

SECTION 10 – ONE-STOP OPERATOR AND SYSTEM INTEGRATION

10.1 Purpose

This section establishes standards governing the One-Stop delivery system, the role and oversight of the One-Stop Operator, system coordination requirements, and integration of workforce services within the New River/Mount Rogers Workforce Development Area.

The purpose of this section is to:

- Ensure compliance with WIOA One-Stop system requirements
- Clarify the distinction between system coordination and service delivery
- Establish oversight and accountability standards
- Promote integrated service delivery
- Prevent conflicts of interest within the workforce system

These requirements are established in accordance with WIOA Section 121, applicable federal regulations, and guidance issued by Virginia Works.

10.2 One-Stop Delivery System Overview

The Workforce Development Board oversees a comprehensive One-Stop delivery system designed to provide coordinated access to workforce services.

The One-Stop system shall provide:

- Access to career services
- Access to training services
- Employer services and business engagement
- Access to required and additional partner programs
- Integrated referral and service coordination processes

The system shall promote service integration, co-enrollment where appropriate, and efficient use of workforce development resources.

10.3 Authority of the Workforce Development Board

The Workforce Development Board shall:

- Select the One-Stop Operator through a competitive procurement process
- Establish system-level policies and operational expectations
- Oversee One-Stop system performance
- Monitor compliance with integration requirements
- Approve Memoranda of Understanding (MOUs) with One-Stop partners
- Ensure Infrastructure Funding Agreements are executed
- Prevent conflicts of interest within system operations

The Workforce Development Board retains system oversight authority even when operational functions are delegated to the One-Stop Operator.

10.4 Role of the One-Stop Operator

The One-Stop Operator is responsible for coordinating the One-Stop delivery system and supporting collaboration among required partners.

The One-Stop Operator shall:

- Coordinate daily system operations
- Facilitate collaboration among One-Stop partners
- Implement Board-established system policies
- Promote integrated service delivery across programs
- Convene partner meetings and coordination activities
- Support continuous improvement of the workforce system

The One-Stop Operator does not manage partner staff or programs unless specifically authorized through contract.

The One-Stop Operator shall not directly provide career services or training services unless permitted under procurement standards and conflict-of-interest safeguards.

10.5 Competitive Selection Requirements

The One-Stop Operator must be selected through a competitive procurement process consistent with federal procurement standards and the Board's procurement policies.

Selection documentation must include:

- Public notice of solicitation
- Defined evaluation criteria
- Proposal review documentation
- Conflict-of-interest disclosures from evaluation panel members
- Contract execution documentation

Procurement standards are governed by the Financial Management and Procedures Manual.

10.6 Memoranda of Understanding and Infrastructure Funding

The Workforce Development Board shall execute Memoranda of Understanding (MOUs) with required and additional One-Stop partners.

MOUs shall:

- Define partner roles and responsibilities
- Establish service coordination protocols
- Define infrastructure funding contributions
- Outline cost allocation methodology
- Document partner participation in the One-Stop system

Infrastructure Funding Agreements must be documented and retained.

Fiscal aspects of infrastructure funding are governed by the Financial Management and Procedures Manual.

10.7 Partner Integration and Co-Enrollment

Programs operating within the One-Stop system shall:

- Coordinate services with required partners
- Avoid duplication of services
- Promote co-enrollment where appropriate
- Support unified intake and referral processes where feasible

Referrals between partners must be documented in case notes or system records when appropriate.

10.8 Accessibility and Equal Opportunity

The One-Stop system shall ensure services are accessible to all individuals.

The system shall:

- Be physically accessible to individuals with disabilities
- Provide programmatic accessibility
- Provide reasonable accommodations when required
- Provide language assistance services when necessary
- Display Equal Opportunity notices and required public information

Accessibility compliance must align with nondiscrimination requirements established under 29 CFR Part 38 and related federal guidance.

10.9 Monitoring and Oversight

The Workforce Development Board shall periodically review:

- One-Stop Operator performance
- Partner coordination effectiveness
- Compliance with Memoranda of Understanding
- Accessibility compliance
- Customer service quality
- Employer engagement metrics

Monitoring findings shall be documented and corrective action implemented when necessary.

10.10 Conflict of Interest Safeguards

The One-Stop Operator and partner agencies must comply with conflict-of-interest standards.

The One-Stop Operator may not:

- Influence procurement decisions in which it has a financial interest
- Approve funding decisions related to its own organization
- Engage in self-dealing or preferential treatment

Any potential conflicts must be disclosed and managed in accordance with Board governance policies.

10.11 Continuous Improvement

The One-Stop system shall engage in ongoing evaluation and improvement efforts.

Continuous improvement activities may include:

- Performance analysis
- Customer feedback collection
- Employer feedback collection
- Service delivery redesign when necessary
- Partner collaboration review

System improvements shall be documented and implemented where feasible to enhance service delivery and workforce system performance.