

Policy Area: One-Stop Certification Process	
Title of Policy: One-Stop Certification Process	Number: 300-06 (2017)
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I. Purpose

The purpose of this issuance is to outline the policy and procedures for certification of One-Stops under the Workforce Innovation and Opportunity Act (WIOA), including establishing quality assurance standards.

II. Summary

Federal law requires that each Local Workforce Development Area (LWDA) must have at least one certified Comprehensive One-Stop Center in accordance with WIOA Section 121(g), WIOA Section 188, and the Code of Federal Regulations. The federal regulatory language also requires that the One-Stop Affiliate Sites be compliant with quality assurance, accessibility and other criteria associated with One-Stop Certification.

The purpose of One-Stop Center certification is to: (1) ensure consistent delivery of services across the Commonwealth, (2) ensure continuous improvement of service delivery through the One-Stop Centers, (3) furnish a basis for evaluation of service provider effectiveness, and (4) maintain eligibility for One-Stop infrastructure funding.

Virginia’s One-Stop System is the Commonwealth’s service delivery mechanism for business and career services. The Comprehensive One-Stop Centers and their Affiliate Sites are the service delivery points in the LWDAs. The Virginia Board for Workforce Development (VBWD) and the Local Workforce Development Boards (LWDBs) are tasked with ensuring quality service delivery through the One-Stop System. This policy replaces VBWD Policy No. 14-00, *Quality Standards for One-Stop Career Centers in Virginia* by incorporation. Certification is the required means for verifying appropriate service delivery.

III. References

- Workforce Innovation and Opportunity Act Section 121(g) *Certification And Continuous Improvement of One-Stop Centers*
- United States Department of Labor, *Workforce Innovation and Opportunity Act; Joint Final Rule*, 20CFR, Part 678 and Part 679, 34 CFR 361.800, and 34 CFR 463.800
- Training and Guidance Letter No. 14-15, *Vision for One Stop Delivery System Under WIOA*
- Training and Guidance Letter No. 16-16, *One-Stop Operations Guidance for the American Job Center Network*

- United States Department of Labor, *Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide*
- Commonwealth of Virginia WIOA Combined State Plan
- Virginia Board of Workforce Development Policy No. 300-02, *One Stop Delivery*
- Virginia Board of Workforce Development Policy No. 14-00, *Quality Standards for One-Stop Career Centers in Virginia*
- Virginia Board of Workforce Development Policy No. 600-03, *Services to Individuals with Disabilities*

IV. Policy

The VBWD, in consultation with LWDBs and Chief Local Elected Officials (CLEOs), is responsible for establishing objective criteria and procedures for use by LWDBs in certifying One-Stop Centers, including associated compliance costs. LWDBs and their CLEOs have responsibility for ensuring the achievement of certification and quality standards for One-Stop Career Centers. The LWDA must have at minimum one certified Comprehensive One-Stop Center. The goal is to assure that each LWDA has been determined to meet uniform certification standards, such that businesses and job seekers can expect to encounter a minimum baseline of quality services regardless of location.

LWDBs are to be supported by One-Stop partner program leaders who shall work collaboratively to ensure that policy is clear and enforced, resources are properly allocated, and problems are resolved in a timely fashion. It is expected that service-level certification expectations and reporting metrics are integrated into written agreements with One-Stop Partners and Operators.

Conditions

The following conditions must be met in order to certify the Virginia One-Stop System: 1) the LWDB for each LWDA must certify each Comprehensive One-Stop Center within their LWDA in accordance with the VBWD criteria, and 2) the LWDB for each LWDA must certify the Affiliate Sites within their LWDA in accordance with the VBWD criteria.

Criteria

The criteria shall include and incorporate the following: 1) Evaluations of Effectiveness, 2) Evaluations of Accessibility for Individuals with Disabilities to Evaluate Compliance Disability-related Regulations (physical, programmatic and communications accessibility), 3) Evaluations of Continuous Improvement and 4) Quality Assurance. LWDBs, with the approval of their CLEOs, may establish additional certification criteria beyond that designated by the VBWD. The VBWD and the LWDBs must review and update the One-Stop Center criteria every two years as part of the Combined State Plan and Local Plan modifications.

Criteria for certification are as follows:

A. Evaluations of Effectiveness examines the extent to which the One-Stop integrates available services and meets the needs of local employers and participants.

