



workforce
SOUTHWEST WASHINGTON

Southwest Washington One-Stop Operator Conflict of Interest Agreement

Workforce Southwest Washington (WSW) enters into this agreement with Career Path Services and Chief Local Elected Official, per the requirements set forth in the [Workforce Innovation and Opportunity Act of 2014 \(WIOA\)](#) sec. 121(d)(4)(A) and (C) and the [Training and Guidance Letter 15-16](#), Section 11.

This agreement is for the period of **September 1, 2023** through **September 30, 2027**.

During this period, Career Path Services (CPS) will employ the One-Stop Operator of WorkSource Southwest Washington, as well as provide services and oversight, as outlined in their respective contracts.

This agreement will ensure compliance with TEGL 15-16 Section 11, specifically to develop a written agreement with the Local Workforce Development Board (LWDB), awarded One-Stop Operator agency (CPS), and the Chief Local Elected Official (CLEO) to clarify how the organization will carry out its responsibilities while demonstrating compliance.

The One-Stop Operator will be responsible for the following under the guidance of the OSO Policy #4011:

1. Leadership/Integrated Service Delivery

- Provide and exhibit leadership through implementing and sustaining common values, organizational directions, performance expectations, customer focus, collaboration and cooperative activities, and the shared WSW and partner vision for all WorkSource staff.
- Lead Integrated Service Delivery efforts for WorkSource centers as outlined by the ISD manual.
- Ensure that all staff in the center are properly trained and utilize the required data management systems for all customer and business data entry and tracking and vetted talent.
- Work with One Stop Leadership to monitor and track progress towards serving target populations in an integrated way.

2. Facilities, Equipment and Operations Management:

Facilities, Equipment and Operations responsibilities under this contract include the following:

- Maintaining WorkSource Vancouver and WorkSource Cowlitz/Wahkiakum hours, opening and closing, posting notices, and providing community flexibility for WorkSource hours and services as applicable and necessary for connection and affiliate work and service delivery.
- Managing space configuration and space signage.
- Communicating with landlord regarding any facilities issues such as heating, cooling, restrooms, janitorial service, risk management and safety, necessary repairs or other issues related to space and furniture.
- Overseeing the center calendars to ensure all classes and activities are adequately staffed and offered appropriately.
- Ensuring technology is functional and current.
- Coordinate with the State's Department of Enterprise Services (DES) and partners to dispose of surplus items, office relocation or modifications.

- Ensuring that all [Americans with Disabilities Act](#) requirements are met and managed as required by WIOA.
- Ensuring that equipment is maintained and appropriately secured.
- Assisting in coordinating comprehensive, affiliate and connection sites.
- Establish community liaison positions as necessary and appropriate for partners and participants for connection to WorkSource Services.
- Evaluating customer needs and satisfaction data to continually refine and improve service strategies.
- Ensuring that WSW non-program-related policies and procedures are effectively communicated and carried out at WorkSource Center(s).
- Working with WSW and partners to define and provide a means to meet common operational needs, such as training, technical assistance, and additional resources, etc.
- Ensuring non-program Equal Opportunity requirements are met, including coordinating staff training, and assuring Equal Opportunity posters and processes are in place.
- Serve as the Complaint Coordinator, being the point of contact for all customer concerns and/or complaints. Notifying WSW Local EO Officer ASAP if rises to that level.
- Lead efforts to develop a team culture of excellence, belonging, inclusive, and a customer-first mindset.
- OSO will enforce and demonstrate [Code of Conduct](#) expectations at the WorkSource Center(s).
- Assuring that appropriate referrals are made among the partners.

3. System Partnership:

- In partnership with WSW, develop relationships with external system partners to increase both Center's effectiveness in supporting priority populations, opportunities for promoting the vision, mission, and goals of the WorkSource Strategic Plan, and identifying possible MOU/IFA Center partners.
- In partnership with WSW, communicate and align the Systems MOU annually with partners.
- In partnership with WSW and with the Sponsorship team, the Operator will maintain an IFA as necessary to ensure partners are contributing their share of the costs of the center.
- Ensure that all shared costs are transparent to all partners.

