



COMMONWEALTH OF VIRGINIA
VIRGINIA COMMUNITY COLLEGE SYSTEM

WORKFORCE INNOVATION AND OPPORTUNITY ACT

**The Virginia Community College System
VIRGINIA WORKFORCE LETTER (VWL) No. 17-02**

TO: Local Workforce Development Boards

FROM: George Taratsas 
Administrator, Federal Workforce Programs

SUBJECT: **One-Stop Certification Process**

EFFECTIVE DATE: August 9, 2017

PURPOSE:

The purpose of this letter is to provide Local Workforce Development Areas (LWDAs) with procedures and guidance on the implementation of the Virginia Board of Workforce Development Policy 300-06, One-Stop Certification Process. This guidance applies to all Local Workforce Development Areas and their One-Stop Centers, both comprehensive and affiliate that are supported by the Workforce Innovation and Opportunity Act (WIOA) Title I-B funds to train adults and dislocated workers, including those with disabilities.

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. 300-06, One- Stop Certification Process

Virginia Board of Workforce Development Policy No. 600-03, Services to Individuals with Disabilities

DEFINITIONS:

Comprehensive One-Stop Center is a physical location where job seeker and employer customers can access the programs, services and workforce development activities of all required one-stop partners.

Affiliate One-Stop Center is a site that makes available to job seeker and employer customers one or more of the one-stop partner's programs, services, and activities.

One-Stop Center Staff is inclusive of WIOA Title I, II, III and IV staff and other partner staff located in the workforce center, paid and volunteer.

Program Year is the period that runs from July 1 through June 30 of the subsequent year.

Program Accessibility is physical accessibility of facilities, programs, services, technology, and materials for individuals with disabilities.

Programmatic Accessibility is accomplished when *policies, practices, and procedures* provide effective and meaningful opportunity for persons with disabilities to participate in or benefit from aid, benefit, service and training. According to WIOA Section 188 it ensures full participation of people with disabilities from *policy to practice*. Programmatic accessibility includes communications accessibility.

Communications Accessibility is accomplished when whatever is written or spoken is as clear and understandable to all individuals, including those who are Deaf/Hard-of-Hearing or with other disabilities, unless it would fundamentally alter the nature of the service or program in question or would result in an undue financial and administrative burden.

Virginia Workforce Connection (VaWC) is the System of Record for the WIOA Title I programs in the Commonwealth of Virginia.

Virginia Workforce Centers are Comprehensive and Affiliate One-Stop Centers where workforce development services and activities are made available to the citizens of the Commonwealth of Virginia.

BACKGROUND:

The Virginia Board of Workforce Development (VBWD) issued Policy No. 300-06, One-Stop Certification Process in June of 2017, which provides certification criteria for One-Stop Centers as well as information and procedures for implementing the One-Stop Certification Process requirements stipulated in WIOA for the Commonwealth of Virginia. The purpose of this letter is to provide LWDA's additional guidance on One-Stop Certification Process requirements as well as the tracking and reporting of certification completion for each One-Stop Center.

The Employment and Training Administration (ETA) Training and Employment Guidance Letter (TEGL) 16-16, One-Stop Operations Guidance for the American Job Center Network in accordance with WIOA sec. 121(g), explains the requirements for determining One-Stop Center Certification in order to utilize WIOA Title I infrastructure funds. Based on TEGL No. 16-16 and VBWD Policy 300-06, the WIOA Title I Administrator has developed the following procedures for the One-Stop Center Certification effective August 7, 2017.

GUIDANCE:

VBWD Policy Number 300-06 states that in order to certify a One-Stop Center, the LWDB must conduct a certification process and then submit a certification document for each One-Stop Center in the LWDA (see Attachment A). Each individual One-Stop Center, either comprehensive or affiliate, must be certified in order to be eligible for WIOA Title I infrastructure funds per WIOA Department of Labor Final Rules.

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's 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 this 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 (program, 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, starting in 2018, as part of the Combined State Plan and Local Plan modifications.

The Criteria for certification are addressed in the One-Stop Certification Benchmarking Tool (Attachment A). The general areas addressed are as follows:

- Evaluations of Effectiveness for Programs - Coordination of Programs across Partners
- Evaluations of Effectiveness for Operations - Coordination of Fiscal Processes, Coordination of Service Delivery Processes, and Customer Service Levels
- Evaluations of Program and Programmatic Accessibility Based on ADA/Section 188 and EO Requirements - Assessment of Program Accessibility and Assessment of Programmatic Accessibility (including Communications)
- Continuous Improvement through Evaluating Achievement of the Negotiated Performance Levels, Evaluating and Acting on Credential Attainment Levels, Corrective Actions and Continuous Improvement Planning, and Provision of Technical Assistance
- Quality Assurance through Customer Relations, Operations, Professional Development, Resource management, and State Performance Measures

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.