Effectiveness of “customer focused” program standards include:

- a. Integrates available services for participants and businesses
- b. Meets the workforce development needs of participants and the employment needs of local employers
- c. Operates in a cost-efficient manner
- d. Coordinates services among the One-Stop partner programs
- e. Evaluations take into account feedback from One-Stop customers, including a process for obtaining customer feedback from both employers and job seekers regarding One-Stop services is identified
- f. Targets WIOA training dollars through integration of Wagner Peyser and WIOA Adult and Dislocated Worker services
- g. Adult Education and Literacy services and Vocational Rehabilitation services are available through One-Stop Centers
- h. Services funded through other partner programs are accessed through One- Stop Centers
- i. Identify Sector strategies that meet the needs of local businesses are undertaken through One-Stop Centers
- j. Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the One-Stop Centers in a local area
- k. Identify One-Stop Center customer flow business process and how job seekers access career and training services
- l. Provide detailed cost information, including the amount and percentage of WIOA funds utilized for training services and the types of training services
- m. Identify how services will be made available to customers outside regular business hours, including whether physical One-Stop Center access is available outside regular business hours

B. Evaluations of physical and programmatic accessibility must include how well the One-Stop ensures equal opportunity for individuals with disabilities to benefit from One-Stop services. The American with Disabilities Act and WIOA Section 188 establish guiding standards. Evaluations of accessibility include:

- a. Provision of reasonable accommodations for individuals with disabilities
- b. Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities
- c. Administration of programs in the most integrated setting appropriate

- d. Communication with persons with disabilities is conducted as effectively as with others
 - e. Provision of appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity
 - f. Utilization of a recognized methodology or instrument, provide a report on the extent that One-Stop Centers in the local area meet the accessibility requirements outlined in statute and regulations, including identifying areas that may be out of compliance, how those areas can be rectified, and, if appropriate, the cost of compliance
 - g. Verify that programmatic and physical accessibility exists
- C. Continuous Improvement** requires the One-Stop network to collect, analyze, and use multiple data resources including the negotiated levels of performance measures. Data to support continuous improvement could stem from: customer satisfaction surveys; use of performance indicators to address technical assistance needs; and professional development opportunities made available to staff to successfully apply latest policies and procedures. Evaluations of continuous improvement include:
- a. Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area
 - b. Contributes to negotiated local levels of performance
 - c. Identifies the impact to a local One-Stop Center that is not contributing substantially to the local levels of performance
 - d. Identifies an incentive mechanism for when the number of participants credentialed and employed in an occupation directly linked to the credential received improves
 - e. Identifies how the local area can request technical assistance and the process for approval
 - f. Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking
- D. Quality Assurance** requires that four critical factors must exist in balance in order to be successful. “Customer Relations” govern the manner in which partners focus on the needs of employers and job seekers. “Operations” governs the way in which Centers pursue their business objectives, including internal policies, and state and federal reporting and compliance requirements. “Professional Development” ensures that regardless of reporting structure staff at every level are properly trained to provide highly professional service to customers. Finally, “Resource Management” focuses on the ways in which staff, material, and fiscal resources are deployed to deliver workforce services effectively and efficiently. Quality assurance will include evaluation of the following data:

- a. Customer Relations: Job seeker and business customer satisfaction survey results
- b. Operations: Registrations, participants, service and training activities, job orders, hires, and customers served
- c. Professional Development: Activities and staff certifications
- d. Resource Management: Data related to adherence to the Resource Management Plan
- e. Assure standards established for state workforce performance are met

V. Procedures

The procedures outlined below provide a general framework for the process employed in Virginia to ensure the certification of the One-Stop System.

LWDBs and their CLEOs must ensure the achievement of certification and quality standards for One-Stop Career Centers. LWDBs, with the approval of their CLEOs, will certify the Comprehensive One-Stop Centers and Affiliate Sites in their LWDA. The LWDB and the CLEO will provide a report to the WIOA Title I Administrator attesting to the certification of the One-Stop Centers. In cases where the LWDB is the Local Service Provider, the VBWD will certify the Comprehensive One-Stop and Affiliate Sites with the assistance of the WIOA Title I Administrator.

The certification process will be implemented in a phased approach.

Phase 1

Comprehensive One-Stop Certification is meant to ensure that at minimum one Comprehensive One-Stop Center is in compliance with key WIOA statutory and regulatory requirements in each LWDA. Each LWDB shall conduct an assessment for the Comprehensive One-Stop Center(s) in the LWDA, and must complete and submit it to the WIOA Title I Administrator by October 31, 2017.

Phase 2

System Certification is meant to ensure that the Affiliate Sites are in compliance with key WIOA statutory and regulatory requirements, as well as encouraging continuous improvement. Each LWDB shall conduct an assessment for each Affiliates Site in the LWDA, and must complete and submit it to the WIOA Title I Administrator by June 30, 2018.

Together these two phases of certification will ensure the Certification of Virginia's One-Stop System. Process and procedural guidance supporting the implementation of this policy will be issued by the WIOA Title I Administrator no later than July 14, 2017.

LWDBs must conduct assessments of the effectiveness, accessibility, continuous improvement, and quality assurance of One-Stop Centers *once every three years*, using the Virginia criteria. Subsequent certification rounds will build upon the 2018 certification standard; and LWDBs will have to provide evidence of continuous improvement to obtain certification. Certification reports subsequent to June 30, 2018 will coincide with the submission of the Local Plan Review Updates.

Technical Assistance

The WIOA Title I Administrator will provide technical assistance through a dedicated One-Stop System Support Team, which will be comprised of subject matter experts from partnering agencies along with dedicated WIOA program staff.

Monitoring

The One-Stop Certification process shall be monitored in accordance with established state and local monitoring policies and guidance documents.