



WORKSOURCE SYSTEM STRUCTURE AND CERTIFICATION POLICY

Policy Number: 300, Revision 1
Effective Date: July 1, 2020
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I. PURPOSE:

The purpose of this policy is to provide the criteria by which South Central Workforce (SCW) will structure and certify the network of one-stop service sites throughout Workforce Development Area IX.

II. BACKGROUND:

The South Central One-Stop System was developed in 1998 pursuant to the Workforce Investment Act (WIA). Since then, the local system has evolved and been modified to meet the changing needs of its customers – workers and employers; and to comply with Workforce Innovation and Opportunity Act (WIOA) federal rules and state policy.

Pursuant to WIOA Sec. 121 (g) local workforce development boards (LWDBs) are required to assess centers, at least once every 3 years, the effectiveness, physical and programmatic accessibility in accordance with section 188, if applicable, and the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), and continuous improvement of one-stop centers and the one-stop delivery system, consistent with the requirements of Section 101(d)(6).

Washington State WorkSource System Policy 1016, Revision 1 specifies the process and procedures for evaluating and certifying one-stop sites under WIOA, in accordance with Sec. 121 (g).

Further, WIOA Sec. 121. (g) (3) Local Criteria, provides LWDBs the latitude to develop additional criteria (or higher levels of service coordination than required for the state-developed criteria) relating to service coordination achieved by the one-stop.

Washington State WorkSource System Policy 1016, Revision 1 provides a certification tool with an objective scoring method to certify a one-stop site. The policy also stipulates that LWDBs may create an alternative tool that includes all of the requisite elements provided additional local criteria are clearly identified in an addendum to either the One-Stop Site Assessment and Certification Tool or the designated local tool.

The SCW has established a local one-stop system structure for WDA IX which is described below (SCW One-Stop Certification Process). All centers seeking certification must comply with the minimum standards detailed in this policy.

III. POLICY:

A One-Stop Career Center is an American Job Center (AJC) prescribed by WIOA and branded in Washington State as WorkSource. WIOA mandates that the SCW shall establish a minimum of one (physical) comprehensive WorkSource Career Center in the local area of Kittitas, Klickitat, Skamania, and Yakima Counties. Additional centers and types of centers as described in this policy shall be considered based on the needs of the local community, partner recommendations, and federal and state requirements.

The SCW shall implement the following process and procedures for certifying WDA XI WorkSource Centers in accordance with WorkSource System Policy 1016, Revision 1, WIOA Sec. 121 and,

- WIOA Section 121(e)(2) and Section 188,
- 20 CFR 678.800,
- 29 CFR Part 38, and
- TEGL 16-16 parts 1, 5, and 9

SOUTH CENTRAL WORKFORCE COUNCIL ONE-STOP CERTIFICATION PROCESS

I. INTRODUCTION:

The South Central One-Stop System (WorkSource) is a network of customer-focused workforce development, educational, and other human resource programs that are connected and provide access to high-quality workforce services to workers and business customers. The system is anchored by four types of physical centers (comprehensive, affiliate, specialized, and connection) that must be certified by the SCW according to federal regulations, and state and local policy.

II. FREQUENCY:

1. Certification of physical one-stop sites shall be completed every three years, and centers with existing certification shall be certified within 60 days of certification expiration.
2. Newly established centers must be certified within 60 days of opening.
3. “For-cause” site evaluations and certifications may be deemed appropriate and warranted at the discretion of the SCW.
4. Annual Progress report - In support of the pursuit of growth, continuous improvement, and the performance excellence goals of the one-stop delivery system, on at least an annual basis, the partnership will ensure a report is provided for each certified site and recorded in SCW’s meeting minutes, detailing the site’s current status and progress toward reaching higher quality standards of:
 - Functional and programmatic integration
 - Performance and accountability
 - Service provision, including services provided, methods of access, hours of access, equitable service delivery, and affirmative outreach to populations with barriers
 - Customer satisfaction
 - Staff competence and staff training participation
 - Partnership
 - Employer engagement
 - Physical and programmatic accessibility

Attachment C Annual Progress Report is due to the One-Stop Operator annually by September 30th. The One-Stop Operator will present the report to the One-Stop Committee before being presented and recorded in the meeting minutes of an SCW board meeting.

III. PHYSICAL CENTERS:

Federal regulations and Washington State policy identify four types of physical centers that must be certified by the local area described below.

