



At EDSI, we're passionate about ensuring your workforce delivery system is operating at the highest possible level. We'll work together to enhance your workforce development efforts and ensure your One-Stops are operating effectively and efficiently.

What is the role of a One-Stop Operator?

The Operator is charged with coordinating the service delivery among partner agencies in One-Stop Centers. Duties include, but are not limited to:

- Managing daily operations in coordination with WIOA fiscal agent for the lease, utilities and other activities to support the center
- Managing partner responsibilities defined in the Memorandum of Understanding (MOU) among partners
- Managing hours of operation
- Managing services for individuals and businesses
- Ensure that basic services are available (orientations, labor market information, resource room)
- Implementing Local Workforce Development Board Policy
- Adhering to all federal and state regulations and policies
- Reporting to Local Workforce Development Board on operations, performance and continuous improvement recommendations

The One-Stop Operator cannot assist in the development, preparation and submission of local plans. They cannot manage or assist in the competitive process for selecting Operators or select or terminate One-Stop Operators, Career Services and Youth Providers. Local Workforce Development Boards are responsible for the negotiated performance measures and budgets.

Are you aware that Local Workforce Development Boards must select a One-Stop Operator through a competitive process?

Local Workforce Development Boards should be planning at this time and be able to demonstrate that they are planning for One-Stop Operator competition procurement during fiscal year 2016. By 2017, a One-Stop Operator must be selected.

Who can be the One-Stop Operator?

- A public, private or non-profit organization
- A consortium, which must include at least three (3) required WIOA partners
- An institution of higher education
- A State Wagner-Peyser Employment Agency
- A community based, non-profit organization
- Interested organizations such as a local Chamber of Commerce, business or labor organization

A One-Stop Operator can serve as a functional leader in the One-Stop!

A functional leader may have the authority to organize and supervise staff, without regard to the program that funds an individual staff member, and will focus on day-to-day supervision of service delivery efforts. The formal leader has responsibilities as the employer of record.

A functional leader's responsibilities and duties include but are not be limited to:

- Creating daily work schedules, team assignments and work flow based on operational needs
- Coordinating staff vacations/unscheduled absences with the formal leader to ensure service coverage by Center staff
- Ensuring staff are properly trained and provide technical assistance as needed
- Providing constructive feedback to team staff regarding their duties
- Facilitating communication among the other functional leaders and teams in the Center
- Providing input to the formal leader on the work performance of staff under their purview
- Notifying the formal leader immediately of any staff leave requests or unexcused absences, disciplinary needs, or changes in employee status
- Identifying and facilitating the timely resolution of complaints, problems and other issues
- Providing and/or contributing to reports of Center activities as requested by the WDB or DWS
- Willingness to ensure open communication with the formal leader(s) and Center Manager in order to facilitate efficient and effective Center operations

Please consider adding us to your competitive bid process for your One-Stop Operator.

Is your Local Workforce Development Board ready? We are here to help you. If you are interested in gaining more information regarding WIOA and One-Stop Operator, please contact us!

About EDSI

Founded in 1979 and headquartered in Dearborn, Michigan, EDSI is a national workforce development, customized training and consulting company intertwined with one common thread: helping people and companies in transition. EDSI has grown to a network that employs more than 500 professionals across the country and was named to the Inc. 5000 list of the fastest-growing private companies in America for five consecutive years.

Why We Do What We Do

- We believe we can help our customers overcome their most challenging obstacles.
- We believe in seeing through other people's eyes.
- We believe in meeting people where they are today and helping them to realize a better tomorrow.
- We believe that we can make a difference in people's lives.
- We believe in living our professional lives in service to others.

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