

Focus:  Welcome  Employment  Skill Development  Product  Youth  Administrative

Topic: One Stop Operator Designation

Date: November 1, 2012

 New Revised

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## Purpose

This policy designates the One Stop Operator for Region 2 and outlines the Operator's role.

## Policy

Worksystems, Inc. is designated the One Stop Operator for Region 2, City of Portland, Multnomah and Washington Counties. The One Stop Operator is directed to:

- ◆ Assist in bringing together appropriate and mandatory local and state partners for the delivery of WorkSource services to the local community.
- ◆ Develop and manage a continuous improvement plan for the system by soliciting and acting upon feedback from business and job seeker customers, and system stakeholders and partners.
- ◆ Ensure that the Board directives are effectively implemented through policies and procedures.
- ◆ Negotiate and monitor contracts for WorkSource Center services that encompass the performance goals and objectives of the Workforce Investment Board, the Governor of the State of Oregon, and the U.S. Department of Labor.
- ◆ Negotiate performance goals for Region 2 with the Oregon Department of Community College and Workforce Development.
- ◆ Compile and report all performance to the U.S. Department of Labor.

## Reference

Workforce Investment Act Section 121(d). 20 CFR §662.400 through §662.420.