A. Procedures

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

The certification process will be implemented in a phased approach.

Phase 1

Comprehensive One-Stop Certification is meant to ensure that at a 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, in accordance with VBWD Policy Number 300-06, One-Stop Certification Process.

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 Affiliate Site in the LWDA, and must complete and submit it to the WIOA Title I Administrator by June 30, 2018, in accordance with VBWD Policy Number 300-06, One-Stop Certification Process.

Roles and Responsibilities:

The One-Stop Certification Benchmarking Tool (Attachment A) will be used by the LWDB as a tool to evaluate and certify the One-Stop Centers. In cases where the LWDB is the One-Stop Service Provider, the VBWD will assess and certify the One-Stop Centers for that LWDA.

The LWDB will assess whether the One-Stop Center meets the standards set forth in The One-Stop Certification Benchmarking Tool (Attachment A) and will then submit a completed and signed version of The One-Stop Certification Benchmarking Tool (Attachment A). Documentation supporting the One-Stop Certification Benchmarking Tool must be maintained by the LWDB in accordance with the established records retention and monitoring policies (VWL Number 11-03, Record Retention Requirements and VWL Number 11-08, Local Monitoring Requirements for Workforce Investment Areas). All supporting documentation must be made available to the WIOA Title I Administrator and the VBWD upon request.

The WIOA Title I Administrator will review and validate the LWDB certification and relevant documentation. On-site and desk reviews will be conducted to verify certifications and corrective actions will be required if the certification standards are not met. The WIOA Title I Administrator will issue a review summary which will detail areas of non-compliance and corrective action steps by January 15, 2018.

One-Stop Centers that fail to achieve certification after the validation review by the Title I Administrator shall be deemed *probationary*. The LWDB will be required to provide a written corrective action plan to the WIOA Title I Administrator within thirty (30) calendar days of notification, outlining specific actions to be taken, responsible parties and expected completion timelines. The WIOA Title I Administrator will review the Corrective Action Plan and respond within fifteen (15) business days.

In the event that corrective actions are not taken in accordance with an approved corrective action plan, the LWDA's Title I allocation will be affected.

Submission:

Submission of the Comprehensive One-Stop Center Certification Document in Attachment A must be stamped as received by the WIOA Title I Administrator no later than 5:00PM EST on October 31, 2017. Local Workforce Development Boards must submit at least one signed hard copy of the Comprehensive One-Stop Center Certification Document to George Taratsas, Administrator, Federal Workforce Programs (see address in Inquiries section below).

Submission of the Affiliate One-Stop Center Certification Document in Attachment A must be stamped as received by WIOA Title I Administrator no later than 5:00PM EST on June 30, 2018. Local Workforce Development Boards must submit at least one signed hard copy of the Comprehensive One-Stop Center Certification Document (Attachment A) to George Taratsas, Administrator, Federal Workforce Programs (see address in the Inquiries section below).

In completing Attachment A, LWDBs should follow the formatting guidelines below.

- An 11-point Calibri font should be used, to match the one in Attachment A.
- All text must be single spaced.
- Boldface type, underlining, and italics may be used. However, all text should be printed in black ink only, except for hyperlinks.

Local Boards must also submit an additional copy electronically by transmitting it through e-mail to the WIOA Title I Administrator at WIOA@vccs.edu. Certification documents submitted via e-mail must be in PDF format and follow the formatting guidelines noted above.

The WIOA Title I Administrator will confirm receipt of the Certification Documents within two business days of receipt. The review will consist of a desk review of submitted materials and may include an on-site review of the facility and operations. Submissions will be reviewed for completeness, adherence to provided guidelines, content, and overall quality by a review committee of workforce development professionals from the WIOA Title I Administrator and other partner agencies. The results of the certification review will be made available to the LWDB and the Chief Local Elected Officials (CLEOs). An initial certification status of certified or *probationary* certification will be assigned to the One-Stop Center. Technical assistance will be made available for those One-Stop Centers in need of additional support to obtain a fully certified status. An update on the review results will be presented to the VBWD at the March 2018 and the December 2018 meetings.

