

Attachment F: One-Stop Operator

Coordinate Functional Alignment & Manage Operational Resources – The One-Stop Operator’s primary role is to coordinate multiple American Job Centers (AJC) and AJC partners and service providers throughout the East Tennessee Local Workforce Development Area (ETLWD) to assure functional alignment of services and management of operational resources; conduct quality review of partner and service provider activities; facilitate the Welcome Function at the AJC, including hiring shared Welcome Function staff at larger AJCs, and verifying invoices for payment submitted by the Training and Career Services Provider(s). Interested bidders should

- a. Oversee management of One-Stop Centers and service delivery
 - b. Evaluate performance of the One-Stop Center Partners/Providers and implement required actions in consultation with the ETLWDB to meet performance standards
 - c. Evaluate various customer experiences (including but not limited to employer, job seekers, and partner staff)
 - d. Ensure coordination of partner programs
 - e. Act as liaison between the ETLWDB executive director and One-Stop Center
 - f. Define and provide means to meet common operational needs (e.g. training, technical assistance, additional resources, etc.)
 - g. Oversee full implementation and usage of all State systems in the AJC
 - h. Design the integration of systems and coordination of services for the site and partners
 - i. Manage fiscal responsibility for contract and report any changes in AJC partner participation to Fiscal Agent that effects partner Infrastructure and/or Additional Costs in the Memorandum of Understanding
- Note: Shared office and operational costs up to \$9,000 may be included in the proposal
- j. Plan and report responsibilities for partners and staff
 - k. Write and maintain business plan
 - l. Facilitate the sharing, maintenance, and integrity of data
 - m. Integrate available services and coordination of programs for all AJCs with all partners

Conduct Quality Review – Quality control is an on-going activity focused on continuous improvement, efficiency and effectiveness, and adherence to policy and procedures. The One-Stop Operator is the primary entity performing quality control. Responsibilities of the One-Stop Operator include, are but not limited to:

- a. Reviewing the Memorandum of Understanding to ensure WIOA compliance;
- b. Encouraging continuous improvement in the AJCs
- c. Completing and submitting One-Stop Certification applications for comprehensive, affiliate, and specialized AJCs
- d. Reviewing eligibility determinations of program participants to ensure that individuals enrolled are eligible and are receiving the all appropriate services including co-enrollment in partner programs;
- e. Ensuring access to services;
- f. Monitoring partners/providers to assure compliance
- g. Reporting to appropriate entities for a negotiated list of activities
- h. Verifying voucher entries in VOS are allocated to the correct grant and
- i. Approving for payment voucher entries into VOS
- j. Reviewing and approving partner reports to submit to ETLWB
- k. Reporting to the ETLWDB on a regular and, when requested an ad-hoc, basis

Facilitate Welcome Function – An additional role of the One-Stop Operator is to hire and supervise “shared” staff in the Welcome Function and to coordinate other partner staff in the role, when “shared” staff are not available.

- a. Staff responsibilities will include, but not be limited to, greeting customers, conducting initial assessments, overseeing the resource room/computer lab, ensuring applicants register for jobs4TN.gov, and offering basic career services (see below) as appropriate to the service delivery model of the proposing agency.
- b. Staff may be full-time or part-time based on need and budget limitations.
- c. The cost of Welcome Function staff will be reimbursed to the contractor by the ETLWDB; however, costs will ultimately be charged to partners through the Memorandum of Understanding and Infrastructure Funding Agreement as “shared” staff.
- d. If “shared” staff are not present in an AJC and/or not available during all business hours, the One-Stop Operator will coordinate appropriate partners to provide the Welcome Function.