

# **PA CareerLink<sup>®</sup> System Operator**

Brief Overview

**BWDA, Policy Unit**

Jaime Maddox





# Table of Contents

## PA CareerLink<sup>®</sup> System Operator Policy Overview

- Purpose of the policy
- Purpose of an operator
- Roles and responsibilities of operators
- Conflict of interest
- Becoming an operator
- Procurement requirements
- Evaluation & Oversight





# Purpose of the Policy

Providing guidance

- Meeting WIOA requirements
- Provides guidance to Local Workforce Development Boards
- LWDB's Roles and responsibilities
- Supporting continuous improvement





# Purpose of an Operator

## Defining role

- Coordinate the delivery of services for PA CareerLink® system program partners and services providers
- Site Administrator or location Manager:
  - Career services
  - Training services
  - Required partnerships





# Responsibilities of an Operator

## Additional roles

- May operate more than one PA CareerLink® service location
- Administration and Public Relations
- Service Provider, with exception of LWDB:
  - Operator-service provider internal controls (20CFR § 678.625)
  - Conflict of interest policies and procedures in place
  - Written agreement signed by LWDB and CEO(s)





# Conflict of Interest

## Limitations

- The operator may not participate in the following functions:
  - Competitive selection process for an operator
  - Selection or Termination of operator, career services, and youth providers
  - Financial Budgeting
  - Oversight & monitoring
  - Creation or submission of WIOA plans
  - Additional limitations apply to LWDBs serving as an Operator

***Appendix D: Local Board as the One-Stop Operator***





# Who may become a PA CareerLink® Operator?

## Eligible Entities

- The operator must be either:
  1. A public, private, or nonprofit organization meeting **WIOA § 678.600**
    - State agency, Tribal organization, chamber of commerce
    - Local boards (see **WIOA § 678.605(c)** and **678.615(a)** & **Appendix D**)
  2. A consortium of entities
    - Inclusive of one-stop partners, minimum of three (3) required partners

**WIOA § 678.400**





# Competitive Procurement & Selection

## Requirements

- To properly select an operator, local boards and CEOs must:
  - Uphold all competitive operator procurement & selection principles
  - conduct a competitive procurement process once every four (4) years

***WIOA § 678.605(a)***







# Evaluation & Oversight

## Local board requirements

- Evaluation of an operator:
  - Occurs on an annual basis
  - Analyze contract provisions, participating surveys, any other performance measures developed by local board
  - Comply with PA CareerLink® certification requirements
- Oversight and Monitoring of an operator:
  - Establish appropriate firewalls
  - Regulatory compliance
  - 3<sup>rd</sup> party monitoring required for LWDB operators





# Thank you!



Jaime Maddox



717.772.1854



[jamaddox@pa.gov](mailto:jamaddox@pa.gov)



Workforce Development Analyst II  
Policy & Planning Coordination  
Services

