

Policy Area: One-Stop Service Delivery	
Title of Policy: One-Stop Delivery: Comprehensive and Affiliate One-Stop Career Centers	Number: 300-02 (2016)
Effective Date: Jan 1, 2017	Review by Date: Jan 1, 2019
Approved Date: Dec 1, 2016	Approved by: 
Revision Date:	

I. Purpose

This issuance defines and describes the requirements for comprehensive and affiliate one-stop career centers in Virginia as authorized under the Workforce Innovation and Opportunity Act (WIOA).

II. Summary

The WIOA requires at least one comprehensive one-stop center in each local workforce development area in a state. 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. In addition, affiliate one-stop career centers may exist in local workforce development areas. Affiliate one-stop career centers have WIOA partner programs available at a smaller scale than comprehensive one-stop career centers. Local Workforce Development Boards are required to provide physical and/or programmatic access in their designated local workforce areas through this network of comprehensive and affiliate sites. All comprehensive and affiliate sites will adhere to the federal branding requirements (deadline July 2017) and conform to local branding.

This policy will be fully implemented after the execution of partner Memorandums of Understanding for program year 2017.

III. References

- Workforce Innovation and Opportunity Act (Pub. L. 113-128)
- Training and Employment Notice No. 05-14, *Workforce Innovation and Opportunity Act Announcement and Initial Informational Resources*
- Training and Guidance Letter No. 19-14, *Vision for the Workforce System and Initial Implementation of the Workforce Innovation and Opportunity Act of 2014*
- Notice of Proposed Rulemaking (NPRM) Docket No. ETA-2015-0002, RIN: 1205-AB74: Subpart F, § 361.305 through § 361.315
- INSERT FINAL RULES REFERENCE HERE

IV. Policy

The mandatory partner programs involved in one-stop delivery in Virginia include the following:

1. Programs authorized under title I of WIOA, including Adults, Dislocated Workers, and Youth; Job Corps; YouthBuild; Native American programs; and Migrant and Seasonal Farmworker programs
2. Wagner Peyser Employment Services
3. Adult Education and Literacy activities authorized under title II of WIOA
4. Vocational Rehabilitation
5. The Senior Community Service Employment Program (SCSEP)
6. Carl D. Perkins career and technical education programs at the post-secondary level
7. Trade Adjustment Assistance
8. Jobs for Veterans State Grants authorized under chapter 41 of title 38
9. Community Services Block Grant (CSBG) employment and training activities
10. Department of Housing and Urban Development (HUD) employment and training activities
11. Programs authorized under state unemployment compensation laws
12. Second Chance Act programs
13. Temporary Assistance for Needy Families (TANF)

The WIOA requires at least one comprehensive physical one-stop center in each local workforce development area. The comprehensive one-stop center must be physically and programmatically accessible to individuals with disabilities. In Virginia, a comprehensive one-stop center has the following requirements:

1. A comprehensive one-stop center is a physical location where both job seeker and employer customers can access the programs, services, and activities of all required one-stop partners.
- 2a. A comprehensive one-stop center must have appropriately trained, full-time staff present to deliver workforce services from each of the following programs:
 - WIOA Title I—Adult, Dislocated Worker, Youth programs
 - WIOA Title III—Wagner Peyser employment services
 - Jobs for Veterans State Grants-funded staff (including Disabled Veteran Outreach Program or Local Veterans Employment Representative staff)
- 2b. The following programs must be present at a local comprehensive one-stop career centers on a regular basis and access to program resources when staff is not on site must be specifically addressed in the negotiated MOU and describe how individuals served at the Center will be provided access:
 - WIOA Title IV—Vocational Rehabilitation services, which will participate by having a staff presence, on a regular basis with at least one office/cubicle, in at least one

comprehensive one-stop career center in each local workforce development area, providing regular training to support system partners staff in the identification and delivery of services to individuals with disabilities, and through strategic investments in hardware and software to support the delivery of staff-supported services and self-service clients in the comprehensive one stop center's Resource Room.

- WIOA Title II – Adult Education and Literacy services.

2c. The following programs must be accessible at local comprehensive one-stop career centers, and the access strategy must be specifically addressed in the negotiated MOU how individuals served at the Center will be provided access:

- Virginia Department of Labor and Industry – Registered Apprenticeship
 - Carl Perkins Career and Technical Education – Post-Secondary Training
 - Non-Credit Workforce Training provided by the Virginia Community College System
 - Trade Adjustment Assistance
 - Temporary Assistance for Needy Families (TANF) and the Virginia Initiative for Employment not Welfare (VIEW)
 - SNAP Employment and Training (SNAP ET)
 - Other programs authorized under title I of WIOA, including Job Corps; YouthBuild; Native American programs; and Migrant and Seasonal Farmworker programs
 - The Senior Community Service Employment Program (SCSEP)
 - Community Services Block Grant (CSBG) employment and training activities
 - Department of Housing and Urban Development (HUD) employment and training activities
 - Programs authorized under state unemployment compensation laws
 - Second Chance Act programs
3. A comprehensive one-stop career center must provide full access to career (basic and individualized) and training services. Access is defined as (1) having partner program staff physically present at the one-stop career center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; and/or (2) providing direct linkage through technology to program staff who can provide relevant information and/or services.
4. Each comprehensive one-stop career center must provide a full array of labor market information for job seekers, including online access to tools and resources. This information shall be provided by the Virginia Employment Commission through the Virginia Workforce Connection and VirginiaLMI.com and may be supplemented with local tools and resources.
5. Comprehensive one-stop career centers must provide access to programs, services, and activities during regular business days and hours. Program access strategies must include consideration for program access during non-traditional hours.

6. Comprehensive one-stop career centers must have referral processes in place in order for employers and job seekers to have access to specialized or other services available through partner programs and service providers. These processes must be documented in the partner MOU.

The WIOA also allows affiliate one-stop career centers. In Virginia, an affiliate one-stop career center has the following requirements:

1. An affiliate one-stop career center must have at least two or more partner programs with a physical staff presence at the location. An affiliate one-stop career center does not need to provide access to every required one-stop partner program, although it is encouraged that remote access be provided, such as program partner electronic intake forms and appointment scheduling at other locations. The frequency of the physical presence of various program staff at the affiliate one-stop career center is determined at the local level through arrangements with program partners. At each affiliate one-stop center, a program partner lead shall be identified. This lead could be any partner described in sections 2a-2b. This encourages an expansive and inclusive network of physical one-stop center locations.

Wagner Peyser employment service sites cannot be affiliate one-stop career centers unless they are collocated with another program partner. In this particular case, “another partner program” may not include the partner administering the Jobs for Veterans State Grant Program (JVSG), Trade Act Program, or unemployment insurance programs.

If Wagner Peyser employment services are provided at an affiliate site, there must be at least a WIOA Title I service provider at the affiliate site with staff physically present more than 50 percent of the time the center is open, in addition to any other partners as established in the local workforce area plan.

V. Procedures

All local plans should include details of all comprehensive and affiliate one-stop career centers in local workforce development areas. Arrangements are further detailed in a local Memorandum of Understanding (MOU), including roles and responsibilities of partners and cost sharing arrangements, including the local infrastructure funding agreement. Local areas requiring technical assistance should submit an official request to the WIOA Title I Administrator outlining the issue, possible resolution or options, and a specific request for assistance.