

Southwest Georgia



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SOUTHWEST GEORGIA LOCAL WORKFORCE DEVELOPMENT REGION 10/AREA 17

One-Stop Certification Guidelines PY17-PY19

WDB Adopted State Criteria 6/1/17
Policy #WIOA-2017-063
Policy WDB Approved 3/6/18

Introduction

In accordance with 20 CFR § 678.800, the Local Workforce Development Board (LWDB) developed the following minimum criteria for the certification of comprehensive and affiliate one-stops throughout Region 10.

The LWDB must complete one-stop certification for each location as either a comprehensive or affiliate site. Sites must be certified by the LWDB in order to utilize their locally negotiated infrastructure cost agreement.

The Region's One-Stop Certification is comprised of the following categories which evaluate the one-stop for effectiveness: Customer Flow of Services, Memorandum of Understanding, Operational Details, the WorkSource Georgia Branding Identifier, Customer Satisfaction, Continuous Improvement, and Accessibility and Equal Opportunity Certification.

One-Stop certification *criteria must be reviewed every two years, and re-certification must be completed at least once every three years.* The following criteria will be used for the initial certification of one-stops during PY 17 (July 1, 2017-June 30, 2018) and PY 18 (July 1, 2018 – June 30, 2019). These guidelines will be re-used for PY 19 (July 1, 2019 – June 30, 2020), The LWDB will take formal action to readopt them as their official certification criteria.

References

The One-Stop Service Delivery System in Region 10 is composed of one Comprehensive One-Stop that provide access to all of the required partner programs present within the Local Workforce Development Area (LWDA) and Affiliate One-Stops that provide access to one or more of the required partner programs. Federal service delivery requirements are different for Comprehensive and Affiliate One-Stops. Therefore, the certification guidelines separate the certification process and the LWDB will complete distinct certification tools for each type of One-Stop. Furthermore, a certification tool will be completed for each Comprehensive and Affiliate One-Stop site. (Please note that the criteria reflect the relevant federal regulations.)

I. A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center must have at least one Title I staff person physically present.

The comprehensive one-stop center must provide:

1. Career services, as described in §678.430;
2. Access to training services described in §680.200 of this chapter;
3. Access to any employment and training activities carried out under sec. 134(d) of WIOA;
4. Access to programs and activities carried out by one-stop partners listed in §678.400 through §678.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA Title III (Wagner-Peyser Act Employment Service Program); and,
5. Workforce and labor market information.

Customers must have access to these programs, services, and activities during regular business days at a comprehensive one-stop center. The Local Workforce Development Board (LWDB) may establish other service hours outside of normal business hours to accommodate the schedules of individuals who work on regular business days.

To clarify what 'access' means, the federal regulations define "Access" to each partner program and its services to mean:

1. Having a program staff member physically present at the one-stop center;
2. 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
3. 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 a 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 website or providing information, pamphlets, or materials.

II. An affiliated site, or affiliate one-stop center, is a site that provides access to the job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined by the local area partners.

Additionally, both comprehensive and affiliate one-stop centers must be physically and programmatically accessible to individuals with disabilities, as described in 29 C.F.R. part 38 and the regulations implementing WIOA Sec. 188.

Citations

20 CFR § 678.310, 20 CFR § 678.315, 20 CFR § 678.400, 20 CFR § 678.420, 20 CFR § 678.430, 20 CFR § 678.500, 20 CFR § 678.755, 20 CFR § 678.800, 20 CFR § 680.200, 29 CFR § 38 WIOA Sec. 121(g), WIOA Sec. 134(d), WIOA Sec. 188, WIOA Sec. 121(c)(2)(A)(v), WIOA Sec. 121(c)(2)(A)(ii)

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Certification Process Instructions

The LWDA will have at least one certified Comprehensive one-stop and an executed Memorandum of Understanding. The MOU, executed by all required partners present within the LWDA, outlines the service delivery structure and identifies the service delivery sites, both comprehensive one-stops and affiliate one-stops. Utilizing the prospective service delivery sites identified in the MOU, the LWDA will assign staff to perform certification.

