

**4. GOVERNANCE STRUCTURE FOR THE ONE STOP SYSTEM:**

**a. THE PARTNERS ONE STOP GOVERNANCE COMMITTEE (POGC)**

– By July 1, 2004 or as soon as is practical, Pasco Hernando One Stop agencies/organizations to include \_\_\_\_\_ shall designate in writing a representative to serve as a member of The Partners One Stop Governance Committee (POGC). The One Stop Operator Program Director shall chair The POGC, and shall, through the Pasco Hernando Workforce Board's (PHWB) One Stop Coordinator and other means as appropriate, keep the CEO fully advised of all relevant issues, and report all significant events and activities through the CEO to the PHWB's One Stop Committee.

**b. THE LOCAL CENTER GOVERNANCE COMMITTEES** – By July 1, 2004, or as soon as is practical, each One Stop partner agency/organization shall designate in writing a representative to serve as a member of The Local Center Governance Committee (LCGC) for each One Stop in which the agency/organization physically locates permanent or itinerant staff. The local committees will support the staff, customers and operations of their respective One Stop Centers.

LCGC Committee chairs will forward any issues/problems not resolved by the LCGC to the Chair of the POGC. The POGC Chair will review these items and may take action or make recommendations for resolution to the LCGC and/or to the individuals involved. If the issues/problems are not resolved, The POGC chair will notify the PHWB's One Stop Coordinator prior to placing these items on The POGC meeting agenda. One-Stop Center staff concerned about issues/problems should contact their agency/organizational representative to the POGC or the LCGC. Issues unresolved by The POGC will be referred to the One-Stop Coordinator, who may attempt a resolution. Issues/problems not resolved at this level may be subsequently referred to the CEO and/or to the PHWB One Stop Committee.

**c. THE PARTNERS ONE STOP GOVERNANCE COMMITTEE/LOCAL CENTER GOVERNANCE COMMITTEE RESPONSIBILITIES**

- In tier fashion: The LCGCs report to The POGC, the POGC reports to the PHWB One-Stop Committee; the PHWB One-Stop Committee reports to the PHWB. The POGC and LCGC duties and responsibilities include, but are not limited to:

- (1) Identifying issues, problems, or concerns related to One Stop System staff, agency/organizational interaction, center/program operations and performance, customer flow, and customer services.

- (2) Resolving those issues, problems, or concerns at the lowest possible tier level.
- (3) Accepting and reviewing One Stop Center performance reports from the participating agencies/organizations and the One Stop Operator. Coordinating with those same entities to sustain/improve operations, services, performance, and staff/customer satisfaction.
- (4) Ensuring that all relevant federal, state, and local policies and procedures are properly incorporated into Pasco Hernando One Stop Delivery System operations.