

### **Coordination and Operations**

- Coordinate daily operations with WorkSource Partner Directors, including scheduling, facilities, and communication.
- Plan and facilitate director and staff meetings, trainings, and professional development activities.
- Support special projects and system initiatives as identified by WSW or partner leadership.
- Ensure consistent communication and alignment between WorkSource and WSW leadership.

### **Business Services Leadership**

- Provide functional leadership for Business Services teams in Vancouver and Kelso.
- Ensure implementation of the regional Business Engagement Plan and related metrics.
- Support coordinated employer engagement, industry initiatives, and compliance with the Coordinated Business Services Policy.

### **Administrative and Compliance Support**

- Provide administrative oversight of Guest Services staff in collaboration with the agency responsible for direct supervision.
- Serve as a point of contact for Equal Opportunity, accessibility, and code of conduct compliance.
- Submit quarterly progress reports using WSW's reporting templates and timelines.
- Collaborate with WSW and partners on One-Stop Center Certification, remote/co-locations, and outreach requirements.

## **Partner and System Collaboration**

- Foster alignment and coordination between WorkSource and NEXT Success to ensure a seamless customer experience.
- Support consistent use of MIS and reporting systems across centers.
- Share updates and coordinate communication between WSW, partners, and Center leadership.

## **Duties One-Stop Operator May Not Perform**

Per WIOA and associated guidance, the OSO may **not** perform the following:

- 1) Develop, manage, or conduct the competitive procurement of service providers in which it intends to compete.
- 2) Convene system stakeholders to assist in the development of the local plan.
- 3) Prepare and submit local plans (as required under sec. 107 of WIOA).
- 4) Be responsible for oversight of itself.
- 5) Develop, manage, or participate, other than as a respondent, in the competitive selection process for One-Stop Operators.
- 6) Select or terminate One-Stop Operators or WIOA Title I service providers.
- 7) Perform monitoring functions of itself or any WIOA partners.
- 8) Evaluate itself as One-Stop Operator.
- 9) Negotiate local performance accountability measures.
- 10) Develop and/or submit a budget for activities of Workforce Southwest Washington.
- 11) Establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term career and training services.

## **DEFINITIONS**

- **Co-location:** The arrangement in which staff work on-site at a partner or community organization to provide services or support joint initiatives. Co-location promotes collaboration, improves customer access, and aligns with WIOA's intent to create a coordinated and accessible workforce system.
- **Code of Conduct** – The standards of conduct and appropriate behavior expected while receiving services or programs.
- **Conflict Resolution** – The OSO and all partners will utilize the dispute resolution procedures outlined in [WSW Policy #4007 Dispute Resolution](#).
- **Conflict of Interest** – Conflict between the official responsibilities and the private interests of a person or entity that is in a position of trust. A conflict of interest would arise when an individual or organization has a financial or

other interest in or participates in the selection or award of funding for an organization. Financial or other interests can be established either through ownership or employment.

- **Equal Opportunity (EO):** The principle and legal requirement that all individuals have equal access to programs, services, and employment without discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin, age, disability, political affiliation or belief, or, for beneficiaries, applicants, and participants only, citizenship or participation in any WIOA Title I–financially assisted program or activity. Equal Opportunity requirements are defined under Section 188 of the Workforce Innovation and Opportunity Act (WIOA) and 29 CFR Part 38.
- **One-Stop Center Certification** – The certification process establishes a minimum level of quality and consistency of services in American Job Centers across a State. The certification criteria allow States to set standard expectations for customer- focused seamless services from a network of employment, training, and related services that help individuals overcome barriers to obtaining and maintaining employment.
- **Partner** – Any agency with staff located at WorkSource Vancouver, WorkSource Kelso, or Next Success.
- **Southwest Workforce System** – Area partners located at WorkSource Vancouver, WorkSource Kelso, and Next Youth locations.

## **REFERENCES/RESOURCES**

- [WSW Policy #2004 Rev 3 Complaint Resolution, Equal Opportunity, Nondiscrimination Policy](#)
- [WSW Policy 4007 Rev 3 Dispute Resolution](#)
- Workforce Training and Education Coordinating Board [#1016 Rev 1 One Stop Certification Policy](#)
- [Title 2, Subpart A, Chapter 11 CFR 200.317-326](#)
- [OMB Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards Programmatic policies, rules, and guidance:](#)
- [Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Sections 107\(d\)\(10\), 107\(g\)\(1\), 121\(d\)\(1- 2\), 123, 134\(c\)\(2\)\(C\)](#)
- [20 CFR 678.600-635, 679.370\(l\), 679.410, 679.430, 680.160, 680.300, and 681.400](#)
- [Training and Employment Guidance Letter \(TEGL\) 04-15](#)
- [Training and Employment Guidance Letter \(TEGL\) 16-16](#)
- [Training and Employment Guidance Letter \(TEGL\) 15-16](#)
- [Code of Conduct](#)

**SUPERSIDES**

- WSW One-Stop Operator Policy #4011 effective 12/12/2023

**WEBSITE**

<http://workforcesw.org/providers#OperationsPolicies>

**INQUIRIES:**

Please contact Marnie Farness [mfarness@workforcesw.org](mailto:mfarness@workforcesw.org) (360) 559-5090 for questions.