One-Stop Operator

PURPOSE AND PROJECTS
One-Stop Operator

**USDOL:** “At a minimum, the one-stop operator must coordinate the service delivery of required one-stop partners and service providers.”

**West Michigan Works:** Innovative approach, focused on value
OSO Projects

1. Initial Assessment
2. Quality Assurance
3. Michigan Works! Service Center Certification
4. Strategy and Action
Strategy and Action: Youth Solutions

Focus groups of youth customers
Vision for youth programming
Integration of Jobs for Michigan’s Graduates
Strategy and Action: Solutions-Driven

Workgroup involvement

Approach and Philosophy

Action items
  - Lean Board, Job-Ready Definition, Jobs Blast
Strategy and Action: Partnerships

Current state assessment, map
Target new / better partnerships
Strategic Partnerships subcommittee
Strategy and Action: Strategic Plan Update

Review goals and strategies
Input from stakeholders (employers, partners, staff)
Updated, streamlined plan