Comprehensive One-Stop Center Certification Submission and Approval Timeline	
Event	Date
VWL for One-Stop Certification Process Released	August 9, 2017
Comprehensive One-Stop Center Certifications Due to the WIOA Title I Administrator	October 31, 2017
Review and Validation Period	November 1, 2017 through January 12, 2018
Initial Approval Status and Summary Feedback to LWDBs	January 15, 2018
Corrective Action Plan Due from LWDBs (as needed)	February 15, 2018
Status Update Presented to VBWD	March 15, 2018

Affiliate One-Stop Center Certification Submission and Approval Timeline	
Event	Date
VWL for One-Stop Certification Process Released	August 9, 2017
Affiliate One-Stop Center Certifications Due to the WIOA Title I Administrator	June 30, 2018
Review and Validation Period (as needed)	July 1, 2018 through September 14, 2018
Initial Approval Status and Summary Feedback to LWDBs	September 16, 2018
Corrective Action Plan Due from LWDBs (as needed)	October 31, 2018
Status Update Presented to VBWD	December 2018

B. Renewal of Certification

LWDBs must conduct assessments of the effectiveness, accessibility, continuous improvement, and quality assurance of One-Stop Centers *once every three years*, starting in 2019, 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.

C. 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.

D. Monitoring

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

INQUIRIES:

Please submit inquiries regarding this VWL to the VCCS Office of Workforce Development Services:

Administrator, Federal Workforce Programs
Workforce Development Services
Virginia Community College System
Arboretum III
300 Arboretum Place, Suite 200
Richmond, VA 23236
Telephone: (804) 819-5387
Fax: (804) 786-8430
Email: wioa@vccs.edu

Attachment A

VWL No. 17-02, One-Stop Certification Process

One-Stop Certification Benchmarking Tool

LWDA Name: _____

Name of One-Stop Center: _____

Comprehensive or Affiliate Status: _____

Address of One-Stop Center: _____

Phone Number of One-Stop Center: _____

Completion Date of the One-Stop Certification Benchmarking Tool: _____

Date of One-Stop Certification: _____

Certifying Body (LWDB or VBWD): _____

I certify to the best of my knowledge and belief that the One-Stop Center named above has met the Certification criteria in this One-Stop Certification Benchmarking Tool and that the LWDB/VBWD and the CLEO have approved this One-Stop Center for Certification.

I also certify to the best of my knowledge and belief that this WIOA One-Stop Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

Printed Name of LWDB/VBWD Chair: _____

Signature of LWDB/VBWD Chair: _____

Date of Signature: _____

The general areas to be addressed in the certification process are as follows:

- Evaluations of Effectiveness for Programs - Coordination of Programs across Partners
- Evaluations of Effectiveness for Operations - Coordination of Fiscal Processes, Coordination of Service Delivery Processes, and Customer Service Levels
- Evaluations of Program and Programmatic Accessibility Based on ADA/Section 188 and EO Requirements - Assessment of Program Accessibility and Assessment of Programmatic Accessibility (including Communications)

- Continuous Improvement through Evaluating Achievement of the Negotiated Performance Levels, Evaluating and Acting on Credential Attainment Levels, Corrective Actions and Continuous Improvement Planning, and Provision of Technical Assistance
- Quality Assurance through Customer Relations, Operations, Professional Development, Resource management, and State Performance Measures

Each of the above areas has a specific set of criteria provided below that must be addressed in order for a One-Stop Center to be considered eligible for certification. Items marked in the “Yes” column require that evidence of the individual criteria must be available and producible upon the request of the WIOA Title I Administrator or the VBWD. Items marked in the “No” and “In Progress” columns require a written explanation in the space allocated in the tool itself. Documentation supporting the determination of a “Yes,” “No,” or “In Progress” status will be subject to validation.

- 1) 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: Evaluations of Effectiveness for Programs - Coordination of Programs across Partners and Evaluations of Effectiveness for Operations - Coordination of Fiscal Processes, Coordination of Service Delivery Processes, and Customer Service Levels.

