

Northwest Workforce Council One Stop Operator Agreement

In compliance with ESD WorkSource System Policy 1008. Rev 1

The following one stop operator Agreement (the Agreement) sets forth the terms of agreement for the Northwest Workforce Development Area's (WDA 3) one stop operator and Northwest Workforce Council (NWC).

1. Purpose of Agreement

This Agreement specifies the role and responsibilities of Northwest Workforce Council (hereinafter "Council") and the one stop operator as they relate to managing and operating the one stop system in the Northwest Workforce Development Area 3 under the Workforce Investment Act (WIA). The designation of Northwest Workforce Council as the one stop operator is agreed to by the chief local elected official and the Governor for the purposes of carrying out the terms set forth in this agreement.

2. Northwest Workforce Council Roles and Responsibilities

The Council is led 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 local 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. By coordinating local workforce with economic development activities, the Council works in numerous strategic and collaborative partnerships to create a robust, sustainable, regional economy.

Through its authorizing federal legislation, WIA, the Council is responsible for oversight of the one stop service delivery system in partnership with local elected officials. The Council provides leadership and vision for WorkSource Northwest Career Centers and any affiliated site(s). The Council certifies the one stop operator through a rigorous examination of quality and performance based upon the seven quality standards of the Malcolm Baldrige National Quality Award. The full Council, upon recommendation of the WorkSource Certification Team, may approve, revoke, or provide conditional certification of the one stop operator.

The Council, through its Quality Assurance Committee, actively monitors local performance and quality measures for the WorkSource Northwest system. A quarterly WorkSource System Performance Report is prepared by the Operator, reviewed by the Quality Assurance Committee (Committee), and forwarded to the full Council. The Committee may impose conditions, corrective actions, or provide technical assistance to the one stop operator based upon its review and analysis of the WorkSource System Performance Report.

The Council management continues to operate their internal organization as required, working, as will all partners, to align the internal agency practices with the practices required to provide quality services through the WorkSource Centers and the one stop system.

The Executive Director of the Council is the contact person for Council *policy issues*. The Council, acting as the one stop operator, has established clear separation between the policy and one stop operator function. The staff performing the functions of the one stop operator reports on the one stop operation to the Board's Quality Assurance Committee. The staff of the Council, when performing the functions related to one stop operation, report directly to the staff performing the functions of the one stop center

manager. Further definitions that distinguish staff roles can be found in the appropriate personnel documents.

3. One Stop Career Center Commitments

The one stop operator will ensure each WorkSource Northwest Career Center and any affiliated site(s) operates in a manner which supports the operational policies and procedures of the Council and of the northwest partnership. Each of the organizations operating at, or in association with the Center or any affiliated site(s), sign a Memorandum of Understanding outlining their commitments which are most specifically articulated in Sections IV, V, VI, VII, VIII, IX, and XII of the Memorandum of Understanding with Northwest Workforce Council.

4. One Stop Operator Role and Responsibilities

The role of the one stop operator is equivalent to that of managing partner to coordinate activities throughout the one stop system. One stop operator responsibilities fall broadly into three primary categories:

- A. **System Performance and Accountability.** The Operator is responsible for measuring system performance, evaluating progress and providing technical assistance to improve goal achievement, distributing policy information throughout the system and providing related training, assisting with the development of local procedures, evaluating implementation, and providing technical assistance to ensure compliance.
- B. **WorkSource Integration and Services.** The Operator is responsible for promoting and facilitating integration of service delivery throughout the system, including: supporting customer referrals and customer access to assessments and services; evaluation of customer feedback; oversight of system Continuous Quality Improvement goals; assisting with system communication, and oversight of system resource sharing.
- C. **Staff Competencies and Standards of Practice.** The operator will coordinate with collocated partners the provision of consistent and high quality technical assistance and training to ensure WorkSource Northwest staff are providing the highest and most consistent quality service to a wide array of job seekers and are current on state and local workforce system policies and procedures.

The one stop operator is responsible for ensuring the service delivery system at the WorkSource-Northwest Career Centers and any affiliated site(s) supports Council policies related to oversight and implementation of the one stop delivery system. Additionally, the one stop operator is responsible for ensuring the service delivery system at the Centers and any affiliated site(s) fully integrates NWC policies and operational protocols, quality standards, and conforms to the Council's Integrated Workforce Plan. The Operator shall utilize the chartered Northwest Workforce Management Team as the primary structure within which operational issues are identified, reviewed, referred, and/or resolved.

In its role, the one stop operator identifies issues to be addressed by the associated program operator(s) regarding service delivery and performance. The one stop operator works together with collocated partners' local leadership and/or their designee(s) to form a solution. Some solutions may be resource dependent and, as such, are conditional upon available resources as determined by the program operator. The one stop operator is empowered to make a final determination when a decision cannot be reached through a collaborative process with a partner(s), or when a decision is required immediately. See Item no. 8 for dispute resolution process.

