

ONE-STOP OPERATOR AGREEMENT

**OKALOOSA COUNTY BOARD OF COUNTY COMMISSIONERS
WALTON COUNTY BOARD OF COUNTY COMMISSIONERS
AND
OKALOOSA WALTON JOBS & EDUCATION PARTNERSHIP, INC., DBA
CAREERSOURCE OKALOOSA WALTON**

This Agreement is entered into by and between Walton County and Okaloosa County, political subdivisions of the State of Florida (also referred to as the "County" or "Counties"), acting through their Chief Local Elected Officials ("CLEOs") as defined in the Workforce Innovation and Opportunity Act of 2014, and the CareerSource Okaloosa Walton Board ("Board").

The COUNTIES and the BOARD wish to enter into an agreement in compliance with the one-stop operator requirements imposed by the Workforce Innovation and Opportunity Act (WIOA).

I. Purpose.

The purpose of this Agreement is to authorize CareerSource Okaloosa Walton to fulfill the duties of the one-stop operator ensuring the appropriate firewalls are in place with regard to oversight, monitoring, and evaluation of performance.

To do so, the BOARD shall have the following responsibilities and authority:

A. Designate personnel to carry out the duties of the one-stop operator as follows:

1. The Operator shall comply with applicable requirements of the "Sunshine Law" regarding official activities of the local board.
2. The Operator will keep all documents and other information related to the one-stop operator services confidential. Such information will only be disclosed to designated members of the CareerSource Okaloosa Walton County Board of County Commissioners, the Board of Directors, the Executive Committee, CareerSource Okaloosa Walton's (CSOW) Finance/Audit Committee and Board staff. Other than these exceptions, the Operator will not publish, reproduce or otherwise divulge such information, completely or in part, nor authorize or permit others to do so.
3. Develop, review, and monitor Memoranda of Understanding (MOUs) between the Local Board and required one-stop partners regarding the operation of the one-stop delivery system in the local area. At a minimum, the MOUs shall address:
 - a. The required content of MOUs.
 - b. The way the services will be coordinated and delivered through such a system.
 - c. How the costs of such services and the operating costs of such a system will be funded.
 - d. Methods of referral of individuals between the Operator and the one-stop partners

for appropriate services and activities.

- e. Methods to ensure the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in the provision of necessary and appropriate access to services, including access to technology and materials, made available through the one-stop delivery system.
 - f. The duration of the MOU and the procedures for amending its duration, and assurances that such MOU shall be reviewed not less than once every 3-years to ensure appropriate funding and delivery of services; and
 - g. Such other provisions, consistent with the requirements, as the parties to the agreement determine to be appropriate.
4. Continuous Improvement of One-Stop Centers: Develop strategies to improve coordination of services across one-stop partner programs to enhance service delivery and improve efficiencies, including at a minimum:
- a. Coordinate and facilitate up to two partner meetings during the program year to support implementation of the Memorandum of Understanding (MOU). Responsibilities include collaborating with Board staff to develop meeting agendas and activities, facilitating discussions, documenting outcomes, and providing meeting notes to support ongoing partner coordination and continuous improvement of the one-stop delivery system.
 - b. Establish and implement objective criteria and procedures for assessing the effectiveness, physical accessibility, and programmatic accessibility of the one-stop delivery system. Assessments shall be conducted in accordance with Section 188 of WIOA, where applicable, and the Americans with Disabilities Act of 1990 (ADA), to ensure equitable access to services, programs, and facilities for all customers.
 - c. Develop strategies to leverage technology to improve access to services, enhance service quality, and increase the effectiveness of the one-stop delivery system. This includes promoting digital literacy, supporting the accelerated attainment of workforce skills and recognized postsecondary credentials, strengthening the professional development of workforce staff and service providers, and ensuring that technology solutions are accessible to all customers, including individuals with disabilities; and
 - d. Develop strategies to improve coordination and integration of services among one-stop partner programs to enhance customer service, increase operational efficiency, and reduce duplication of effort. This includes facilitating local input into the design and implementation of shared processes, such as common intake, data collection, performance measurement, reporting systems, and other service-delivery improvements that support a seamless customer experience.
5. Develop Reports: In conjunction with Board staff, the Operator shall develop and implement an appropriate reporting mechanism to track and communicate the progress and performance of partners across the one-stop

delivery system to the Workforce Development Board.

- B. The BOARD will establish and certify to the County on a biannual basis that sufficient firewalls regarding oversight, monitoring, and evaluation of performance of the Operator, and conflict of interest policies and procedures are in place and working effectively.

II. Authority and Responsibility of the County.

The COUNTY shall have the following responsibilities and authority:

- A. Consult from time to time and on a continuing basis with the BOARD or as either party requests.
- B. Ensure that there is no conflict of interest, or the appearance thereof, in the activities of the COUNTY or its members or staff with respect to all activities provided for under this Agreement; and
- C. In collaboration with and at the request of the BOARD, take prompt and decisive corrective action when necessary to comply with the Acts, Regulations, or to ensure that performance standards are met.

III. Authority and Responsibilities Held Jointly Between the BOARD and the COUNTY.

- A. The parties share responsibility for ensuring the effective delivery of services that provide maximum benefit to residents and employers served by CareerSource Okaloosa Walton. The parties further share responsibility for promoting the active and effective engagement of all sectors of the community in the delivery of workforce development services.
- B. The BOARD and the COUNTY may choose to further effective communication by meeting jointly, on occasion, in accordance with mutually agreed-upon meeting schedules and either party may take whatever additional steps as deemed necessary to assure effective communication between the two bodies.
- C. The BOARD and the COUNTY agree to resolve any disputes between the parties through mutually satisfactory negotiations.

IV. Term.

The term of this Agreement shall begin on July 1, 2026, and shall continue till June 30, 2030, unless the BOARD neglects to fulfill its responsibilities for reasons unforeseen to either of the parties; or a new One-Stop operator is selected through the competitive process, whichever comes first. Either party may terminate this Agreement, with or without cause, upon thirty (30) days written notice to the other party.

V. Merger.

It is understood and agreed that the entire Agreement between the parties is contained herein, and that this Agreement supersedes any oral agreements and/or negotiations between the parties relating to the subject matter hereof. All items referred to in this Agreement are incorporated and deemed a part of this Agreement.

VI. Modification.

This Agreement may only be modified or amended by the mutual consent of the parties hereto, in writing, and consistent with the Acts, or any rule promulgated thereunder.

VII. Independence of Terms.

In the event any terms or provisions of this Agreement or the application to any of the parties hereto, to any extent, be held invalid or unenforceable, the remainder of this Agreement, or the application of such terms or provision to the parties hereto, other than those as to which it is held invalid or unenforceable, shall not be affected thereby and every other term and provision of this Agreement shall be valid and enforced to the fullest extent permitted by the Acts, Regulations, Federal, State, or Local Law.

WITNESS WHEREOF, the parties hereto, by and through the undersigned, have entered into this Agreement on the date and year first written above.

CHAIRMAN
OKALOOSA WALTON JOBS &
EDUCATION PARTNERSHIP, INC. dba
CAREERSOURCE OKALOOSA WALTON

BY: Michelle Crocker

MC
Print Name

6.3.2026
DATE

CHAIRMAN
BOARD OF COUNTY COMMISSIONERS
OF OKALOOSA COUNTY

BY: [Signature]

Robert A. "Trey" Goodwin III - Chairman
Print Name

6.16.26
DATE