Evaluations of Effectiveness Criteria Checklist			
Evaluations of Effectiveness for Programs - Coordination of Programs across Partners			
<i>Each certified One-Stop Center will provide the following minimum level of effectiveness. Evidence if criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. A shared vision among all partners is documented in an MOU			
2. There is an identifiable management structure composed of invested partners in the system that meets regularly to collaboratively set goals, identify and address systemic barriers, and implement innovative initiatives and strategies			
3. Integrates available services for participants and businesses			
4. Adult Education and Literacy services and Vocational Rehabilitation services are			

available through the one-stop center			
5. Services funded through other partner programs are accessible through the one-stop center			
6. WIOA training dollars are targeted through integration of Wagner-Peyser and WIOA Adult and Dislocated Worker services			
7. Common outreach approach language is documented in the One Stop Partner MOU			
8. There is a unified outreach plan that represents and supports all Virginia Workforce Network partners' services and promotes a common brand identity			
9. The site is clearly identified as a Virginia Workforce Center and an American Job Center Partner through external signage			
10. Outreach plans are written with detailed strategies for identifying, attracting and serving underserved career-seekers and business demographics			
11. Services are described, marketed and merchandised by function or service rather than by agency "silo"			
12. Community groups and business associations representing the diversity of the population and economy of the area are used as outreach "surrogates"; the services are marketed through these groups in the appropriate languages and accessible format, etc.			

13. Websites are integrated and represent all One-Stop partner programs			
14. Materials demonstrate the value of partnership with the system to outside Workforce and Economic Development entities that are not yet integrated into the system			

Evaluations of Effectiveness for Operations - Coordination of Fiscal Processes, Coordination of Service Delivery Processes, and Customer Service Levels

<i>Each certified One-Stop Center will provide the following minimum level of effectiveness. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Meets the workforce development needs of participants and the employment needs of local employers			
2. Identifies and implements sector strategies that meet the needs of local businesses			
3. Identifies targeted career pathways, including occupations and credentials, needed for in-demand occupations for the LWDA			
4. Identifies the one-stop center customer flow business process and how job seekers access career and training services			
5. Operates in a cost-efficient manner			
6. Provides detailed cost information, including the amount and percentage of WIOA funds utilized for training services and the types of training services			
7. Identifies 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			
8. 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			
9. Customer flow is efficient, enabling customers to get their needs met quickly: peak loads are well managed and there are few physical barriers			
10. Customers can access a comprehensive menu of training and education services and information about, and referral to, sources of related assistance (e.g. housing, transportation)			
11. Provide a single point of contact for businesses for all One-Stop partners serving businesses			
12. Provide outreach to employers educating them on the One-Stop services and business services			
13. A unified business message has been developed and is being used			
14. Coordinates services among the one-stop partner programs			
15. Service delivery is organized within the center based on the functional service provided, not by the partner agency that provides the service (i.e. intake, assessment, counseling, etc.), as appropriate			
16. On-site management team roles and responsibilities, as reflected in the One-Stop Partner MOU, indicate how customer needs will be advanced in operations and decision-making at the center			

17. There is an information/customer desk clearly visible from the door that is appropriately staffed with individuals who possess strong interpersonal skills and knowledge of all services offered in the One-Stop			
18. Resource area is appropriately staffed with a sufficient number of staff who are trained to notice and assist customers who are clearly frustrated or confused in the Core Services area and offers high quality labor market information and a wide variety of well-organized information resources for customers to access both at the center and through remote electronic means			
19. All signs, materials and physical layout are evaluated for their accessibility, and materials in alternative formats (with graphics and color) are readily available, preferably without the customer needing to make a special request to receive them			
20. Customer service reflects the appearance of a single agency, rather than a collection of partners			
21. Service delivery system is organized by function (not by program or agency silo), in language that is meaningful to its customers			
22. Different strategies are used to provide orientation to career/job seekers and businesses/employers			
23. One-Stop appears inviting, organized, and professional			
24. One-Stop design is useful and marketable to people with diverse abilities			
25. Resource area offers high quality labor market information and a			

wide variety of well-organized information resources for customers to access both at the center and through remote electronic means			
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Evaluations of Effectiveness for Operations - Coordination of Fiscal Processes, Coordination of Service Delivery Processes, and Customer Service Levels – WIOA Service Delivery Standards			
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Service Delivery – Basic Career Services for Job Seekers			
<i>Each certified One-Stop Center will provide the following minimum level of effectiveness. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the Virginia Workforce and Career Development System			
2. Program information describing eligibility requirements and application procedures			
3. Determinations of whether individuals are eligible to receive assistance from WIOA Title I Adult or Dislocated Worker funding			
4. Referral to agencies that provide eligibility determination for Welfare- to-Work programs in the community			
5. Provision of information regarding and assistance through trained staff in filing claims for unemployment compensation			
6. Provision of information relating to the availability of supportive services for employment, including child care and transportation, available in the local area, and referral to such services, as appropriate			

