
COMMONWEALTH OF KENTUCKY
DEPARTMENT OF WORKFORCE DEVELOPMENT

GUIDANCE NAME: One-Stop Operator(s) (OSO)

GUIDANCE NUMBER: 26-001

DATE OF ISSUE: 03/11/2026

EFFECTIVE DATE: 03/11/2026

APPLIES TO/INTEREST OF: Kentucky Career Center (KCC) Staff, Local Workforce Boards (LWDB), and Local Workforce Development Area (LWDA) staff

POINT OF CONTACT: Compliance.Unit@ky.gov

PURPOSE:

The purpose of this guidance is to explain the type of entities that may serve as a One-Stop Operator (OSO) and the OSO responsibilities. It ensures compliance with the Workforce Innovation and Opportunity Act (WIOA), to promote effective workforce services, and increases positive outcomes for job seekers, workers, and employers.

HISTORY:

There are no previous versions of this guidance.

GUIDANCE:

WHO MAY SERVE AS AN OSO:

OSOs may be a single entity or a consortium of entities. 20 CFR 378.600 and WIOA Section 121(d)(2) detail a comprehensive list of who may serve as an OSO:

1. An institution of higher education;
2. An Employment Service State agency established under the Wagner-Peyser Act;
3. A community-based organization, nonprofit organization, or workforce intermediary;
4. A private for-profit entity;
5. A government agency;

6. A Local Workforce Development Board (WDB), with the approval of the chief elected official (CLEO) and the Governor; or
7. Another interested organization or entity, which can carry out the duties of the OSO.

LWDBs may contract with multiple OSOs; however, it is recommended to appoint one OSO per region or area to enable efficient oversight and service coordination.

While an LWDB can serve as an OSO in their area, they must:

1. Not participate in the request for proposal (RFP) development or the bid evaluation process if they intend to compete for the contract.
2. Hire a separate entity for procurement, monitoring, and oversight functions.
3. Obtain written approval from the CLEO and the Governor before finalizing and signing the OSO contract.
4. Submit a written request to the CLEO and the Department of Workforce Development prior to finalizing and contract signing.

See TEGL 15-16.

RESPONSIBILITIES OF AN OSO:

The OSO is tasked with coordinating the service delivery of required one-stop partners and service providers, *see* 20 CFR 678.620(1). This includes, but is not limited to:

1. Coordinating service delivery among all required one-stop partners and service providers to facilitate comprehensive access.
2. Serving as the leading service provider or coordinating services within the KCC.
3. Overseeing service delivery across multiple centers, including affiliate centers.
4. Performing other duties deemed appropriate by the LWDB.

Pursuant to TEGL 16-16, the OSO is tasked with carrying out additional activities described as follows:

1. Facilitate partnerships that incorporate services for the common customers served by multiple program partners of the KCC.
2. Develop and implement operational policies that reflect a system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings.
3. Organizes and integrates KCC services by function (rather than by program), when permitted by a program's authorizing statute. This can be achieved by coordinating staff communication and through training efforts. Functional alignment can include having staff within the KCC One-stop system who perform similar tasks serve on relevant functional teams (e.g., skills development team or business services teams).

Actionable Advice:

1. Existing Kentucky Department of Workforce Development Guidance outlines additional duties required of the OSO in regards to the KCC Certification process, including but not limited to completing the application for Career Center Certification. OSOs should be made aware of the vital role they play in the KCC Certification process.

2. The OSO may also be required to perform additional duties specifically outlined in a DWD Memorandum of Agreement (MOA) or any amendment to the MOA.

DUTIES AN OSO IS PROHIBITED TO PERFORM:

According to 20 CFR 678.620(b)(1), the OSO is not authorized to:

1. Convene system stakeholders to assist in the development of the local plan;
2. Prepare and submit local plans (as required under Sec. 107 of WIOA);
3. Be responsible for oversight of itself;
4. Manage or significantly participate in the competitive selection process for an OSO;
5. Select or terminate OSOs, career services, and youth providers;
6. Negotiate local performance accountability measures; or
7. Develop and submit a budget for activities of the Local WDB in the local area.

REFERENCES:

WIOA Section 121(d)(2)
20 CFR 378.600
20 CFR 678.620(1)
20 CFR 678.620(b)(1)
TEGL 15-16
TEGL 16-16
Kentucky Department of Workforce Development Guidance 20-001