WORKSOURCE SYSTEM STRUCTURE AND CERTIFICATION POLICY

Policy Number: 300, Revision 2
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I. PURPOSE

The purpose of this policy is to establish the structure, criteria, and certification requirements for all certified WorkSource centers within the South Central Workforce Development Area (WDA) IX. This policy aligns with the region's Memorandum of Understanding (MOU), WorkSource System Policy 1016, Revision 2, and federal requirements under the Workforce Innovation and Opportunity Act (WIOA) Sec. 121(g).

This policy defines the types of physical WorkSource centers authorized in WDA IX, outlines the standards required for certification and recertification, and establishes the roles and responsibilities of SCW, the One-Stop Operator (OSO), WorkSource Partners, and certification teams in maintaining a high-quality, accessible, and integrated one-stop delivery system (WorkSource System).

All centers must operate within the Integrated Service Delivery (ISD) model described in SCW WS Policy 301 and 302 and must support equitable access, customer satisfaction, and continuous improvement.

II. BACKGROUND

The South Central WorkSource System operates under WIOA and is structured through the MOU, WorkSource System Policy 1016, Revision 2, and SCW's Integrated Service Delivery (ISD) framework (SCW WS Policy 302). The system provides coordinated, customer-centered workforce services to job seekers, employers, and community partners across Kittitas, Klickitat, Skamania, and Yakima Counties.

Under WIOA Sec. 121(g), Local Workforce Development Boards (LWDBs) must assess and certify WorkSource centers at least once every three years. Certification must evaluate

effectiveness, accessibility, compliance with WIOA Sec. 188 and ADA requirements, and the center's commitment to continuous improvement.

WorkSource System Policy 1016, Revision 2, establishes statewide criteria and tools for evaluating and certifying WorkSource centers. SCW may supplement these criteria with additional local requirements, including expectations for ISD implementation, partner coordination, customer flow, and continuous improvement.

III. POLICY

SCW shall maintain a network of certified WorkSource centers that includes, at a minimum, one Comprehensive WorkSource Center within WDA IX (WorkSource Union Gap).

The WorkSource System in WDA IX consists of four types of physical centers: comprehensive, affiliate, specialized, and connection, each of which must meet federal, state, and local certification requirements. SCW determines the number, type, and location of centers based on community need, labor market conditions, partner capacity, accessibility, and alignment with the regional strategic vision.

Certification is required for a center to be recognized as part of the WorkSource System. Centers must meet standards related to service access, partner participation, ISD implementation, accessibility, branding, customer satisfaction, and continuous improvement.

SCW may establish additional local criteria beyond state requirements, as permitted under WIOA Sec. 121(g)(3).

IV. SCW ONE-STOP CERTIFICATION PROCESS

SCW maintains a structured certification process that ensures each WorkSource center meets federal, state, and local standards for service access, integration, accessibility, customer satisfaction, and continuous improvement.

Certification occurs at least once every three years. Recertification must be completed before the current certification expires. Newly established centers must be certified within 60 days of opening. SCW may conduct "for-cause" evaluations at any time.

Annual Progress Report
In support of the pursuit of growth, continuous improvement, and the performance excellence goals of the WorkSource System, each comprehensive, affiliate, and specialized certified center must complete an Annual Progress Report (Attachment C), due to the One-Stop Operator (OSO) by September 30 each year. The report must document progress in:

- Functional and programmatic integration

- Performance and accountability
- Service provision, including services offered, methods of access, hours of operation, equitable service delivery, and outreach to populations with barriers to employment
- Customer satisfaction
- Staff competence and participation in staff training
- Partnership development
- Employer engagement
- Physical and programmatic accessibility

For connection centers, the report should provide a brief update on the center's operational status and any notable improvements or challenges related to service access or partner coordination, including any changes to the connection center partnership.

The OSO presents the reports to the One-Stop Committee before being presented and recorded in a SCW Board meeting.

V. PHYSICAL CENTERS

Federal regulations and WorkSource System Policy 1016, Revision 2, identify four types of physical centers that must be certified by the local area described below.

Note: Consistent with the policy, off-site Title IB facilities that are operationally connected to a certified comprehensive or affiliate WorkSource center are not required to be independently certified as WorkSource centers. These facilities must continue to comply with WIOA Section 188 and 29 CFR Part 38 Requirements.

A. Comprehensive WorkSource Center Requirements
    1. WorkSource Union Gap must provide full access to all required partner programs either through physical presence or direct linkage.
    2. The center must maintain regular business days with consistent in-person staffing, as outlined in WorkSource System Policy 1016, Revision 2.
    3. Minimum hours of access to services are evaluated under 20 CFR 678.305(c) as part of certification to determine the effectiveness and accessibility of service delivery.

