WORKSOURCE PARTNER ROLES AND RESPONSIBILITIES POLICY

WorkSource Policy Number: 301, Revision 2
Effective Date: July 1, 2020
Date Last Revised: June 2, 2026

I. PURPOSE

The purpose of this policy is to define the roles and responsibilities of WorkSource Partners within the South Central Workforce Development Area (WDA IX) and to ensure alignment with the region's Memorandum of Understanding (MOU), WorkSource System Policy 1016, Revision 2, and WIOA requirements. This policy establishes expectations for collaboration, service integration, accessibility, and continuous improvement across the WorkSource System.

II. BACKGROUND

The WorkSource System is designed to deliver high-quality, customer-centered workforce services through an integrated network of programs and partners. The MOU outlines shared expectations for coordination, service delivery, and resource alignment. WorkSource System Policy 1016, Revision 2, further defines requirements for one-stop operations, partner participation, and certification.

Integrated Service Delivery (ISD) is the foundation of the WorkSource system in WDA IX. ISD ensures that customers receive seamless access to services regardless of program, funding source, or entry point. Partners share responsibility for customer outcomes and collaborate through functional teams, including:

- front-end integrated services (greeting, triage, initial assessment)
- Skills development (career services, workshops, training navigation, trade and career fairs)
- Business services (employer engagement, recruitment, hiring events)

III. WORKSOURCE SYSTEM ROLES AND RESPONSIBILITIES

A. SCW shall:

1. Develop and enter into the MOU and Infrastructure Funding Agreement (IFA) with WorkSource Partners.
2. Designate the One-Stop Operator (OSO) with a Chief Local Elected Official agreement.

3. Conduct oversight of the WorkSource System, including performance, integration, and compliance.
4. Establish and support the One-Stop Committee as the standing committee responsible for operational oversight.
5. Oversee and lead business services for the workforce development area via the Business Services Team (BST), consistent with SCW's Local Plan.
6. Appoint partner representatives who ensure completion of Annual Progress Reports.

B. One-Stop Operator shall:

1. Develop and implement operational policies supporting integrated service delivery.
2. Organize and integrate services by function when permitted by program statute.
3. Ensure seamless service integration for all customers, including targeted populations.
4. Facilitate cross-training of staff to increase capacity and efficiency.
5. Maintain an ongoing learning environment that supports high-quality service delivery.
6. Coordinate with and deliver to SCW WorkSource certification and Annual Progress Reports.

C. WorkSource Center Site Manager/Lead shall:

1. Communicate SCW and One-Stop Committee directives, policies, and procedures.
2. Coordinate daily operations to support ISD.
3. Develop and coordinate staff schedules for front-end services.
4. Conduct regular partner meetings to review policies and center operations.
5. Support development of integrated processes and procedures.
6. Coordinate with the facility leaseholder on space, maintenance, and cost-sharing agreements.
7. Work with SCW and/or the OSO on WorkSource certification and Annual Progress Reports.

D. Business Services Team shall:

1. Implement employer-focused services, including recruitment, job postings, and hiring events.
2. Provide employers with information on hiring incentives and tax credits.
3. Support sector strategies and work-based learning opportunities.
4. Coordinate outreach to ensure consistent employer engagement.

E. WorkSource System Partners shall:

1. Provide access to program services at each center, at a minimum, through direct linkage.
2. Participate in ISD and functional alignment.
3. Engage in cross-training and coordinated service delivery.
4. Support the development of the Annual Progress Reports.
5. Comply with SCW, state, and federal policies.

IV. PROHIBITIONS

State and local organizations receiving federal or state funds, including staff and WorkSource Partners, are prohibited from using federal grant or contract funds for political activities. These

organizations are also prohibited from participating in political activities when such activities occur within the WorkSource environment, including:

- Attempts to influence the outcome of any federal, state, or local election, referendum, or initiative.
- Establishing, administering, contributing to, or paying expenses of a political party, campaign, political action committee, or similar organization.

These prohibitions apply to all certified WorkSource centers and any service delivery environment associated with the WorkSource System.

REFERENCES

- 29 CFR Part 38
- WIOA Sections 106, 107, 121(a), 121(c), 121 (d)(2)(A), 121(e)(2), 121(b), 134(d)(1)(ix)
- South Central Workforce Development Memorandum of Understanding (MOU)
- SCW WS Policy 300
- TEGL 16-16
- TEGL 19-16
- WorkSource System Policy 1016, Revision 2
- WorkSource System Policy 1018