

## OVERSIGHT AND MONITORING OF THE ONE-STOP OPERATOR

Training and Employment Guidance Letter (TEGL) No. 16-16 states that through the American Job Center, the One-Stop Operator carries out the activities described below:

- Facilitates integrated partnerships that seamlessly incorporate services for the common customers served by multiple program partners of the American Job Center;
- Develops and implements operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings; and
- Organizes and integrates American Job Center services by function (rather than by program), when permitted by a program's authorizing statute and, as appropriate, through coordinating staff communication, capacity building, and training efforts. Functional alignment includes having American Job Center staff who perform similar tasks serve on relevant functional teams (e.g., skills development team or business services teams).

Workforce Development Boards (WDBs) are tasked with providing oversight and monitoring of federal financial assistance awarded under Title I of the Workforce Innovation and Opportunity Act (WIOA). At a minimum, subrecipients serving as One-Stop Operators should be monitored at least once per year. Each WDB must have a written monitoring tool and procedures it uses to monitor all elements of the One-Stop Operator contract against the established performance objectives.

The WDB should ensure that the One-Stop Operator is in:

1. Compliance with the provisions of WIOA and the WIOA regulations and other applicable laws and regulations;
2. Compliance with 2 CFR Part §200; and
3. Compliance with the nondiscrimination, disability, and equal opportunity requirements of Section 188 of WIOA, including the Assistive Technology Act of 1998 (29 U.S.C. 3003).