

**ONE STOP OPERATOR CONSORTIUM AGREEMENT
BETWEEN
THE WORKFORCE INVESTMENT BOARD OF CHENANGO, DELAWARE AND
OTSEGO COUNTIES
AND
THE OPERATOR CONSORTIUM OF THE REGIONAL “ONE-STOP” SYSTEM**

In accordance with Section 121 (d)(2)(A)(ii) of the Workforce Investment Act, we the undersigned agree to form a consortium of entities to act as the One Stop Operator for the full-service CDO Workforce One Stop Career Center in Oneonta and affiliate sites in Chenango and Delaware Counties.

The Consortium is a (3) three member leadership team overseeing the quality and uniform operation of the Centers and affiliate sites. The One-stop Operator Consortium will report to the Chenango-Delaware-Otsego Workforce Investment Board through the Executive Director.

As of July 1, 2006, services provided by the One-stop Career Centers are identified as “CDO Workforce New York” and having been provided by a “CDO Workforce New York One-stop Career Center”. Additionally, services provided are functionally aligned – staff funded by WIA Title I, W-P, Veterans Funds will be assigned to the following functional service units (System Navigators, Career Advisors, Business Services) for the provision of Level 1 and Level 2 services as outlined by NYS WDT TA-#06-16 and as defined by Functional Alignment Plan Service Unit Job Responsibilities.

As of July 1, 2006, services will be provided per the Customer Flow Process and One-stop Policy and Procedures Manual, with a commitment to serve UI claimants, business, populations with barriers to employment such as the disabled, minority populations, senior populations, out-of-school youth and veterans. Services provided by the One-stop Career Center will target sectors that have been identified by the WIB to have significant skill gaps and shortages.

Responsibilities of the One-stop Operator and Consortium of Operators

The One-stop Operator and Consortium of Operators agree to accept the following responsibilities:

1. Promote a single service delivery identity. The CDO Workforce Investment Board and Operators have agreed to the following identifying name for the workforce investment area. “CDO Workforce New York” and “CDO Workforce New York One-stop Career Center”,
2. Promote a single service delivery culture: service principles. (attached)
3. Foster functionally aligned employment and training services (Level 1 and Level 2 services per the customer flow diagram). attached;
4. Recognize that customers are: individuals, businesses, partners, stakeholders, and center staff;
5. Ensure universal Core services are made available to customers at the Resource Rooms;
6. Ensure information and referrals to partner programs are made available;
7. Ensure Customers, including UI, receive an orientation to One-stop Services and Resources;
8. Ensure all Center Customers utilizing the Center are registered in OSOS;
9. Ensure the Resource Room staffed by a System Navigator at all times.

10. Ensure that the Resource Room is well-equipped;
11. Maintain hours of operation to meet the needs of customers;
12. Establish and maintain center outreach and orientation procedures and materials;
13. Establish and maintain Center Service Procedures, to include procedures to address the needs of specific populations (DSS, Veteran, UI, etc);
14. Ensure the CDO Workforce and Workforce NY logo, and marketing materials are used in representing Center and services.
15. Develop and implement procedures for a system of referral for access to and from partner programs;
16. Provide System Partners with activity reports to ensure a system of continuous Partner feedback for quality improvement;
17. Develop and implement workshops and other necessary work readiness preparation programs;
18. Ensure staff capacity building and on-going training of One-stop Center Staff.
19. Provide the Executive Director and the Workforce Investment Board with monthly progress and service reports;
20. Implement Policies and Services established by the CDO Workforce Investment Board;
21. Establish a meeting schedule and provide minutes of the meetings to the WIB Executive Director;
22. Ensure that staff utilize the OSOS as the primary case management recording system and paper files are kept to a minimum;
23. Monthly review and management of OSOS data for WIA, W-P and Common Measures performance.
24. Functionally supervise the Title IB and Wagner-Peyser staff within the Center they Manager.
25. Establish benchmarks to measure the effectiveness of the Programs/System.

Coordination and Oversight

The One-stop Operator Consortium will in general function as a team. However, the Consortium members will designate members responsible for specific operational functions and will designate a member as the Consortium liaison and spokesperson. The One Stop Operators/Managers will assure that all services are functionally aligned to assure timely delivery to all customers. This information will be attached as an Addendum to this Agreement.

As a leadership team, the One-stop Operator Consortium will oversee the quality and uniformity of Center and affiliate site operations, and are responsible for the implementation and ongoing execution of Board policies and procedures.

If misalignment of a service or process is found, appropriate meetings will be held to realign processes and services and create solutions.

Regularly scheduled meetings of One-stop Operator Consortium and Executive Director will be scheduled. The One-stop Operator Consortium will report regularly to the WIB through the Executive Director.

Communication chain

Communication within the CDO Workforce System will be as follows:

One-stop Career Center Policy, issues/changes and performance will be communicated through the Lead One-stop Operator to the Operators (Center Managers). Center Managers will be responsible for communicating CDO Workforce One-stop Career Center program

policy and changes to Service Units and Partners co-located within the One-stop Career Centers.

Youth Program Policy and System issues and changes will be communicated by WIB staff to the Youth Program providers. The Lead One-stop Operator will be copied on policy and changes.

Business Program Policy and System issues and changes will be communicated by WIB staff to the Business Services Representatives and Lead One-stop Operator.

