

Dissecting & Implementing WIOA's One-Stop Operator

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PRINCE GEORGE'S COUNTY
WORKFORCE DEVELOPMENT BOARD

Under the guidance of the Prince George's County Local Workforce Development Board, the Prince George's County American Job Center Community Network, serves over 30,000 job seekers and 4,000 businesses annually. Job seekers and businesses can access workforce development services provided by the 30+ American Job Center Community Network members, the 10+ partners at the American Job Center Largo, or directly from Employ Prince George's.



Prince George's County American Job Center Community Network Members

- | | |
|--|---|
| 1. Prince George's County Memorial Library System | 12. Bridge Center at Adams House |
| 2. Maryland Department of Labor | 13. Life After Release |
| 3. Division of Rehabilitation Services | 14. Central Kenilworth Avenue Redevelopment |
| 4. Department of Social Services | 15. Faith 2 Start Over |
| 5. International Rescue Committee | 16. Together Partners |
| 6. Job Corps | 17. Bowie Senior Center |
| 7. Maryland Legal Aid | 18. Unshackled Ministries |
| 8. Department of Homeland Security – ICE (Recruitment) | 19. Freestate Challenge |
| 9. Prince George's Community College | 20. El Poder de Ser Mujer |
| 10. MedCerts | 21. Streetwise Partners |
| 11. Byte Back | 22. Vision of Life Foundation |
| | 23. Latin American Youth Center |
| | 24. Eckerd Connects |



Prince George's County Center Partners



American**Job**Center[®]
LARGO



Youth
CareerCenter
A proud partner of the American**Job**Center networks

- DSS (TANF, SNAP & ABAWD)
- DORS
- Maryland Department of Labor
- Employ Prince George's
- International Rescue Committee
- Maryland Legal Aid
- Job Corps
- KEYS Careers & Innovations
- Easter Seals
- US Vets
- MedCerts
- PGCC
- Department of Homeland Security
- Eckerd Connects

What is a One Stop Operator?

- 1 A single entity (public, private or nonprofit)
- 2 A consortium of entities (minimum of 3 One Stop partners)
- 3 Competitively procured at least once every 4 years
- 4 Demonstrated effectiveness
- 5 Located in the local area

Coordinates the services delivery of One Stop partners and Service Providers

Eligible One Stop Operator Entities

What is the best fit for your goals?

01

**Institution of Higher
Education**

03

**Community Based
Organizations**

05

Intermediary

07

Government Agency

02

**State Employment
Agency**

Must be established under the
Wagner-Peyser Act (on behalf of
the local office of the agency)

04

**Nonprofit
Organization**

06

Private for Profit

08

**Local Organization
(Aux)**

(Local Chamber of Commerce,
Economic Development, Labor
Organization)

What is the benefit to your local workforce area, center(s) and/or system?



Local workforce development systems are extremely complex and multifaceted. Utilize the One Stop operator to increase the return on investment (ROI) of your local workforce system by system stakeholders, partners, businesses and job seekers.

Possible roles of the One Stop Operator...

WIOA provides flexibility to Local Workforce Development Boards in determining the roles of the One Stop Operator in their local area.

What are your needs?

What can you afford?

What can you leverage?

What is your desired capacity?

How can you increase RETURN ON INVESTMENT?



1. Primary provider of services within a One Stop
2. Providing some of the services within a One Stop
3. Coordinating services providers within a One Stop
4. Coordinating service delivery in a multi-center area
5. Serving as a One Stop Manager

One Stop Operator Models

01

Coordinates the service delivery of One Stop partners, including development and implementation of a MOU/RSA

*If not co-located in the center possible operational issues

Mall Manager

02

WIOA Title I Service Provider or Wagner-Peyser Act Service Provider that operates the One Stop

Service Provider

03

Coordinates the service delivery, operations and alignment of all partners within multiple One Stops

System Manager

04

Multiple partners coordinating the service delivery of partners through a committee of One Stop Partners

*Possibly identify a lead partner and staff member to coordinate operations

Consortium

PRINCIPLES OF BEST PRACTICE



01

PERFORMANCE

ACCOUNTABILITY

Establish and communicate specific measurable standards that include continuous improvement strategies.



02

CENTER OPERATIONS

Facilitate and coordinate the development of strategies, developing buy-in, and implementation



03

BUILDING TEAMS

Develop the skills and effectiveness of the One Stop Partner staff. Increase coordination, communication and alignment of services.

Managing the One Stop Operator



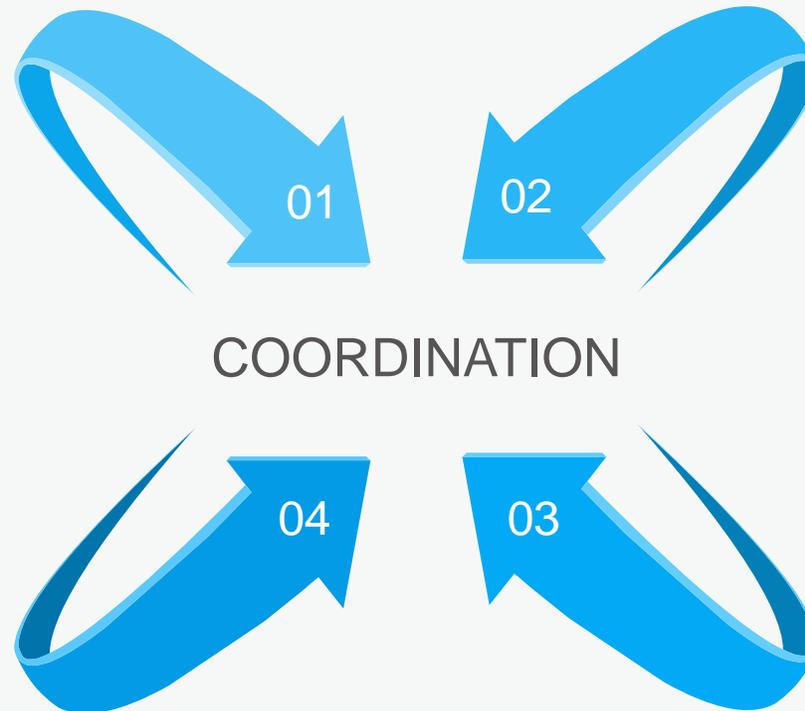
Policy & Process

Develop an OSO management policy and correlating processes for your Local Board and staff



Communication

Establish lines of communication, primary communicators and method of communication



OSO Point of Contact

Establish a Board point of contact that primarily communicates with the OSO and assists with coordinating operations



Timelines

Develop timelines and benchmarks, presentations to the Local Board, and meeting schedules

What is the long term strategy of the Local Workforce Board, One Stop Committee and the Local Workforce Area?



Have purposeful conversations amongst your local workforce areas leadership, develop goals, create strategies to achieve goals, and insert those strategies into your Statement of Work's and daily operations.

**FRONT LINE OPERATIONS vs
BOARD OPERATIONS**

One Stop Operator Limitations

1. Convene system stakeholders to assist in the development of the local plan
2. Prepare and submit local plans
3. Be responsible for oversight of itself
4. Manage or significantly participate in the competitive selection process for the one stop operator
5. Select or terminate one stop operators, career service providers, or youth providers
6. Negotiate local performance measures
7. Develop and submit budgets for activities of the Local Workforce Development Board

Procuring a One Stop Operator



QUESTIONS & ANSWERS

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