



**WorkForce Central
One-Stop Operator Agreement
Revised December 2011**

Purpose

The purpose of this agreement specifies the role and responsibilities of the designated one-stop operators as they relate to managing and operating the one-stop system in the Tacoma-Pierce County Workforce Development Area 6 under the Workforce Investment Act (WIA). The designated one-stop operators include:

- The Employment Security Department – Pierce
- WorkForce Central (WFC)
- Department of Social & Health Services (DSHS) – Division of Vocational Rehabilitation

Background

Through authorizing federal legislation under WIA, the Workforce Development Council (Council) for Tacoma-Pierce County is responsible for the oversight of the one-stop service delivery system in partnership with local elected officials. One-stop operators are designated by the Council with the agreement of local elected officials. The Council is lead by local business leaders, joined by organized labor, education, economic development, community based organizations, and public sector members to form a single point of contact for all workforce development initiatives. The Council is dedicated to ensuring a system of quality services is available to all individuals seeking employment and assisting employers in finding the qualified workers they need.

The Council identifies the key roles and responsibilities of the one-stop operators to:

- Clearly and specifically articulate, in writing, the local roles and responsibilities and accountability of the operator entities;

- Oversee how the operators incorporate the integration principles and direction which align with the their local WIA/Wagner-Peyser Operations Plan, the WorkSource System Integration Framework, Washington Works and other system integration policies and partnership agreements.
- Require the operators to foster collaboration among staff from multiple programs to meet specifications of both the local operator agreement and the Memorandum of Understanding (MOU).

WDC Roles and Responsibilities

1. Under agreement and direction of the chief local elected officials, selects the three one-stop operators from the required one-stop partners. [Ref: 20 CFR 661.305(a)(2)].
2. Conducts oversight of the one-stop delivery system, in partnership with the chief local elected officials. [Ref: 20 CFR 661.305(a)(1)].
3. Establishes this One-stop Operator Agreement with the one-stop operators that specifies the roles and responsibilities of one-stop operators. [Ref: 20 CFR 662.400(c)].
4. Provides leadership and oversight of the one-stop delivery system, including appropriate mechanisms used to hold each operator accountable for meeting Council expectations or outcomes. The Council, through its Business Services and Job Seeker Services Committee monitors local program performance and provides quarterly updates through a *WDC Strategic Dashboard Report*. In addition, the Council's Youth Council monitors local youth programs performance and program outcomes.
5. Documents the review of the one-stop operators' roles and responsibilities, through an annual monitoring review process conducted by the Council's Executive Committee.
6. Follows the dispute resolution process outlined in the local MOU when a conflict involves more than one agency, and makes the process available to those staffs participating in the one-stop system through the local Pierce County WorkSource Leadership Team.
7. Makes partners/service providers in the one-stop delivery system, affiliate sites and otherwise participating in the system aware of, and familiar with, this agreement and any related agreements that impact functioning as a multi-agency team under a more integrated WorkSource environment through the Pierce County WorkSource Leadership Team. The Pierce County WorkSource Leadership Team works to support the one-stop system integration. Each agency of the Leadership Team provides input to the Council through joint planning and jointly identifying and supporting workforce skills standards and industry performance measures to drive common outcomes. In addition, the

Leadership Team promotes information sharing and coordination of program activities to improve local partners' performance and to promote a more streamlined and efficient one-stop delivery system. The Leadership Team promotes the development and implementation of a more unified system of measuring performance and accountability as well as promoting common data systems to track progress and measure performance.

One-stop Operator Roles and Responsibilities

1. Performs specific responsibilities when designated by the Council in carrying out the local WIA/Wagner-Peyser Operations Plan, the Integration Framework, Washington Works, and any other agreed to integration activities.
2. Fosters partnerships within the system to function as a multi-agency team.
3. Determines the extent to which SKIES is used as the case management system by authorized partner staffs with state authorization to use SKIES for recording and reporting information on services provide.
4. Implements WorkSource System policies and standards that make operational local WIA/Wagner-Peyser Plans, and MOU partner agreements to further integration efforts.
5. Encourages partner collaboration to:
 - a. Continuously strive to achieve shared ownership for success of the customer and the system.
 - b. Support job seekers needing skill development opportunities for successfully meeting immediate and long-range employment goals.
 - c. Share a common knowledge of the local one-stop system, labor market, service providers and partner programs, in addition to sharing knowledge of their fund source programs.
 - d. Contribute to collective accountability that recognizes one-stop system outcomes, in addition to individual partner program outcomes.

This agreement is reviewed and updated, as needed, a minimum of every two years. The agreement is available to all partner programs in the Tacoma-Pierce one-stop delivery system and identifies specific ways in which the three local one-stop operators report to the Council and share information with the WorkSource partners through the Leadership Team.

Authority

The undersigned officials are authorized to execute this Agreement on behalf of the parties. The undersigned Agencies bind themselves to the faithful performance of this

Agreement. It is mutually understood that this Agreement shall not become effective until executed by all parties involved.

Tacoma-Pierce County Employment and Training Consortium

By: 
Eric Hahn, Chair

Date: 1-26-2012

Employment Security Department

By: 
Carmen Cook, WorkSource Area Director

Date: 1-23-2012

WorkForce Central

By: 
Linda Nguyen, Chief Executive Officer

Date: 1-23-12

Division of Vocational Rehabilitation, DSHS

By: 
Esther Bennett, Supervisor

Date: 1/23/2012