4. Staff Training:

- Develop and post opportunities for staff training in areas of leadership, customer service, workforce development, lean processes, networking, public speaking, and other skills to be determined; and the Operator will require all appropriate WorkSource staff to participate in WSW-sponsored training.
- Establish and maintain a training schedule and tracking system so that all staff assigned to direct customer service functions receive training or demonstrate knowledge of programs and service delivery methods, including the Menu of Jobseeker Services.
- Under the direction of the WSW Director of Programs, establish training opportunities and requirements for partners to gain knowledge about each other's target customers, available services, applicable policies, and regulations governing delivery of services, customer eligibility, and performance requirements. This includes the facilitation of frequent cross training sessions and peer-to-peer training sessions amongst WorkSource staff and partners.

- Connect with local ETO Trainers in the WorkSource centers to make sure that all staff receive ongoing training in WorkSourceWA and ensure all staff are trained for any future management information systems.
- Stay involved and up to date on ETO and any future management information system to become an expert/trainer for WorkSource staff for all data systems used.
- Provide on-going professional development opportunities for all WorkSource center staff.
- Ensure a self-sufficiency tool is used where possible with most enrolled participants to document program impact on participant progress toward self-sufficiency and to help low-income individuals and job seekers with career planning and budgeting.

5. Marketing and Outreach:

- Expand Southwest Washington's WorkSource Center's overall online presence through a coordinated outreach plan to reach professional job candidates that may not be currently accessing WorkSource services. Increase utilization of the center's Facebook, LinkedIn, and other digital media pages with the support and under the direction of WSW Communications Manager.
- Collaborate with additional partners to participate in one stop service provision, and/or in-kind or other resources as appropriate to support ISD, the work of WSW, and partner agencies.
- Work with Staff Committees to develop customer referral forms for community partners to assist in the coordination of WorkSource Services.

The One-Stop Operator may not perform any of the following functions:

- Develop, manage, or conduct the competitive procurement of service providers in which it intends to compete.
- Convene system stakeholders to assist in the development of the local plan.
- Prepare and submit local plans (as required under sec. 107 of WIOA).
- Be responsible for oversight of itself.
- Develop, manage, or participate, other than as a respondent, in the competitive selection process for One-Stop Operators.
- Select or terminate One-Stop Operators or WIOA service providers.
- Perform monitoring functions of itself or any WIOA partners.
- Evaluate itself as One-Stop Operator.
- Negotiate local performance accountability measures.
- Develop and/or submit a budget for activities of Workforce Southwest Washington.
- Establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term career and training services.
- Represent partner agencies, including Career Path Services, in local decision-making, including commitments of resources.

Workforce Southwest Washington agrees to:

- Provide functional oversight of the One-Stop Operator.

- Continually monitor One-Stop Operator activities and interactions with existing WIOA Title I staff to assure appropriate separation of duties.
- Maintain a current, signed Conflict of Interest Agreement from the agency serving as One-Stop Operator.

Career Path Services agrees to:

- Ensure a supervision structure for the One-Stop Operator that is separate from and not influenced by staff who are directly managing WIOA programs at WorkSource locations in Southwest Washington.
- Support the functional oversight/guidance of the One-Stop Operator by Workforce Southwest Washington.
- Recognize and support the One-Stop Operator's role in quality oversight of the local WorkSource system.
- Ensure the individual serving as One-Stop Operator is of high integrity and accountability and has been vetted and approved by Workforce Southwest Washington.
- Ensure One-Stop Operator provides oversight of the Communications and Triage staff.
- Communication of available funds within system partnerships to maximize targeted population impacts.

This agreement ensures compliance with:

- [Training and Employment Guidance Letter \(TEGL\) WIOA 15-16](#): Competitive Selection of One-Stop Operators
- [Washington State WIOA Policy 5404](#): Procurement and Selection of One-Stop Operators and Service Providers
- [WSW Policy #1003](#) – Procurement
- WSW/CPS One-Stop Operator Contract and
- WSW OSO Policy #4011

Workforce Southwest Washington One-Stop Operator Conflict of Interest Agreement Signature Page

Signatures below acknowledge and confirm agreement to this document.

Workforce Southwest Washington

Dennis Weber 11/2/2023
Date
Dennis Weber
Chief Local Elected Official
Cowlitz County Commissioner

Workforce Southwest Washington

Amy Gimlin On behalf of 11/2/2023
Date
Miriam Halliday
Chief Executive Officer

Career Path Services

Andy Dwonch 10/27/2023
Date
Andy Dwonch, Supervisor
Chief Operations Officer

Career Path Services

Barbara Burkart 10/30/2023
Date
Barbara Burkart
One-Stop Operator
WorkSource Kelso and Vancouver