

One-Stop Operator Overview

What is a One-Stop Operator?

A One-Stop Operator (OSO) is an entity that assumes the unique administrative responsibility to coordinate the **service delivery** of required One-Stop Partners – those located at the career centers, our title partners, and service providers under the Workforce Innovation and Opportunity Act (WIOA).

- Title 1B – Human Services Department Workforce Development Division (WDD)
- Title II – Adult Education (through 8 providers)
- Title III – Employment Services (ES)
- Title IV – Vocational Rehabilitation Services (VR)

The MCWDB selects and determines the roles and responsibilities of the OSO and competitively procures for an OSO at least once every four (4) years.

At a minimum, the OSO must coordinate the service delivery of required One-Stop Partners and Service Providers. The MCWDB, at its option, can add additional roles, such as being the primary provider of services within the center, providing some of the services within the center, or coordinating service delivery in a multi-center area, which may include affiliated sites. The competition for a one-stop operator must clearly articulate the role of the one-stop operator. WIOA also outlines duties the OSO may not perform (20 CFR 678.620(b)(1)).



Who can be the One-Stop Operator?

- A postsecondary educational institution,
- An Employment Service agency established under the Wagner-Peyser Act on behalf of the local office of the agency,
- A private, nonprofit organization (including a community-based organization),
- A private for-profit entity,
- A government agency, and
- Another interested organization or entity

Why is competition needed?

- To ensure effectiveness,
- Make improvements in service delivery and performance, and
- If it is not working, a change can be made

Who is responsible for monitoring the One-Stop Operator?

Under WIOA, the MCWDB regularly examines performance and costs based on agreed contract expectations. The MCWDB has a strong voice in ensuring compliance and the efficient delivery of quality services provided by the OSO to all of our system partners.

Have more questions? Reach out to the MCWDB Executive Director, Steve Clark, at Steve.Clark@maricopa.gov | 602-377-3844.