The one stop operator works in an employment environment consisting of numerous and diverse service providing organizations that may include; state agencies, not-for-profit, for profit, tribal, and non-governmental organizations. Nothing in this agreement shall supersede the provisions of an existing collective bargaining agreement for those employees so represented. The one stop operator works directly with leadership, and/or their designee(s) of those organizations so represented.

The one stop operator employs a Center Manager or a Center Coordinator at each WorkSource Northwest Career Center as its onsite representation and deployment of the one stop operator role. This staff person is the site's contact for *service related issues*. Service issues are items that have to do with scheduling, customer flow, customer satisfaction, changes to service delivery, etc. Additionally, a WorkSource Northwest Regional Manager is responsible for ensuring the one stop operator function is consistent throughout the region and is Northwest Workforce Council's point of contact for one stop operator reporting.

Specifically, and in accordance with ESD WorkSource System Policy #1008, Revision 1, one stop operator roles and responsibilities include, but are not limited to the following:

1. Performing the specific responsibilities designated by NWC in carrying out the local WIA and Wagner-Peyser Operations Plan (Section III of the Council's Integrated Workforce Plan), Washington's Workforce Compact, Washington Works, and other integration initiatives embraced by NWC.
2. Fostering partners within a center and/ or system to function as a multi-agency team.
3. Determining the extent to which SKIES is used as the case management system by partner staffs with state authorization to use SKIES for recording and reporting information on services provided.
4. Implementing ESD WorkSource system and NWC WorkSource operational policies and standards.
5. Ensuring staff have access and are encouraged to attend training opportunities offered regardless of the organization that provides the training.
6. Encouraging partner collaboration which:
 - Continuously strives to achieve shared responsibility for success of the customer and the system;
 - Benefits a range of individuals, particularly those needing skill development opportunities for successfully meeting immediate and long range employment goals;
 - Helps to assure Center and any affiliated partner staff and management share a common knowledge of the local WorkSource system, labor market, service providers, and partner programs, in addition to having expertise in their fund source program; and
 - Contributes to collective accountability that recognizes system outcomes, in addition to an individual partner program's outcomes.

The one stop operator will report to the Council, through its Quality Assurance Committee, on progress made toward meeting expectations set forth in this agreement on a quarterly basis. The Workforce System Performance Report, reviewed by the full Council, is posted on the Council's website www.nwboard.org.

5. DURATION OF AGREEMENT

The Agreement will commence on the 1st day of July 2013, and shall remain in full force and effect until

- (a) the Governor or the chief local elected official withdraw their agreement;

(b) there is an agreement between the Council and a consortium of entities that includes at least three or more of the required one stop partners to designate a different entity as the one stop operator and that entity is agreed to by the chief local elected officials and the Governor; or

(c) the Council, with the agreement of the chief local elected official, designate a one stop operator through a competitive process or

(d) two years from the date of execution, whichever of (a) thru (d) comes first.

If (a) thru (c) does not occur during the period, the agreement will be reviewed and updated by the 30th day of June two years hence from execution. The designation or certification is reviewed by the Governor and chief local elected official whenever the biennial certification of the Council is made.

6. AMENDMENT

This Agreement may be amended at any time by the written, signed consent of all the parties.

7. SEVERABILITY

Should any part of this Agreement be invalidated or otherwise rendered null and void, the remainder of this Agreement shall remain in full force and effect.

8. DISPUTE RESOLUTION

Any disputes among parties to this agreement will follow NWC Dispute Resolution Policy 1030, Revision 1.

9. AUTHORITY

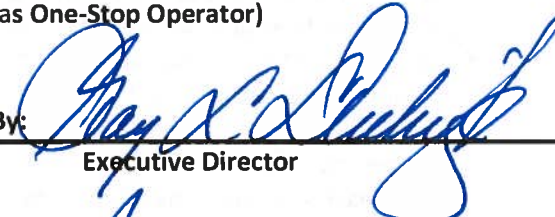
The undersigned officials are authorized to execute this Agreement on behalf of the parties. The undersigned Agencies bind themselves to the faithful performance of this Agreement. It is mutually understood that this Agreement shall not become effective until executed by all parties involved.

NORTHWEST WORKFORCE COUNCIL

By: 


Council Chair
Date: 6-19-13

**NORTHWEST WORKFORCE COUNCIL
(as One-Stop Operator)**

By: 

Executive Director
Date: June 19, 2013

NORTHWEST CONSORTIUM COMMITTEE

By: 

Chief Local Elected Official
Date: 06/19/13