The steps below briefly outline how this process should occur.

1. If the LWDB determines additional certification criteria will be added to the mandated State certification criteria, the LWDB or an appropriate LWDB committee must meet and vote to add such criteria.
2. Determine which entity will be responsible for completing certification. Furthermore, if the local fiscal agent or programmatic administrator functions as the one-stop operator, that entity may not perform the certification either, due to inherent conflicts of interest.
3. Identify the prospective locations and schedule onsite inspections and interviews. Note that these locations should only consist of those locations identified in the proposed MOUs.
4. Complete certification process by completing the appropriate forms for each prospective location and present to the LWDB or appropriate LWDB committee.
 - a. Complete the Partner Presence Form for every site.
 - b. Depending on site designation, either comprehensive or affiliate, complete Form A or Form B.
 - c. Complete Form C for every site.
5. The LWDB or appropriate LWDB committee shall review the tools and vote on whether to certify sites.
6. The LWDB will provide WFD with an executed certification page for each site the LWDB votes to certify. (Such notification does not need to include completed tools which may be reviewed by WFD during annual onsite monitoring).

FORM A - Partner Presence

(To be completed for all Comprehensive and Affiliate Sites)

1. Under “Physical Presence: Average Hours/Week On-Site,” include the number of hours per week the agency is on-site, if applicable.
2. Under “Agency Personnel Name and Schedules,” enter the names and schedules of those on-site.
3. Under “Electronic Presence,” indicate whether or not the partner agency has an electronic presence on-site.
4. If questions do not apply to the particular partner agency, indicate so in the “Not Applicable” column.

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON-SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
WIOA Title I Adult Services				
WIOA Title I Dislocated Worker Services				
WIOA Title I Youth Services				
Programs authorized under State unemployment and compensation laws				
Jobs for Veterans State Grants programs				
Wagner-Peyser Act programs				
Trade Adjustment Assistance programs authorized under Title II of the Trade Act				
Migrant and Seasonal Farmworker programs				

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON-SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
Adult education and literacy programs authorized under Title II of WIOA				
Vocational Rehabilitation Program				
Carl D. Perkins programs				
Senior Community Service Employment Program				
Community Services Block Grant employment & training programs				
Job Corps				
Department of Housing and Urban Development employment & training activities				
Youthbuild			Not Applicable	
Native American programs			Not Applicable	
Programs authorized under Sec. 212 of the Second Chance Act			Not Applicable	

BASED UPON THE ABOVE RESPONSES, THIS CENTER QUALIFIES FOR CERTIFICATION AS:	
<p>Comprehensive One-Stop</p> <p style="text-align: center;">□</p> <p>(Complete Form A)</p>	<p>At a minimum, includes access to:</p> <p>WIOA Title I Adult, Dislocated Worker, and Youth Services* Wagner-Peyser Employment Services programs[^] Vocational Rehabilitation Services[^] Adult Education and Literacy[^] Job Corps Youthbuild Native American programs Migrant and Seasonal Farmworker programs Senior Community Service Employment program Carl D. Perkins programs Trade Adjustment Assistance programs Jobs for Veterans State Grants programs Community Services Block Grant employment and training programs Department of Housing and Urban Development employment and training activities Programs authorized under State unemployment and compensation laws Programs authorized under Sec. 212 of the Second Chance Act</p> <p style="text-align: center;">*must be physically present [^]preference is for physical presence</p>
<p>Affiliate One-Stop</p> <p style="text-align: center;">□</p> <p>(Complete Form B)</p>	<p>At a minimum, includes access to:</p> <p>One or more of the above-required partners such that programs (other than Wagner-Peyser) have a physical presence of combined staff more than 50% of the time the center is open¹.</p>

¹ § 678.310 What is an affiliated site and what must be provided there?

(a) An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level.

§ 678.315 If Wagner-Peyser Act employment services are provided at an affiliated site, there must be at least one or more other partners in the affiliated site with a physical presence of combined staff more than 50% of the time the center is open. Additionally, the other partner must not be the partner administering local veterans' reemployment representatives, disable veterans' outreach representatives, disabled veterans' outreach program specialties, or unemployment compensation programs.