7. Referral to partner programs which includes screening to determine likelihood of eligibility for various programs and financial assistance			
8. Labor exchange			
9. Job, career and skill self-assessment tools			
10. Initial assessment of skill levels, aptitudes, abilities and supportive service needs			
11. Employer directories for job search, e.g., America's Labor Market Information System (ALMIS) resources, Internet-based directories, commercial products			
12. Resume writing software and support materials			
13. Local human services directory			
14. Occupational training information			
15. Financial aid information			
16. Job search skills information			
17. Workplace accommodations information			
18. Local, regional and national labor market information, including job vacancy listings in such labor markets; information on job skills necessary to obtain the jobs described in the job vacancy listings; and information relating to local occupations in demand and the earnings and skill requirements for such occupations			
19. Performance information and program cost information on eligible providers of training services as described in WIOA Title I Section 122, by program			
20. Provision of performance information and program cost information on providers of adult			

education described in WIOA Title II, providers of postsecondary career and technical education activities and career and technical education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.), and providers of vocational rehabilitation program activities described in Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.)			
21. Provision of information regarding how the local area is performing on the local and state negotiated performance measures and any additional performance information with respect to the Virginia Workforce and Career Development System in the local area, performance data must be posted and provided upon request			
22. Referral to local programs for financial aid assistance for training and education programs that are not funded under the Workforce Innovation and Opportunity Act			
Service Delivery - Individualized Career Services for Eligible Program Participants			
<i>Each certified One-Stop Center will provide the following minimum level of effectiveness. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Comprehensive and specialized assessments of the skill levels and service needs, which may include diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals			
2. Development of an individual			

employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals			
3. Group counseling - clinical or psychological counseling provided in a group setting to discuss employment and training-related issues, or techniques to overcome life issues that may present a barrier to employment or training. Counseling should be provided by an appropriately trained/ licensed counselor or social worker, for example a Licensed Clinical Social Worker			
4. Individual counseling and career planning			
5. Case management for participants seeking training and career education services			
6. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training			
7. Internships and work experiences linked to careers, as appropriate			
8. Financial literacy services			
9. Out-of-area job search assistance and relocation assistance, as appropriate			
10. Follow-up services, including counseling regarding the workplace, for customers in WIOA Title I activities who are placed in unsubsidized employment, for up to 12 months after the first day of			

the employment, as appropriate			
Service Delivery - Training Services for Eligible Program Participants			
<i>Each certified One-Stop Center will provide the following minimum level of effectiveness. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Occupational skills training, including training for nontraditional employment that results in certification			
2. Programs that combine workplace training with related instruction, which may include cooperative education programs			
3. Skill upgrading and retraining			
4. Job readiness training			
5. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training			
6. Adult education and literacy activities			
7. Entrepreneurial training			
8. Training programs operated by the private sector			
9. On-the-job training			
10. Incumbent Worker Training			
Service Delivery – Services for Businesses			
<i>Each certified One-Stop Center will provide the following minimum level of effectiveness. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Assistance in finding qualified workers			
2. Labor exchange			

3. Interview facilities at one-stop career centers, where applicable			
4. State and/or federally generated Labor Market Information (LMI)			
5. State and/or federally generated information on Americans with Disabilities Act (ADA)			
6. Information regarding consultations on workplace accommodations for persons with disabilities			
7. Information on and referral to business start-up, retention and expansion services			
8. Information on and referral to sources for developing customized training programs			
9. Information on and referral to career preparation activities			
10. Rapid response to mass layoffs and plant closings			
11. Information about training incentives such as on-the-job training programs (based on worker eligibility)			
12. State and/or federally generated information on tax credits for new hires			

2) Evaluations of program 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: Evaluations of Program and Programmatic Accessibility Based on ADA/Section 188 and EO Requirements - Assessment of Program Accessibility and Assessment of Programmatic Accessibility (including Communications).