B. Affiliates, Specialized, and Connection Center Requirements
    1. Affiliate Centers provide access to one or more WorkSource Partner programs and must ensure customers can connect to all required partners via direct linkage.
    2. Specialized Centers serve targeted populations (e.g., youth, veterans, individuals with disabilities) and must maintain strong referral pathways to the Comprehensive Center.
    3. Connection Centers provide self-service access to online tools and must offer virtual staff assistance when needed.

C. For more details on comprehensive, affiliate, specialized, and connection centers, see WorkSource System Policy 1016, Revision 2.
D.

VI. CERTIFICATION TEAMS

The SCW Certification Team shall comprise SCW staff, SCW board members, 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 WorkSource centers and make certification recommendations to the full SCW.

A Center Team shall comprise 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 OSO. The Center Team, along with the OSO, shall be available to the SCW Certification Team during on-site reviews and aid in validating center criteria.

VII. ONE-STOP SYSTEM OPERATOR

The OSO is the entity selected by the LWDB through a competitive process that coordinates the service delivery of required WorkSource Partners and service providers. For certification purposes, the OSO 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's on-site visitations required for review, independent and objective evaluations, and make certification recommendations for center certification.
C. Submit completed certification documentation, including the One-Stop Site Assessment and Certification Tool, supporting evidence, and OSO validation, to the One-Stop Committee and SCW within required timelines.

VIII. CERTIFICATION PROCEDURE

A. The **Center Team,** under the oversight and guidance of the OSO, 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:
    1. Complete and submit a self-assessment to the South Central Certification Team two weeks before the on-site visit by the South Central Certification Team.
    2. Be available on-site during the South Central Certification Team visit to answer or clarify questions regarding certification requirements.

3. Address any identified deficiencies and correct the deficiencies prior to certification by the full SCW, or
4. Provide a description of how the deficiency will be rectified to meet SCW expectations and requirements for certification.

B. The **South Central Certification Team** shall conduct an on-site visit to each center being considered for certification. During the visit, the South Central Certification Team shall:
   1. Review the center's One-Stop Site Assessment and Certification Tool through dialogue with Center Team staff.
   2. Conduct a physical inspection of centers and validate criteria through samples to ensure the information is presented accurately and fairly.
   3. 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 center 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 OSO and WorkSource 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 WorkSource center because deficiencies could not be addressed or resolved provisionally. This determination must:
         i. Include a detailed description of the deficiencies and an explanation of why the South Central Certification Team determined the deficiencies could not be resolved through provisional certification.
         ii. Be reported in official SCW meeting minutes.
         iii. If an existing comprehensive WorkSource center is ultimately not certified following a standard or "for-cause" evaluation, SCW, WorkSource center staff, and leadership, which may include the OSO, must have a plan to ensure continuity of service in the local area.

iv. If a comprehensive WorkSource is not certified or loses its certification, immediate steps must be taken to ensure an affiliate or specialized WorkSource in the local area will assume the services and responsibilities of a comprehensive WorkSource and be certified as such within 90 days.

d. Upon the determination not to certify or rescind certification of a WorkSource, SCW must notify the State Workforce Training and Education Coordinating Board of the result, accompanied by a detailed description of deficiencies, the local plan to ensure continuity of service, and the next steps.
e. Change in certification status - If the SCW changes the status of a WorkSource or the services to be delivered at the WorkSource, a new certification must be completed within 90 days of the change.

IX. APPEALS

Operators, which may include the OSO or one-stop leadership, of WorkSource centers that are not certified may choose to appeal those determinations, in writing, to SCW. Those appeals will be subject to the processes and procedures outlined in SCW WS Policy 304.

X. DEFINITION

Access: Access to each WorkSource Partner program and its services means:

A. Having a program staff member physically present at the WorkSource center;
B. Having a staff member from a different WorkSource partner program physically present at the WorkSource 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.
    1. A “direct linkage” means providing direct connection at the WorkSource 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.
    2. A “direct linkage” cannot be exclusively providing a phone number, computer website, or providing information, pamphlets, or materials.

REFERENCES

- 20 CFR 463.300-320
- 20 CFR 678 Subpart A-G
- 20 CFR Part 38
- WIOA Section 121(a) and 121(e)(2); Section 188
- South Central Workforce Development Area Memorandum of Understanding (MOU)
- SCW WS Policy 301
- TEGL 16-16, Change 1

- TEGL 19-16
- WorkSource System Policy 1016, Revision 2

ATTACHMENTS

- Attachment A: One-Stop Site Assessment and Certification Tool
- Attachment B: List of Certified WorkSource Centers
- Attachment C: Annual Progress Report