FORM B: COMPREHENSIVE ONE-STOP CERTIFICATION

GUIDELINES

Customer Flow of Services

Provide a detailed chart and description of the customer intake and flow of services.

CUSTOMER INTAKE AND FLOW OF SERVICES	
Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers? Does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?	
Provide a brief overview of the One-Stop Operator's role and duties. Please address how the operator ensures the seamless provision of the required partner services.	

Memorandum of Understanding

Answer the following questions concerning the One-Stop MOU.

MOU			
	YES	NO	NOTES
Does the LWDA have a fully executed MOU signed by all locally present required partners?			
Does the MOU describe the method in which each required partner program delivers services through the one-stop delivery system?			
Does the MOU identify how the one-stop operator will coordinate service delivery?			
Does the MOU describe how program integration is achieved and how the costs of these services will be funded?			

MOU			
	YES	NO	NOTES
Does the MOU include an infrastructure funding agreement that ensures each present required partner contributes a proportionate share of infrastructure costs?			
Does the MOU address sharing of costs associated with “other shared costs,” as defined by federal regulation? Specifically, are required basic career services proportionally shared amongst all present required partners?			
Does the MOU address the provision of career services? (Reference TEGl 10-16, released December 19, 2016)			
Does the MOU outline the methods for customer referrals between partners?			
Does the MOU have an amendment provision?			
How often does the board review and renew the MOU? What is the date of the last renewal or the initial execution date? (Must be renewed at least once every three years)	Frequency of renewal: Date of last renewal or initial execution date:		
Is there a process for periodic reconciliation of the Infrastructure Funding Agreement?			
Is the duration of the MOU defined?			
Does the MOU cover the period of time in which the infrastructure funding agreement is effective?			
Does the MOU describe the process for the parties to resolve disputes?			

Comprehensive One-Stop Criteria

I. Operational Details

Answer the following questions with as much detail as possible

COMPREHENSIVE ONE-STOP CRITERIA			
	YES	NO	NOTES
Is the one-stop center accessible to those in the area?			Please describe the steps taken to make it accessible:
Is the one-stop center open outside of normal/standard business hours?			
Does the one-stop have secure document storage?			Describe how customer personal identification information is kept secure: Describe how information is transferred between the customer and case manager and from case manager to case manager:
Detail and describe the site's resource room. Are both business and participant customer needs satisfied by the resources made available?			Describe:
Describe the internet/network infrastructure. Does the customer have seamless access to information and resources upon entering the one-stop?			Describe:
Does the one-stop center have options for customers to access Career Advisors or resources?			Describe:

COMPREHENSIVE ONE-STOP CRITERIA			
	YES	NO	NOTES
Are customers referred to any partner services through virtual or electronic means?			Describe:
Does the one-stop center provide knowledgeable staff with technical skills or training to assist customers in accessing available basic career services?			
Has the site completed the attached Accessibility and Equal Opportunity Certification? (Form C)			

II. Statewide Branding

Indicate whether the One-Stop signage complies with the statewide branding standards.

STATEWIDE BRANDING Reference: WIG-PS-16-002 *If the One-Stop has not received signage, please submit mockups of ordered signs		
	YES	NO – Please provide a plan for correcting
LOGO GUIDELINES		
Does the logo include the tagline “Connecting Talent with Opportunity”?		
Does the logo include the AJC tagline?		
Is there adequate clear space left around the logo?		
Is the logo symbol placed to the left of “WorkSource”?		
COLOR PALLETE		
If in color, does the logo meet the guidelines of being in turquoise, orange, green, and gray?		
If in one color, does the logo meet the requirements of being in either turquoise, black, or white (with shades of said color providing the		

distinction in shapes within the mark)?		
Does the One-Stop appropriately use the WorkSource brand? Reference: WIG-PS-16-002		

III. Customer Satisfaction

Answer the following questions with as much detail as possible.

