



## One Stop Operator Questions and Answers January 25, 2021

1. Do you have in place a self-referral process for customers to refer themselves to the mandatory partner services? No. Referrals are given through staff. This is an area that needs to be improved.
2. Which of your mandatory partners contribute cash to the infrastructure funding of the comprehensive AJC in Ocala and which partners use in-kind to cover their contribution? Currently, all partners contribute through in-kind agreements. Only one partner is on-site and that is the older worker program.
3. What method do you determine each partner's reasonable cost contribution (i.e., FTE or space (square footage))? The older worker programs contribute through volunteer hours based on center size. (2 volunteers for Marion County, 1 volunteer in Levy County) Again, this is an area where we know improvements can be made.
4. What was the first year that CSCLM contracted the One-Stop Operator services? Contracted in the spring of 2016 and implemented July 1, 2017.
5. Has CSCLM had complete audit-free monitoring of its One-Stop Operator since using a contracted One-Stop Operator? If No, what violations occurred? Yes, no issues on One Stop reviews or credentialing.
6. On page 17 of the RPF packet, what is meant by "Reasonableness of Cost (#10)? All service contracts are reviewed for reasonable cost through procurement standards and subject to cost analysis prior to contracting. This is often done by requesting a detailed budget to examine services versus cost.