



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