Evaluations of Program and Programmatic Accessibility Criteria Checklist			
Assessment of Program Accessibility			
<i>Each certified One-Stop Center will provide the following minimum level of accessibility.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)

<i>Evidence of criteria must be available to mark yes.</i>			
1. Provides reasonable accommodations for individuals with disabilities			
2. Secure an individual/team, who has received extensive training, conducted trainings and produced accessibility reports on the Americans with Disabilities Act & ADA Accessibility Guidelines, to conduct the one-stop program accessibility review using the ADA Accessibility Guidelines ** (<i>ADAAG Surveys completed within the last 3 years may be utilized unless – 1) a new comprehensive One-stop center is created by the LWDB; 2) an existing One-Stop center moves to another physical location; or 3) an existing One-Stop center has under gone remodeling that would require a new survey</i>)			
3. Utilizing a recognized methodology or instrument, provides a report on the extent that one-stop center meets the program 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			
4. Verifies that program accessibility exists by analyzing and correcting any deficiencies found with the one-stop center’s compliance with ADA, WIOA Section 188, and EO requirements under the law			
5. Staff are knowledgeable about			

when and how to hire interpreters and use video relay			
6. Verifies accessibility of center website (for example: text descriptions of graphics or pictures, equivalent alternatives for information presented in audio or video formats, and online forms that can be filled out using assistive technology)			
7. The principles of universal design / human centered design processes are utilized across the spectrum of services (intake through follow-up)			
8. Outreach is created and delivered representing the whole community without negative stereotypes			
9. Materials are provided in accessible formats as appropriate (for example: Braille, large print, closed captioned videos, audio or written alternates)			
10. Individuals with a disability can participate in activities/programs on the day of their arrival as any other customer, without having to schedule services for a later date			
11. Provides regular training to staff on working effectively with individuals with disabilities			
12. Staff are comfortable serving customers with disabilities			
13. An updated contact list of services, field experts and resources is readily available to the staff regarding disability resources			
Assessment of Programmatic Accessibility (including Communications)			
<i>Each certified One-Stop Center will provide the following minimum level</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)

<i>of accessibility. Evidence of criteria must be available to mark yes.</i>			
1. Verifies that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities			
2. Customer Service policy ensures that customer's with disabilities receive the same service as all other customers			
3. Staff (including front-line staff) are knowledgeable about what policies are in place and know how to implement them in practice			
4. Administers programs in the most integrated setting appropriate			
5. Provides 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			
6. Communication with persons with disabilities is conducted as effectively as with others			
7. Staff offer customers accommodations when completing skills assessment and other planning activities			
8. Staff make reasonable accommodations when eligibility criteria for individualized services present a disability-specific barrier for an individual interested in participating in a specific program			
9. Strategies for overcoming disability-related barriers are			

addressed in the individual customer's service plan as appropriate			
10. Verifies that programmatic accessibility exists by providing a report on the extent that the One-Stop Center meets the programmatic accessibility requirements outlined above, including identifying areas that may be out of compliance, how those areas can be rectified, and, if appropriate, the cost of compliance			

3) 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: Continuous Improvement through Evaluating Achievement of the Negotiated Performance Levels, Evaluating and Acting on Credential Attainment Levels, Corrective Actions and Continuous Improvement Planning, and Provision of Technical Assistance.

Evaluations of Continuous Improvement Criteria Checklist			
Evaluating Achievement of Negotiated Performance Levels			
<i>Each certified One-Stop Center will provide the following minimum level of continuous improvement. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area			
2. Contributes to negotiated local levels of performance			
3. Identifies the impact to a local			

one-stop center that is not contributing substantially to the local levels of performance			
Evaluating and Acting on Credential Attainment Levels			
<i>Each certified One-Stop Center will provide the following minimum level of continuous improvement. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Identifies an incentive mechanism for when the number of participants credentialed and employed in an occupation directly linked to the credential received improves			
Corrective Actions and Continuous Improvement Planning			
<i>Each certified One-Stop Center will provide the following minimum level of continuous improvement. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Identifies a Continuous Improvement Plan, including addressing when customer feedback indicates issues exist or performance is lacking (Plan must include specific service strategies to be used to meet center goals for performance outcomes, methods for on-going identification of issues/poor performance and processes for making corrective actions, including responsible parties, timelines for completion, consequences of inaction, and staff training)			
2. Each partner agency commits to			

staff certification, cross-training of staff and other professional learning opportunities for staff that promote continuous quality improvement			
3. Management supports a cross-agency Continuous Quality Improvement system that incorporates and acts upon customer satisfaction and performance data; Staff members from all levels are invited to participate in this process, and management supports the findings and recommendations of these teams			
4. Identifies how the one-stop center will be driven by customer needs and customer feedback, and continually look for ways to "raise the bar" to keep the center as a leader in customer satisfaction (may be incorporated into the Continuous Improvement Plan)			
5. Methods are in place to track customer satisfaction and feedback, and such results are regularly used to refine service delivery within the center			
6. On-going evaluation and planning is conducted			
7. One-Stop Center performance measures are collaboratively developed, few in number, easily identified by staff, and used to improve services to customers			
8. One-Stop Center performance measures help formulate thinking about evaluation beyond silo-based federal performance			

