

Region VI Workforce Development Board 17 Middletown Road White Hall, WV 26554	WIOA One-Stop Operator Agreement Review and Update Process
	Date June 9, 2017

Region VI Guidance Letter No. 25-16

To: All WorkForce West Virginia Center Supervisors and Staff
All Partners and Stakeholders of the Region VI Workforce Development Board One-Stop System

From: Region VI Workforce Development Board (WDB)

Subject: One-Stop Operator Agreement Review and Update Process

1. PURPOSE: To communicate requirements for the review and update of the One-Stop Operator Agreement in the Region VI WDB under the Workforce Innovation and Opportunity Act of 2014 (WIOA).
2. REFERENCE: Workforce Innovation and Opportunity Act of 2014 (WIOA) Section 121, and 20 CFR, Subpart D- section 678.620.
3. BACKGROUND: The Workforce Innovation and Opportunity Act of 2014 requires local boards in each local area, with the agreement of the chief local elected officials, to establish a one-stop delivery system and conduct oversight of that system. This oversight includes selecting and overseeing the One-stop Operator for the comprehensive and affiliate sites established in the Region VI WDB local area.
4. POLICY: It is the policy of the Region VI WDB to review, evaluate, and update the One-Stop Operator agreement every 3 years. The One-Stop Operator agreement review and update will be based on criteria which must evaluate the effectiveness of the One-Stop Operator agreement in outlining the role of the One-Stop Operator in providing the services at the comprehensive and affiliate sites in Region VI, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.
5. ACTION: The Region VI Workforce West Virginia One Stop System Partners and Stakeholders will be made aware of this policy. Each WDB and LEO Board Member will be given a copy of this policy.
3. EXPIRATION DATE: This policy will become effective June 9, 2017, and shall be in effect until revised or cancelled by the Region VI WDB.