1. **Comprehensive One-Stop** - (20 CFR 678.305 and 34 CFR 361.305) is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners in WIOA Sec. 121(b)(1)(B), along with any additional partners as determined by the LWDB. Comprehensive centers must:
 - a. Have at least one staff person who represents each of the WIOA Title IB programs (Adult, Dislocated Worker, and Youth Formula programs) and at least one Title III-Employment Services staff person physically present during hours of operation.
 - b. Provide career services described in 20 CFR § 678.430 and TEGL 16-16.
 - c. Provide access to training services described in 20 CFR § 680.200.
 - d. Provide access to any employment and training activities carried out under WIOA Sec. 134(d).
 - e. Provide access to programs and activities carried out by one-stop partners listed in §§ 678.400 through 410, including the Employment Service programs authorized under the Wagner-Peyser Act, as amended by WIOA Title III; and
 - f. Provide Workforce and Labor Market information.
 - g. Provide customers access to these programs, services, and activities during regular business days unless SCW has approved other service hours at other times to accommodate the schedules of customers who work on regular business days.
 - h. Must be physically and programmatically accessible to individuals with disabilities, per WIOA Sec. 188, 29 CFR 38, and TEGL 16-16 Sec. 9.
 - i. Provide career services directly on-site in the comprehensive one-stop; or through access to one-stop partner programs and activities in one of three ways:
 - a) Having a program staff member physically present at the comprehensive one-stop site;
 - b) Having a staff member from a different partner program physically present at the comprehensive one-stop site and appropriately trained to provide information to customers about the programs, services, and activities available through all partner programs; or
 - c) Making available a direct linkage through technology to a program staff member who can provide meaningful information or services.

2. **Affiliate site** – (TEGL 16-16, 20 CFR 678.310-320, and 34 CFR 681.310) is an access point in addition to (not a substitute for) the comprehensive one-stop site. Affiliate sites:
 - a. Must make available to job seekers and employer customers one or more of the one-stop partners' programs, services, and activities.
 - b. Does not need to provide access to every required partner program, however, at a minimum, basic career services per 20 CFR 678.430(a) are accessible.
 - c. The frequency of program staff's physical presence in the affiliated site will be determined at the local level within the parameters of 20 CFR 678.310 through the local MOU process.
 - d. **Per 20 CFR 678.315, Wagner-Peyser Act employment services cannot be a stand-alone affiliate site** and an additional partner or partners must be physically present a combined 50 percent of the time the site is open.
 - e. Must be physically and programmatically accessible to individuals with disabilities, per WIOA Sec. 188, 29 CFR 38, and TEGL 16-16 Sec. 9.

3. **Specialized** – (34 CFR 361.320) at the discretion of the SCW and partners, a specialized site is a center that enhances customer access to services. Specialized sites:
 - a. Do not need to provide access to every partner, however, at a minimum, basic career services per 20 CFR 678.430(a) are accessible.
 - b. Must be connected to the comprehensive one-stop and any appropriate affiliate site(s) per 20 CFR 463.300(d)(3) and have processes in place to make referrals to these sites and the programs therein;
 - c. Cannot have Wanger-Peyser Act employment services only, an additional partner or partners must be physically present more than a combined 50 percent of the time the site is open; and
 - d. Must be physically and programmatically accessible to individuals with disabilities, per WIOA Sec.188, 29 CFR 38, and TEGL 16-16 Sec. 9.

4. **Connection Sites** - Connection sites are **self-service only** entry points designed to enhance and supplement customer access to information such as a publicly available computer(s) with internet access, the ability to connect to job search services, unemployment, online learning, skills development, etc. A connection site:
 - a. Must be accessible to the general public during regularly scheduled, posted days and hours.
 - b. Must follow branding expectations consistent with WorkSource Standards and include the AJC tagline.
 - c. Must be formally recognized by the LWDB.
 - d. Title I and Title III staff may not be permanently home-based at a connection site.
 - e. Any services, except self-services, delivered at a connection site must be provided by staff who are permanently assigned to a comprehensive, affiliate, or specialized site.
 - f. Must be physically accessible to individuals with disabilities and meet ADA accessibility expectations in WIOA Sec. 188 and 29 CFR 38.

Note: *In the instance of Connection Sites only, evaluations can be completed by either SCW staff or by a certification team.

IV. CERTIFICATION TEAM:

1. SCW Certification Team – the SCW Certification Team shall be comprised of SCW administrative staff; SCW board members, and when possible, include representatives of business and labor; and individuals who represent local partners with specific expertise serving populations with barriers. Certification Team members must be free of conflicts of interest. The SCW Certification Team shall conduct independent and objective evaluations of one-stop sites and make certification recommendations to the full SCW.

2. Center Team – a Center Team shall be comprised of partner leadership and center staff. The Center Team shall conduct an internal review of the center for compliance with certification requirements using Attachment A One-Stop Site Assessment and Certification Tool under the guidance and consultation with the one-stop system operator. The Center Team along

with the one-stop system operator shall be available to the SCW Certification Team during onsite reviews and aid in validating center criteria.

