
One-Stop Operator Hennepin Carver WD Board Meeting

LWDA 09 - OSO
September 15, 2026



Hennepin-Carver
Workforce Development Board



Agenda

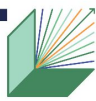
- **One Stop Operator (OSO) Introduction**
- **What's the Role of the OSO?**
- **Work Recap (June 2025-present)**
- **Service Integration through Referrals**
- **What's Next?**

One Stop Operator

Introduction

*Ema Mailhot-Beutel, Director of Programs
LWDA 09 One-Stop Operator*



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What is the Role of the OSO? (a) - TEGLs

The management of the American Job Center network is the shared responsibility of States, local workforce development boards (WDBs), elected officials, the six WIOA core program partners, required one-stop partners and other additional one-stop partners, American Job Center operators, and service providers. Through the American Job Center, the **one-stop operator** carries out the activities described below:

- Facilitates integrated partnerships that seamlessly incorporate services for the common customers served by multiple program partners of the American Job Center.
- Develops and implements operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings.

TEGL 15-16 - One Stop Operators

TEGL 16-16 - Service Integration

- Organizes and integrates American Job Center services by function (rather than by program), when permitted by a program's authorizing statute and, as appropriate, through coordinating staff communication, capacity building, and training efforts. Functional alignment includes having American Job Center staff who perform similar tasks serve on relevant functional teams (e.g., skills development team or business services teams).
 - Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by relevant functional teams, consistent with the purpose, scope, and requirements of each program.

What is the Role of the OSO? (b) - Partnerships

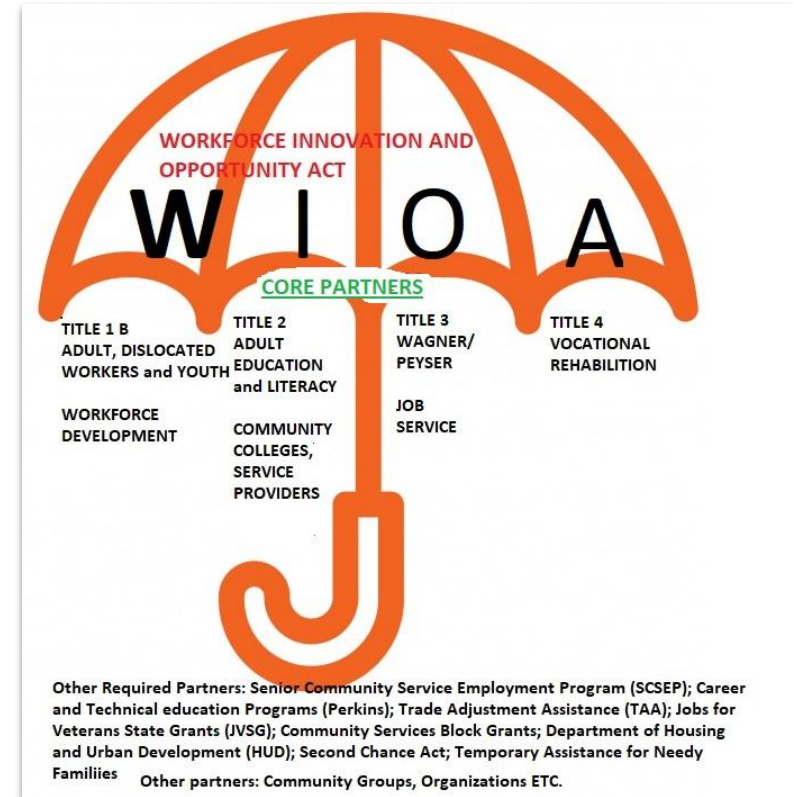
- **CORE:**

- Career Services/Workforce- Adult, Dislocated Worker, Youth (many)
- Community Colleges/Adult Education Providers (many)
- Wagner Peyser - Job Service (DEED)
- Vocational Rehabilitation (DEED)

- **Required:**

- Senior Community Employment Program (SCSEP),
- Career and Technical Education (CTE-Perkins),
- Trade Adjustment Assistance (TAA)
- Jobs for Veterans State Grants (JVSG)
- Community Services Block Grants (CSBG)
- HUD
- Second Chance/Reentry Act
- SNAP/TANF

- **Additional**



What is the Role of the OSO? (c) - Service Integration



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MENTIMETER Warm Up

TEGL 16-16 - Service Integration

What is the Role of the OSO? (c) - Service Integration

Workshop icebreaker

Service Integration - What comes to mind? ONE WORD



MENTIMETER Warm Up

Let's begin the brainstorm 💡

Service Integration - What is it? Define in your own words

An individual is able to access all services under the umbrella

Seamless connections between programs

Working together to provide best service

The overlap of each provider's services into a common process for the benefit of the client.