Fiscal – The WIB fiscal staff will provide monthly updates on training fund and supportive service fund availability to the WIB Director and One-stop Managers.

One-stop Career Center and Program Issues will be communicated by Center Managers to the WIB Executive Director and/or Program Manager.

Functional Supervision

Center – Functional Supervision

As of July 1, 2006 supervision of WIA Title I B and Wagner-Peyser staff will be provided by the NYSDOL ES Manager at the Oneonta One-stop Career Center. Functional supervision of both WIA Title IB and Wagner-Peyser staff in Norwich One-stop Career Center will be provided by the WIA Title IB E&T Director. Functional supervision of WIA Title IB and Wagner-Peyser staff at the Delaware Sidney and/or Delhi Resource Rooms will be supervised by the WIA Title IB E&T Deputy Director.

Supervision and Evaluation of Service Units

Program Supervisors, if present in Centers will provide day-to-day supervision of the Systems Navigator and Career Advisor Units.

Evaluation

One-stop Operators (Managers) in concert with the appropriate Agency/Program Manager will evaluate the System Navigator and Career Advisor Service Unit based on fulfillment of the roles and functions of the Unit and provision of service. Executive Director in concert with the Center Managers will evaluate the Business Services Unit based on quality of service and fulfillment of the roles and functions of the Unit.

One-stop Center related staff complaints/grievances

Staff complaints and grievances will follow internal Agency/Program procedures. One-stop Career Center Managers, if not aware, will be informed of general complaint/grievance issues by Agency/Program Supervisor.

Staff Capacity Building: The One-stop Operator Consortium will coordinate staff training to further functional alignment of services, one-stop procedures, customer service, OSOS usage and data management, communication skills, Americans with Disabilities Act and Equal Employment Opportunities, and safety in the workplace.

OSOS Case Management System, File Review and Monitoring

The Operators agree to:

- Ensure that staff utilize the OSOS as the primary case management recording system and paper files are kept to a minimum;
- Review and monitor participant exits for those in vocational and classroom training.

- Cooperate with CDO Workforce Staff in Center monitoring and reviews.

Technical Assistance: CDO WIB agrees to provide assistance and information to the Consortium in regards to the Career Center's local, state and federal regulations. This information will be provided to the Consortium members through electronic methods and through Consortium Operator meetings.

Budgetary/Financial Considerations

- Department of Labor will be responsible for the facility, utilities and maintenance in DOL leased facilities;
- CDO WIB agrees to coordinate and support the cost of marketing and marketing materials for the CDO Workforce Service Delivery System;
- CDO WIB agrees to support the cost of on-going Center and Resource Room related Staff training;
- CDO WIB agrees to coordinate and support the cost of necessary Center and Resource Room equipment, software, and License Agreements used in the fulfillment of Career Center and Resource Room Services.

Meetings

The Operators agree to the following meetings:

- Identify an Operator to attend and represent the CDO Workforce System at Statewide Operators meetings, and report information back to the Consortium.
- Meet monthly to address Center Services strategies and quality improvement.
- Meet monthly with Partners serving specific populations to address service coordination strategies and quality improvement.
- Provide reports of meetings to WIB Executive Director.

Dispute Resolution: The One-stop Operator Consortium will first attempt to resolve all disputes informally. If not successful, a formal meeting of the parties with the Executive Director may follow. If still unresolved, the matter will be referred to the appropriate WIB Committee for resolution.

Duration:

- This agreement shall commence upon approval of the WIB.
- The agreement will be in effect through June 30, 2009, that a review will be conducted at six (6) month intervals. The agreement is subject to review and modification by the parties upon mutual agreement. It cannot be altered or amended without such agreement.
- A formal review by the WIB will occur prior to the end of the Agreement period.
- The Workforce Investment Board will review performance and system outcomes.

Certification: Upon the approval of this consortium model by the Workforce Investment Board, and signature by the One-stop Operator Consortium, the One-stop Operator Consortium will be deemed certified for the duration of this Agreement. Re-certification will be at the discretion of the WIB upon review of the system outcomes and recommendations by a Committee of the WIB.

Consortium Members: It is understood that the representatives of the Consortium are Agency Representatives and should staff members leave, another person from the designated agency will be assigned to fill that slot.

Signatures One-Stop Operators Consortium:

Stephen Geer
Manager, NYS Department of Labor

Date

Gary Waffle
Director, Chenango County OET

Date

Maggie Gilbert
Deputy Director, Delaware County OET

Date

Charlotte O'Dea, Chair
Chenango, Delaware, Otsego Workforce
Investment Board

Date

Mission:

The Workforce Investment System's mission is to provide service in a coordinated, user-friendly manner that meets the employment and training needs of our customers in the Chenango-Delaware-Otsego region.

Service Principles:

- All customers: are served through a single customer flow
- All customers: receive prompt and courteous service
- All customers: receive an individual assessment
- All customers: receive individual career advisement
- All customers: receive uniform high quality service
- All services: targeted toward demand industries, and to address HR Challenges
- All staff: organized by functional service teams
- All staff: skilled and credentialed
- All staff: recognize business is our end customer.
- All staff: represent the CDO Workforce New York Career System
- All staff: will work together to nurture a positive, professional environment (staff to staff and staff to customer).