
Workforce Innovation and Opportunities Act Policy 05-17

To: Local Workforce Development Boards (LWDBs), Chief Elected Officials,
Regional Executive Directors

From: WorkForce West Virginia

Subject: CERTIFICATION OF ONE STOP CENTERS

Effective Date: June 22, 2017

**WV State Workforce
Development Board Review
Date:** June 8, 2017

1) Purpose

To provide guidance to Local Boards, Chief Elected Officials, and one-stop system partners regarding the criteria to be used to evaluate and certify one-stop centers.

2) Background

In order to be eligible to receive infrastructure funding, one-stop centers must be assessed and certified by the local board at least once every three years using criteria established under WIOA Section 121(g) and identified by the State Workforce Development Board (SWDB) in consultation with the chief elected officials (CEOs) and local boards, as outlined in this policy.

The SWDB will ensure that one-stop certification criteria is in alignment with the State Unified Plan and that any revisions to the certification criteria will be formalized in a policy issuance and included as a modification to the State Unified Plan. Local Workforce Development Boards (LWDBs) may also identify criteria to those outlined in this document and in line with the local plan.

The certification process is important to setting a minimum level of quality and consistency of services in one-stop centers across State. The certification criteria allow the State to set standard expectations for customer-focused, seamless services from a network of partners for both job seekers and employers. The SWDB will review the criteria identified in this guidance every two years.

3) Policy

Each LWDB will be responsible for assessing and certifying the WorkForce West Virginia centers within the local region. Attachment A provides baseline criteria for certification of One Stop Comprehensive Centers. During the coming months, additional criteria with emphasis on effectiveness, customer satisfaction, physical and programmatic accessibility, alignment of resources, and continuous improvement may be issued through a Guidance Notice.

When a Local Board acts as a One-Stop Operator: When the local board also acts as the one-stop operator the SWDB will be the entity that evaluates and certifies the one-stops in that local area.

4) **Definitions:**

Comprehensive One Stop Facility - A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center must have at least one title I staff person physically present.

The comprehensive one-stop center must provide:

- (1) Career services, described in § 678.430;
- (2) Access to training services described in § 680.200 of this chapter;
- (3) Access to any employment and training activities carried out under sec. 134(d) of WIOA;
- (4) Access to programs and activities carried out by required one-stop partners; and
- (5) Workforce and labor market information.

Customers must have access to these programs, services, and activities during regular business days at a comprehensive one-stop center. The Local Workforce Development Board (WDB) may establish other service hours at other times to accommodate the schedules of individuals who work on regular business days.

“Access” to each partner program and its services means:

- (1) Having a program staff member physically present at the one-stop center;
- (2) Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- (3) Making available a direct linkage through technology to program staff who can provide meaningful information or services.

All comprehensive one-stop centers must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec. 188.

Affiliated One Stop Facility: a site that makes available to job seeker and employer customers one or more of the one-stop partners’ programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff’s physical presence in the affiliated site will be determined at the local level. Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area. If used by local areas as a part of the service delivery strategy, affiliate sites must be implemented in a manner that supplements and enhances customer access to services. All affiliated sites must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec. 188.

5) **References:**

Workforce Innovation and Opportunity Act of 2014, 121((g); 20CFR 678.800;
DOL TEGL 4-15 Vision for the One Stop Delivery System under the WIOA;
DOL TEGL 16-16 One Stop Operations and Guidance for the American Job Center Network

6) **Action:**

LWDBs and their contractors, as well as WorkForce West Virginia, must distribute this policy broadly throughout the system to ensure that staff are familiar with its content and requirements.

7) **Attachments:**

- Attachment A – Baseline criteria for West Virginia One Stop Certification

Direct Inquiries To:

*WorkForce West Virginia
112 California Ave.
Charleston, WV 25305
(304)558-7024*

Attachment A: Baseline Criteria for WV One Stop Certification

Name of Local Board

Name of One Stop Facility

Address of One Stop Facility

Date of Review

One Stop meets minimum certification requirements

How do we define this?

One Stop does not meet minimum requirements.

Improvement plan is attached:

I certify the results of this One Stop Certification Review are true and accurate.

Chair, Local Workforce Development Board

Date

Director, Workforce Development Board

Date

ONE STOP PARTNERS AND ACCESS TO SERVICES

Attachment A: Baseline Criteria for WV One Stop Certification

PROGRAMS/PARTNERS WIOA Section 121(b) and 20CFR 678.400 <i>(Partners listed in italics are required partners if services are located or offered in region)</i>	Reference	On Site (Average Hours per week)	Off-Site / Electronic Connection (Method)	Off-Site Basic - Career Services Made Available in Another Manner (Method)	Notes / Comments
<i>WIOA Title I Adult Services</i>					
<i>WIOA Title I Dislocated Worker Services</i>					
<i>WIOA Title I Youth Services</i>					
<i>Wagner-Peyser Title III (Job Service)</i>					
<i>Adult Education and Family Literacy Title II (ABE)</i>					
<i>Vocational Rehabilitation</i>					
<i>Senior Community Service Employment Program (SCSEP) / Title V – Older Americans Act/</i>					
<i>Career and Technical Education Programs (postsecondary) authorized under Carl D. Perkins Act</i>					
<i>Trade Adjustment Assistance – WorkForce WV</i>					
<i>Jobs For Veterans State Grants – WorkForce WV</i>					
<i>Community Services Block Grant Emp & Training Activities</i>					
<i>Housing & Urban Development Employment & Training Activities</i>					
<i>Unemployment Compensation - WorkForce WV</i>					
<i>Second Chance Act - WorkForce WV</i>					
<i>TANF – (Department of Health and Human Resources)</i>					
<i>Native American Programs</i>					
<i>Migrant Seasonal Farm Worker Programs</i>					
<i>Job Corp</i>					
<i>Youth Build</i>					