Access to multiple programs and agency resources in one streamlined setting

Unified approach to serving the community's career needs

All entities knowing what the other entities are working on/doing and making the connections

Multiple organizations providing access and connection to services to each individual looking for service

Prioritizing the needs of the individual client. Getting them what they need first.

Holistic approach when serving customers.

A combination of individuals and program working together to help people.

People have opportunity to see what services are available to them and ability to access them

What is the Role of the OSO? (c) - Service Integration



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TEGL 16-16 - Service Integration

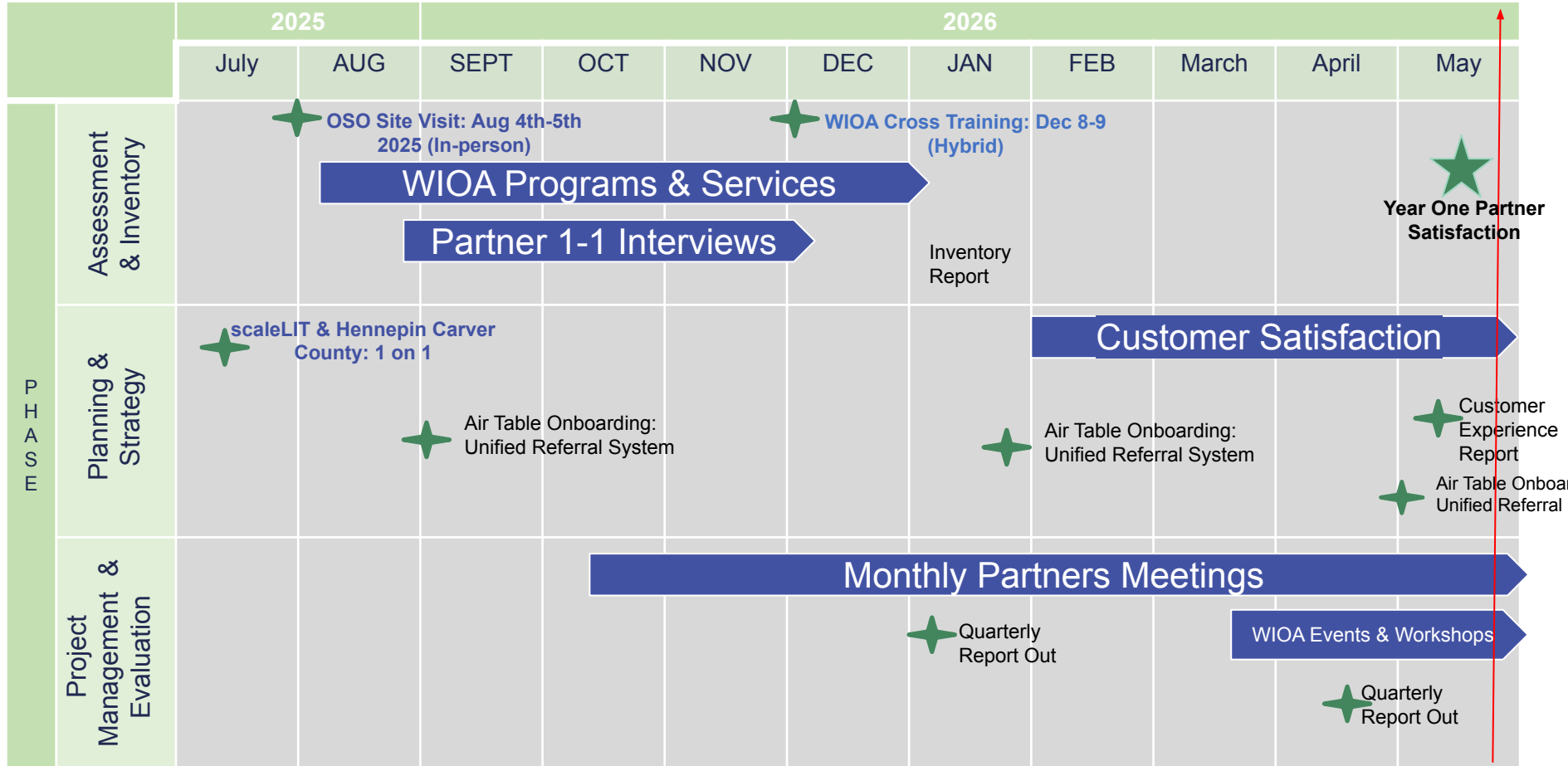
- **Serving all customers seamlessly**
- **Providing the full range of services**
- **Consistency across sites and programs**