V. ONE-STOP SYSTEM OPERATOR:

1. The one-stop operator is the entity selected by the LWDB through a competitive process that coordinates the service delivery of required one-stop partners and service providers. For certification purposes, the one-stop operator shall:
 - a. Provide guidance, oversight, and assistance to the Center Teams in conducting a certification self-evaluation.
 - b. Assist and facilitate the SCW Certification Team onsite visitations required for review, independent and objective evaluations, and making certification recommendations for site certification.

VI. CERTIFICATION PROCEDURE:

1. The **Center Team**, under the oversight and guidance of the one-stop operator, shall conduct an objective self-assessment for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement for each center using Attachment A One-Stop Site Assessment and Certification Tool. The Center Team shall:
 - a. Complete and submit a self-assessment to the SCW Certification Team two weeks before the onsite visit by the SCW Certification Team.
 - b. Be available onsite during the SCW Certification Team visit to answer or clarify questions regarding certification requirements.
 - c. Address any identified deficiencies and correct the deficiencies prior to certification by the full SCW, or,
 - d. Provide a description of how the deficiency will be rectified to meet SCW expectations and requirements for certification.
2. The **South Central Certification Team** shall conduct an onsite visit to each center being considered for certification. During the visit, the SCW Certification Team shall:
 - a. Review the center's One-Stop Site Assessment and Certification Tool through dialogue with Center Team staff.
 - b. Conduct a physical inspection of sites and validate criteria through samples to ensure the information is presented accurately and fairly.
 - c. Once the certification review has been completed the South Central Certification Team shall recommend to the full SCW within 30 days:
 - a) Certification – where the results of its site visit and responses in the One-Stop Site Assessment and Certification Tool meet all the criteria to become certified or re-certified.
 - b) Provisional Certification - when the South Central Certification Team has determined further improvement/correction is necessary prior to granting full certification. A provisional certification:

- i. Is in effect for no more than 180 days and must include a detailed description of the issues/concerns identified and a required action plan and timeline not to exceed 90 days.
- ii. Requires a corrective action plan with a timeline to be developed by the one-stop leadership in collaboration with the one-stop operator and one-stop partners within 30 days of the provisional certification, and
- iii. Provide 30-day progress reports to the South Central Certification Team.
- iv. Upon completion of the corrective action plan the South Central Certification Team shall reconsider whether or not to grant certification.

Note: *The South Central Certification Team shall note exemplary areas of program service and may make recommendations for service improvements. These recommendations are solely for the purpose of center and service enhancements and shall not impact center certification.

- c) Non-Certification -A determination not to certify a one-stop site because deficiencies could not be addressed or resolved provisionally. This determination must:
 - i. Be reported in official SCW meeting minutes.
 - ii. If an existing comprehensive one-stop site is ultimately not certified following a standard or “for-cause” evaluation, SCW, one-stop site staff, and leadership, which may include the one-stop operator, must have a plan to ensure continuity of service in the local area.
 - iii. If a comprehensive one-stop is not certified or loses its certification, immediate steps must be taken to assure an affiliate or specialized one-stop in the local area will assume the services and responsibilities of a comprehensive one-stop and be certified as such within 90 days.
 - iv. Upon the determination to not certify or rescind certification of a one-stop, SCW must notify the State Workforce Development Board of the result accompanied by a detailed description of deficiencies, the local plan to ensure continuity of service, and the next steps.
- d) Change in certification status - If the SCW changes the status of a one-stop or the services to be delivered at the one-stop, a new certification must be completed within 90 days of the change.

VII. DEFINITION:

1. Access – Access to each partner program and its services means:
 - a. Having a program staff member physically present at the one-stop center;
 - b. 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
 - c. Making available a direct linkage through technology to program staff who can provide meaningful information or services.
 - a) A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone, or through real-time web-based communication to a program staff member who can provide program information or services to the customer.

- b) A “direct linkage” cannot exclusively be providing a phone number or computer website or providing information, pamphlets, or materials.

REFERENCES:

Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Section 121(a) and 121(e)(2); Section 188

20 CFR 463.300 – What is the one-stop delivery system?

20 CFR 678 Subpart A – Description of the One-Stop Delivery System (300-320)

20 CFR 678 Subpart B – One-Stop Partners and their Responsibilities

20 CFR 678 Subpart F – One-Stop Certification

20 CFR 678 Subpart G – Common Identifier

20 CFR Part 38

34 CFR 463.320

TEGL 16-16, Change 1

TEGL 19-16

WorkSource System Policy 5410

WorkSource System Policy 1016, Revision 1

Attachment A: One-Stop Site Assessment and Certification Tool

Attachment B: List of Certified WorkSource Centers

Attachment C: Annual Progress Report