standards and allow the LWIOA to benchmark themselves against other areas by sharing measurement tools and approaches			
9. All partner and frontline staff know the Center's current status regarding attainment of their measures			
10. Data is collected and displayed to accommodate the need for appropriate managers and staff to access information on all partner programs and on the services an individual has received			
11. Management measures employee satisfaction along with customer satisfaction, and will use both to refine plans and processes to create a high-performance work place with staff that has a visible passion for quality service			
12. Mystery shoppers are used to evaluate the customer experience from a variety of angles			
13. A common or coordinated staff performance appraisal system is in place for WIOA and other mandatory program partners			
14. Contribution of WIOA mandatory program partners and other local partners are evaluated, along with evidence of co-enrollment between WIOA and other partner programs			
15. All mandatory partners use the same customer (job seeker and employer) satisfaction tool for the One-Stop Center, so results reflect the collective performance of the			

service delivery system rather than any individual program or agency			
Provision of Technical Assistance			
<i>Each certified One-Stop Center will provide the following minimum level of continuous improvement. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Identifies how the One-Stop Center service providers and partners can request technical assistance and the process for approval			
2. Technical assistance and/or training are provided in response to identified system weaknesses, and according to a common capacity building strategy			

4) **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: Quality Assurance through Customer Relations, Operations, Professional Development, Resource Management, and State Performance Measures.

Evaluations of Quality Assurance Criteria Checklist			
Quality Assurance through Customer Relations			
<i>Each certified One-Stop Center will provide the following minimum level of quality assurance. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Service delivery system planning is done within the context of			

integrated community workforce and economic development plans, and includes representatives of business and a wide range of career-seekers			
2. Service delivery system responds to long-range talent and skill forecasts as well as emergent near-term market and business needs			
3. Resources are leveraged to create an environment that is inviting and professional in appearance, convenient for the customer, and accommodating to the partners.			
4. Job Seeker satisfaction survey is conducted regularly			
5. Job seeker survey results are analyzed			
6. Job seeker survey results are incorporated into operational activities			
7. Business customer satisfaction survey is conducted regularly			
8. Business customer survey results are analyzed			
9. Business customer survey results are incorporated into operational activities			
Operations			
<i>Each certified One-Stop Center will provide the following minimum level of quality assurance. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Agency partners are committed to providing high quality customer service, to increase visibility of services, and to serving 'underrepresented' career-seekers (e.g., people with disabilities, Veterans, non-English speakers, at-risk youth, ex-offenders, etc.), as			

well as business groups and economic development organizations			
2. One-Stop leadership is active on other community-based boards for economic development, workforce and community development			
3. There is a business services team that includes staff from all One-Stop partners, the team has an integrated approach to servicing businesses			
4. Business focused agencies (i.e. economic development, chambers of commerce, industry associations, small business administration, etc.) are partners of the One-Stop and staff communicate regularly with business focused partners			
5. Each service delivery process is dictated by an attitude of inclusiveness			
6. Each partner's functions are identified and consolidated (For example intake, assessment, outreach, follow-up, data mgmt., etc.) that will result in using common forms and procedures			
7. One-Stop tailors work flow to the individual customer needs thereby eschewing a "one-size-fits-all" approach			
8. One manual is utilized by all Center staff and written in common terms that are understandable by all staff			
9. Front line staff and middle-management from all partners frequently meet to review case-loads and collaboratively develop			

individual service/employment plans. These meetings also create an opportunity to determine the possibility of offering customers additional services from other agencies, as needed and appropriate			
10. A common information management system is employed to ensure easy sharing of customer data, for financial tracking, program reporting, and performance measurement purposes. (Data systems and information sharing with outside agencies safeguard customer confidentiality)			
11. Partner program services are accessible and welcoming to individuals with disabilities, and workshops are available to all community population segments			
12. Partners, including economic development partners, coordinate a menu of services, including services to meet the broad HR needs of smaller employers. (e. g. EDA and SBDC business management classes, etc.)			
13. Career-seeking customer has access to local, statewide, and national jobs and positive recruitments regardless of which partner may be serving him/her			
14. Staff serving businesses have geographic, industry, or employer size specialties, and serve as the primary contact point for employers in that category			
15. Cross-agency system of job referral			