Work Recap (June 2025 - present)

ACTIVITIES



Today



Partner Meetings



Shifting to:

'Monthly Core Partner Programs Meeting' to include Referral points of contact

OSO Metrics:

12 monthly meetings

9 Cross Training presentations (2 in queue)

50+ Hennepin-Carver partner staff joined Disco

Partners: WIOA Title I, Adult Ed Title II, and DEED (Wagner-peyser) Title III, and DEED (Vocational Rehab) Title IV, WIOA Youth, Perkins CTE, and SCSEP.

Referrals - What problems is Airtable solving?

Working toward an INTEGRATED workforce system for suburban Hennepin-Carver through referrals:

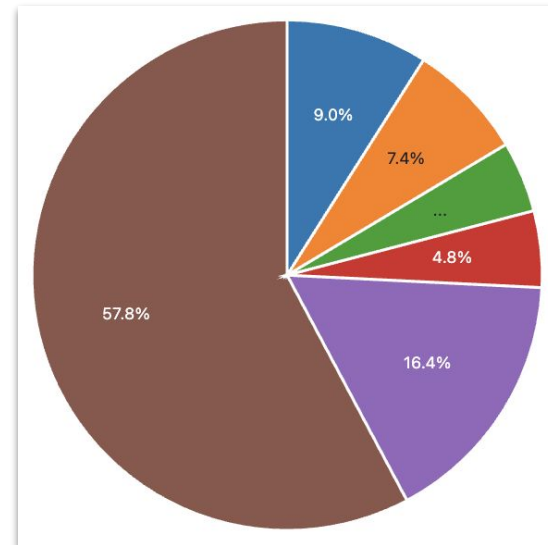
Real-time accurate outcomes:

Total Referrals: 550+

Partners: WIOA Title I, Adult Ed Title II, and DEED (Wagner-peyser) Title III.

Completed (enrolled): 21%*

“Excellent! Please continue to expand availability of services via airtable”



Referral Culture and Policy

- Outreach expectations
- Referral quality
- Communications



Introduction: Navigating the public workforce system can be complex. In collaboration with the WIOA partners, scaleLIT selected Airtable as the implemented universal referral platform. Airtable is used in various ways to drive system accountability and collaboration. ScaleLIT, LWDA 9 (Hennepin-Carver County) One-Stop Operator (OSO), maintains the platform to ensure job seekers and businesses are connected to resources within the network.

Each onboarded organization can select 1-2 point(s) of contact to manage referrals on the platform. The purpose of this agreement is to document the agreement between those points of contact and the OSO for the following:

Partner/Staff/User responsibilities:

All Airtable-using Staff:

- Attend Airtable Onboarding and Training Session facilitated by the One-Stop Operator, scaleLIT
- **Notify OSO immediately if there is a change in points of contact**
- Attend Center-Level meetings for the referrals discussion

Receiving Staff:

- Receive and respond to referrals on Airtable within two (2) business days
- Assess referrals based on services of interest and conduct outreach to customers
 - Staff must make three (3) outreach attempts to referred customers, e.g., email, voicemail, and/or text, within the first two weeks of receiving the referral.
- Update the status of received referrals and add relevant notes and comments.
- Mark referrals as closed or completed in a reasonable amount of time.
 - Referrals without customer response or engagement should be marked as referral closed after the third attempt is made.

◦ See pages 15-18 of the [Airtable User Guide](#) for more information.

Sending Staff:

- Send referrals with appropriate customer information and referral notes
- Check the status(es) of sent referral(s) via the Interface and engage with receiving partners as necessary with comments.

One-Stop Operator responsibilities:

- Maintain Referral Forms, Airtable Referrals System, and tools with any necessary changes
- Provide monthly reports at partner meetings or upon partner email requests.
- Host weekly office hours for continuous technical support and training for partners
- Respond to Airtable tags from partners

Data privacy: All referral data is collected [via FillOut forms](#). ScaleLIT has invested in paid business levels for Fill Out and Airtable to protect our referral data. The one-stop operator archives and saves referral data by program year. If any organization needs a referrals data

What's Next?



- **Memorandum of Understanding (MOU)**
- **Certification**
- **Partner Reconciliation**

Contact the One-Stop Operator Team!

Email: ema@scalelit.org

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