



Montgomery County Workforce Investment Board

Policy: One-Stop Center Operations

Effective Date: July 1, 2014

Policy Number: 2014-01

SUBJECT: One-Stop Operations

PURPOSE: The purpose of this policy is to set a standard for good work operating procedures for all one-stop locations to implement. Consistency of procedures throughout the one-stops is imperative for efficient functioning of services as well as consistency of customer service to all external and internal customers.

REFERENCES: N/A

EFFECTIVE DATE: July 1, 2014

ACTION REQUIRED: Within 15 days of the receipt of this policy it is the recipient's responsibility to ensure all staff are informed of the policy and to create an internal process to ensure accountability.

BACKGROUND: The Montgomery County Workforce Investment Board (WIB) has chosen a consortia model for designation of a one stop operator. The consortia include the Maryland Department of Labor, Licensing and Regulation (DLLR), Montgomery County, Maryland through the Department of Economic Development's Division of Workforce Investment Services, operating as the Administrative Entity on behalf of the Workforce Investment Board (DED), and the Montgomery County DHHS (DHHS). The consortia as the operator of the one centers is responsible for the overall operations of the One-Stop Centers.

One of the responsibilities of the WIB and the consortia is to clearly set specifics of the operations of the one-stop centers. This policy delineates current policy and practice.

POLICY:

One-Stop Center Hours:

The Wheaton (located at 11002 Veirs Mill Road, Wheaton, MD 20902) and the Germantown (located at 12900 Middlebrook Road, Germantown, MD 20874) one-stop centers are open from 8:30 a.m. to 5:00 p.m. Monday through Thursday and from 8:30 a.m. to 3:00 p.m. on Fridays. Hours do not vary unless a weather related incident or other incident involving a delayed opening or closing occurs (See Policy #2012-05 Inclement Weather and Business Continuity Policy). The one-stop centers are closed for most major holidays and will follow as a general guideline the County holiday closings. The centers will be closed on the following holidays:

- New Year's Day

- Martin Luther King's Birthday
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving Day
- Christmas Day

If a known closure is to occur, within five (5) business days, staff at the one-stop centers will post signs to all major entrance ways and in customer areas an announcement of the closure. A notice will also be posted on the MontgomeryWorks website and sent to other relevant media outlets. The center will also be open some evenings and on the weekends as deemed necessary by the One Stop Operator Consortium to increase access and to provide services to customers. As nightly and weekend hours are formalized they will be posted in all customer areas.

When conducting a joint function at the center (e.g., conducting a workshop, staffing the resource room, and other "universal" functions) all staff is responsible for informing the designated Center Manager, their Supervisor and the Front Desk directly if they are going to be late or absent, either for scheduled or unscheduled absences. It is the responsibility of the staff person to find appropriate back up for a scheduled absence.

When conducting functions within the building that may not be considered "joint" (e.g., an agency specific meeting, appointments with customers enrolled in your specific program) all staff are required to inform the Center Manager and the Front Desk directly of these activities and of any cancellations so that the Front Desk staff can provide informed responses to any inquiries.

Staff is expected to be informed of and to follow procedures for providing this information as they are developed by the One Stop Operator and the designated Center Manager.

Computer Usage by Staff and Customers:

The Center Resource Area computers are tools that provide an integral service to the public for job search use. The computers are a direct link to a customer's ability to get reconnected to employment quicker. Good working practice is to protect the computers from any act that will harm the computers in any manner.

Please have customers adhere to the following:

- Customers may not bring food or drinks near the computers. Staff working in the Center Resource Area within sight of a customer will not have food or drinks near the computers as well.
- Customers may not hit, bang or move the computers as this may cause damage to the unit.
- Customers may not unplug or detach any physical wires from the computers to the wall and vice versa. Staff is to encourage customers to

ask for assistance if the computers are not working.

- Customers may not download/upload any foreign programs to the computers, as well as alter settings to the computers set by the staff.
- Customers may only use the computers for job search purposes only. All other activity is not allowed and staff will ask the customer to please desist from that activity.

Staff will explain to customers at the time of arrival about the time limits set for computer usage. Due to the nature of customer flow within the centers and the desire to provide equitable customer service to all that visit the one-stop, customers are assigned a personal identification number (PIN) to use each time they visit. This PIN will be entered into the Center Resource Area computer so the customer will be assigned a computer within the Resource Area. Once a customer receives their computer assignment, they have 90 minutes to conduct their business. If no one is waiting for a computer, the customer's time will be automatically extended by 15 minutes. Once the full time is completed, the customer will be automatically logged off. Prior to log off time, the customer will receive several pop-up messages announcing their time left on the computer.

If customers do not adhere to the above practices, staff has the right to ask the customer to leave the center and future use of the computers may be banned.

Use of Center Building for Other Purposes:

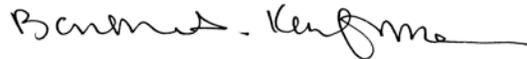
The Wheaton one-stop center is located in the Westfield's South building on the Westfield's Wheaton property. For approval on the use of the one-stop location for any after-hours activities, please contact the One-Stop Consortium and the On-Site Management team for approval.

The Germantown one-stop is located within one of the Montgomery County Regional Service Centers. For approval on the use of the one-stop location for any after-hours activities, please contact the One-Stop Consortium and the On-Site Management team for approval.

Approved:

March 26, 2014

Date of Board Approval



Barbara Kaufmann, WIB Director