

Region VI Workforce Development Board 17 Middletown Road White Hall, WV 26554	Classification: One-Stop Operator Monitoring
	Approval Date: December 11, 2025

Approved by: Region VI WDB

Review by Date: December 11, 2030

Region VI Guidance Letter No. 37-25

PURPOSE: The purpose of this policy is to establish how the Region VI Workforce Development Board (WDB) conducts monitoring of its One-Stop Operator contractor funded under the Workforce Innovation and Opportunity Act (WIOA) Title I (Adult, Dislocated Worker, Youth). Monitoring will ensure that WIOA and Region VI WDB contract requirements are met.

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) requires states and local workforce development boards to ensure effective oversight and monitoring of all employment and training programs funded under Title I. The U.S. Department of Labor (DOL) mandates that recipients of WIOA Title I funds conduct regular monitoring of contractors to ensure accountability for performance and regulatory compliance.

REFERENCES:

- Public Law 113-128
- 20 CFR 683.410
- 20 CFR 678.620
- Title 1 Section 121 (d)

WIOA One-Stop Operator Monitoring: Review of One-Stop Operator duties and responsibilities under WIOA and Region VI WDB contract requirements.

POLICY: The Region VI Workforce Development Board has established a policy to ensure compliance with the provisions of Title I WIOA by conducting monitoring reviews to sub-recipients contracted through a Request for Proposal process and who has subsequently entered into a contract with Region VI Workforce Development Board.

One-Stop Operator Monitoring Frequency:

Region VI Workforce Development Board Staff will perform a yearly monitoring of sub-recipients contracted through a Request for Proposal process and who has subsequently entered into a contract with Region VI Workforce Development Board.

One-Stop Operator Monitoring Process:

1. A monitoring date is set, providing approximately a 2-week notice for contractors to gather material.
2. Contractors, their supervisor, director, and WDB staff are notified by email advising of the process and aspects of the monitoring, including any documentation to be reviewed on the day of visit.
3. Region VI WDB Staff conducting monitoring will meet with the contracted staff once the review commences to address any questions and allow an opportunity to produce any missing documentation.
4. A letter outlining the results of monitoring is sent to the contractor within 30 days of the monitoring date, detailing issues found, and corrective action needed.

5. The contractor has 30 days to respond with a corrective action plan if required.
6. Technical Assistance will be given by Region VI WDB Staff to the contracted staff if needed to bring them into compliance with WIOA and Region VI WDB policies.

ACTION: The Region VI Workforce Development Board will make all stakeholders in the Region VI Workforce area aware of this policy.

A copy of this policy can be obtained from The Region VI Workforce Development Board.

EXPIRATION

DATE: Effective _____, or until rescinded or modified by the Region VI Workforce Development Board and Local Elected Officials Board.

Attachments:

One-Stop Operator Monitoring Tool

REGION VI ONE-STOP OPERATOR MONITORING TOOL

rev. 10.25

Purpose: Role of the One-Stop operator codified at WIOA Title 1, Section 121(d); Title 20, Code of Federal Regulations, Part 678.620

Identifier	Objective	Meeting Expectations		Technical Assistance Required		Comments
		Yes	No	Yes	No	
Program Coordination	Assisting the Partner Network in coordinating the development of a training and communication plan for the One-Stop System comprehensive/affiliate cntrs					
	----- Convening Partnership meetings	----	-----	-----	-----	-----
	----- Leading and convening partners in the design and implementation of functional integration of the services of the One-Stop System	----	-----	-----	-----	-----
Resource Management	Working with the Partner Network and the RVI WDB to define and provide a means to meet common operational needs, such as training, technical assistance, and additional resources, etc.					
Outreach Recruitment, and Marketing	Working with the Region VI WDB and Partner Network to recruit and integrate additional partners into the One-Stop System					
	----- Coordinate outreach to business/ job seeker customers (includes coordinating the development of marketing, outreach, and labor market information materials w/ support from and final approval of the RVI WDB	----	-----	-----	-----	-----
	----- Assisting the RVI WDB in coordination/ implementation of Rapid Response activities, & serving as the Region VI WDB representative to those activities	----	-----	-----	-----	-----
Communication and Information Dissemination	Promoting services available through the One-Stop System, including development of marketing /outreach materials w/ support and final approval from the RVI WDB					
	----- Represent the Reg VI WFWV One-Stop System at community meetings to promote services/discuss partnership opportunities	----	-----	-----	-----	-----
Partner Cross-Training	Facilitating sharing of data and information					

Continuous Improvement	<p>Evaluating customer needs and satisfaction data to continually refine and improve service strategies, including exploring implementing a real-time customer feedback model</p> <p>-----</p> <p>Serving as a liaison between the Region VI WDB and the Partner Network,</p> <p>----</p> <p>--</p>					
Reporting	<p>Customer Satisfaction Form results tracked/reported to Partner Network and Region VI WDB</p> <p>-----</p> <p>Monthly activity reports submitted in timely fashion and with sufficient detail to show contract performance progress</p> <p>----</p> <p>--</p>					
One-Stop Certification	<p>Complying with all federal, state, and local policies governing the operations of a One-Stop Operator</p> <p>-----</p> <p>Ensuring the Region VI WDB's policies and procedures are effectively communicated and carried out through the One-Stop System</p> <p>----</p> <p>--</p> <p>Ensuring EEO requirements are met, including coordinating staff training, and assuring EEO posters and processes are in place</p> <p>----</p> <p>--</p>					
Stevens Amendment/ Federal Tagline	<p>Ensuring any project, program, or activity funded in whole or in part with federal money must publicly disclose: The percentage of the total cost of the program or project that is financed with federal funds; The dollar amount of federal funds for the project; The percentage and dollar amount of any non-governmental or non-federal funding; and The source(s) of those funds.</p>					

Additional Comments:

Monitored By: _____

Date: _____