BASIC JOB SEEKER SERVICES OFFERED AT ONE STOP CENTER

Attachment A: Baseline Criteria for WV One Stop Certification

BASIC CAREER SERVICES (based on Federal register 678.430 (a))	ON-SITE / Delivered by what partner(s)	Notes
Eligibility determination of partner programs and services		
Outreach, intake and orientation to the information and other services available through the one-stop delivery system		
Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs		
Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment		
Appropriate recruitment and other business services on behalf of employers, including small employers, which may include providing information and referral to specialized business services not traditionally offered through the one-stop delivery system		
Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs		

BASIC JOB SEEKER SERVICES OFFERED AT ONE STOP CENTER

Attachment A: Baseline Criteria for WV One Stop Certification

<p>Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations</p>		
<p>Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation</p>		
<p>Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area</p>		
<p>Information, in formats that are usable by & understandable to one-stop center customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area</p>		

BASIC JOB SEEKER SERVICES OFFERED AT ONE STOP CENTER

Attachment A: Baseline Criteria for WV One Stop Certification

Provision of information and assistance regarding filing claims for unemployment compensation		
Assistance in establishing eligibility for programs of financial aid assistance for training and education programs		

INDIVIDUALIZED JOB SEEKER SERVICES OFFERED AT ONE STOP CENTER

Attachment A: Baseline Criteria for WV One Stop Certification

Individualized Career Services (based on Federal register 678.430(b))	ON-SITE / Delivered by what partner(s)	Notes
Comprehensive and specialized evaluation to Identify barriers to employment and employment goals		
Development of Individualized Employment Plan (IEP)		
Group Counseling		
Individual Counseling		
Career/Vocational Planning		
Short-Term Pre-employment/Vocational Services		
Access to Training Services		
Internships and work experiences		
Workforce preparation activities		
Financial literacy services		
Out-of-Area Job Search and relocation assistance		
English language acquisition and integrated education and training programs		
Follow up services		

BUSINESS SERVICES OFFERED AT ONE STOP CENTER

Attachment A: Baseline Criteria for WV One Stop Certification

BUSINESS SERVICES (Federal Register 678.435(a))	Method of Delivery / by what partner(s)	Notes
Career Services including labor exchange activities including(posting of job orders, screening and referral of qualified applicants		
Labor market information		
Establish and develop relationships and networks with large and small employers and their intermediaries		
Develop, convene, or implement industry or sector partnerships		
Suggested Customized Business Services (Federal Register 678.435(b))	Method of Delivery / by what partner(s)	Notes
Customized screening and referral of qualified participants in training services to employers		
Customized services to employers, employer associations, or other such organizations, on employment-related issues		
Customized recruitment events and related services for employers including targeted job fairs		
Human resource consultation services, e.g., writing/reviewing job descriptions and employee handbooks; Developing performance evaluation and personnel policies; Creating orientation sessions for new workers; Honing job interview techniques for efficiency and compliance; Analyzing employee turnover; creating job accommodations and assistive technology; Explaining labor laws to help employers comply with wage/hour and safety/health regulations		

BUSINESS SERVICES OFFERED AT ONE STOP CENTER

Attachment A: Baseline Criteria for WV One Stop Certification

Customized labor market information for specific employers, sectors, industries or clusters		
Suggested Business Services and Strategies Federal Register 678.435(c)	Method of Delivery / by what partner(s)	Notes
Developing and implementing industry sector strategies.		
Customized assistance or referral for assistance in the development of a registered apprenticeship program		
Developing and delivering innovative workforce investment services and strategies for area employers, e.g., career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, apprenticeship, and other effective initiatives for meeting the workforce investment needs of area employers and workers		
Assistance in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, and the delivery of employment and training activities to address risk factors		
Marketing of business services offered to appropriate area employers, including small and mid-sized employers		
Assisting employers with accessing local, State, and Federal tax credits		
Employer Needs Assessment		
Access to Unemployment Insurance Information		
Access to Facilities for recruitment, interviews or other business related services		

ADMINISTRATION AND FUNDING of ONE STOP

Attachment A: Baseline Criteria for WV One Stop Certification

<u>Administration and Funding of One Stop</u>	Completed / Projected Completion Date	Notes
A Memorandum of Understanding has been developed and agreed upon by one-stop partners as outlined in WIOA 121(c)		
An Infrastructure Funding Agreement, including an operating budget for the One Stop Center / System has been developed, including identification of infrastructure and other shared costs. (Required by 1/1/18)		
A method has been developed and applied to infrastructure / shared costs, taking into account proportional use and relative benefit of each partner organization. (Required by 1/1/18)		
Partner staff work collaboratively with One Stop Coordinator to develop and implement operating procedures, providing guidance and direction to shared processes and seamless delivery of services across programs		
Common identifier "American Job Center" and / or "proud partner of American Job Center network" is posted on all products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the one-stop delivery system. Examples available at dol.gov/ajc (Required by 7/1/17)		
Center / System offers reasonable accommodation to individuals with disabilities, including modification to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities.		
Facility is accessible to individuals with disabilities as required under ADA. (Please list most recent ADA review.)		
One Stop Coordinator was selected through competitive bid process with identification of roles and responsibilities.		
One Stop delivery supports the achievement of the area's negotiated local levels of performance		