and placement that employers can easily access is established			
16. Staff efforts are coordinated closely with local Economic Development representatives			
Operational Data Collected in Support of Quality Assurance			
<i>Each certified One-Stop Center will provide the following minimum level of quality assurance. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Number of registrations in the VaWC are tracked and analyzed			
2. Number of new WIOA Participants are tracked and analyzed			
3. Service Activities attributed to the one-stop center are tracked and analyzed			
4. Training Activities attributed to the one-stop center are tracked and analyzed			
5. Number of workforce credentials attained are tracked and analyzed			
6. Number of job orders attributed to the one-stop center are tracked and analyzed			
7. Number of hires attributed to the one-stop center are tracked and analyzed			
8. Overall number and types of customers served			
Professional Development			
<i>Each certified One-Stop Center will provide the following minimum level of quality assurance. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Professional development plan exists and is followed (**see WIOA Professional Development			

<i>Plan Guidelines</i> on pages 35-36 below)			
2. Professional development activities are offered to one-stop staff and participation is tracked			
3. Number of frontline staff achieving and maintaining workforce professional certification are tracked			
4. Professional development plan is documented as part of or referenced in the executed partner MOU for staff assigned to the center			
5. The LWDB has adopted strong local policies that support an integrated team approach to staffing, management, and planning of the one-stop			
6. Investment in staff development is substantial, ongoing, and tied to the center's business objectives			
7. Staff from multiple organizations will be equipped through cross-training and information tools to enable them to respond seamlessly to customer needs			
8. Staff training emphasizes the need to be broadly aware of the various resources available to customers within the One-Stop Center, and through partners from outside			
9. Staff is assigned to and identifies themselves with <i>functions or services</i> as opposed to agencies, and functional supervision of partner service staff is in place			
10. Front-line staff will be highly valued and supported by center			

management in their efforts to meet customer needs			
11. Bottom up communication within the system is set up via regular staff meetings; Staff meetings include time for individual members to update one another on their 'discoveries' of new relevant resources			
12. Staff members are trained to promote, seek and support partnerships with outside agencies			
13. Staff training support the creative use of funding and resources as required, including combining multiple internal and external agencies resources around a single career seeker or project			
14. A community network of mandated and non-mandated partners, and faith based and community organizations established that meets regularly to conduct training, problem-solve, share information, leverage resources on behalf of customer, and facilitate collaboration			
Resource Management			
<i>Each certified One-Stop Center will provide the following minimum level of quality assurance. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Resource Management Plan (MOU) clearly defines infrastructure cost sharing			
2. Adherence to the Resource Management Plan is consistent			
State Performance Measures			
<i>Each certified One-Stop Center will provide the following minimum level</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)

<i>of quality assurance. Evidence of criteria must be available to mark yes.</i>			
1. Operator and Service Provider staff are aware of the LWDB negotiated performance levels for each Program Year			
2. LWDB negotiated performance levels are either met or exceeded for each Program Year			

***** WIOA Professional Development Plan Guidelines**

- There should be a focus on developing an ongoing, accessible professional development system for:
 - Frontline staff within all core programs and One Stops.
 - Leadership/management staff within all core programs.
 - Sustainability throughout the LWDA.
 - Accessibility and flexibility for all staff

- The Infrastructure/Partnership roles should be clearly defined

- A Professional Development Policy should be in place where Professional Development should be clearly defined
 - Local program administrators/managers should review individual professional development plans with all staff, monitor their activities, evaluate their achievements, and report professional development information annually to the VCCS.
 - Through self-assessment, local program administrators determine the professional development needs of staff. Professional development should then be directly tied to the goals of the program and to the goals of the program practitioners as driven by the needs of the customers.

- The System of Delivery and Timeline for Implementation should be detailed (including the budget outline)
 - For example: Training will be offered in a variety of formats, including multiple short seminars and distance learning, so that all practitioners, including part-time staff, have access to these opportunities.

- The Outcome Measures should be identified
 - Establish policy/framework/vision for professional development
 - Identify and collaborate with planning team
 - Conduct a needs assessment
 - Plan and implement professional development activities
 - Evaluate professional development activities

- These data will then be analyzed and the results used as part of an overall continuous improvement tool at the program level and in the development of future professional development opportunities.
- Summary of Training Events to be held should be included