

New Mexico Workforce Connection

Central Region



Operational Policy No. 434

SUBJECT: One-Stop Operator Policy

Effective: PY2018 12/10/2018

PURPOSE

This WCCNM Policy provides information, criteria, and guidance that ensures the establishment and development of the One-Stop Operator's scope of work that meet the requirements of the Workforce Innovation and Opportunity Act (WIOA).

REFERENCE(S)

Workforce Innovation and Opportunity Act of 2014, Pub. L. 113-128; Section 121

Workforce Innovation and Opportunity Final Rule August 10, 2017, 20 CFR Part 678

OVERVIEW - WCCNM's ONE STOP OPERATOR - SCOPE OF WORK

Summary – Role of the One-Stop Operator

The role of the One-Stop Operator is equivalent to a managing partner of the workforce system. In this role, the Operator facilitates the identification of opportunities, challenges and issues to be addressed at the local level to ensure effective and quality service delivery. The Operator works with all partners working with the Workforce Connection Centers to coordinate effective strategies and systems necessary to build and sustain a cohesive, seamless service delivery system that engages all agencies and organizations at a systems level. Partners, including state staff, are fully integrated into the framework and everyone participates in planning, goal setting and implementation of activities necessary to ensure a seamless operation. Staff and funding for these services is communicated through Memorandum of Understanding, Resource Sharing Agreements and shared work responsibilities needed to create and sustain a customer centered approach focused on improving employment outcomes for job seekers, including youth and people with disabilities, and enhanced business services for employers. The Operator is primarily responsible for developing these partnerships,