CUSTOMER SATISFACTION	
JOB SEEKERS	DESCRIBE
How do you plan on gathering customer feedback?	
How do you plan on having staff share and discuss feedback from customers?	
How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?	
How will you measure the success or failure of integrating customer feedback?	
CUSTOMER SATISFACTION	
EMPLOYERS	DESCRIBE
How do you plan on gathering employer feedback?	
How do you plan on having staff share and discuss feedback from employers?	
How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?	
How will you measure the success or failure of integrating employer feedback?	

IV. Continuous Improvement

Answer the following questions with as much detail as possible.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
How do you use data to improve upon the one-stop services?	
How do you share this data with staff?	
How do you incorporate staff ideas and feedback to improve the performance of the one-stop?	
How is staff feedback utilized and incorporated into your practices?	
How do you let staff know that their ideas have been incorporated?	
How do you measure the success or failure of staff feedback integration?	
Share any best practices of the one-stop that contribute to continuous improvement.	
List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.	

LWDA: WORKSOURCE SOUTHWEST GEORGIA

One-Stop Location: _____

One-Stop Reviewer (Name and Affiliation): _____

Date of Review: _____

LWDB Board Chair Signature

Date

Chief Local Elected Official Signature

Date

FORM C: AFFILIATE ONE-STOP CERTIFICATION

Customer Flow of Services

Provide a detailed chart and description of the customer intake and flow of services.

CUSTOMER INTAKE AND FLOW OF SERVICES	
<p>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers? Does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</p>	
<p>Provide a brief overview of the One-stop Operator's role and duties. Please address how the operator ensures the seamless provision of the required partner services.</p>	

Memorandum of Understanding

Answer the following questions concerning the One-Stop MOU. MOU			
	YES	NO	NOTES
<p>Are the site's methods of funding and services provided addressed in the LWDA's primary ("umbrella") MOU? If not, are they addressed in a separate MOU?</p>			
<p>Does an MOU describe the method in which the present required partner programs deliver services at the site?</p>			
<p>Does the MOU identify how the one-stop operator will coordinate services provided at the site?</p>			
<p>Does the MOU address how the site is integrated into the LWDA's one-stop service delivery system?</p>			

Answer the following questions concerning the One-Stop MOU. MOU			
	YES	NO	NOTES
Does the MOU describe how program integration is achieved and how the costs of these services will be funded?			
Does the MOU include an infrastructure funding agreement that ensures each present required partner contributes a proportionate share of infrastructure costs?			
Does the MOU outline the methods for customer referrals between partners and between sites?			
Does the MOU have an amendment provision?			
How often does the board review and renew the MOU? What is the date of the last renewal or the initial execution date? (Must be renewed at least once every three years)	Frequency of renewal: Date of last renewal or initial execution date:		
Is there a process for periodic reconciliation of the Infrastructure Funding Agreement?			
Is the duration of the MOU defined?			
Does the MOU cover the period of time in which the infrastructure funding agreement is effective?			
Does the MOU describe the process for the parties to resolve disputes?			

Affiliate One-Stop Criteria

I. Operational Details

Answer the following questions with as much detail as possible

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
Is the one-stop center accessible to those in the area?			Please describe the steps taken to make it accessible:
Is the one-stop center open outside of normal/standard business hours?			
Does the one-stop have secure document storage?			Describe how customer personal identification information is kept secure: Describe how information is transferred between the customer and case manager and from case manager to case manager:
Detail and describe the site's resource room. Are both business and participant customer needs satisfied by the resources made available?			Describe:
Describe the internet/network infrastructure. Does the customer have seamless access to information and resources upon entering the one-stop?			Describe:
Does the one-stop center have options for customers to access Career Advisors or resources?			
Are customers referred to any partner services through virtual or electronic means?			Describe:

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
Does the one-stop center provide knowledgeable staff with technical skills or training to assist customers in accessing available basic career services?			
Has the site completed the attached Accessibility and Equal Opportunity Certification? (Form C)			

II. Customer Satisfaction

Answer the following questions with as much detail as possible.

CUSTOMER SATISFACTION	
JOB SEEKERS	DESCRIBE
How do you plan on gathering customer feedback?	
How do you plan on having staff share and discuss feedback from customers?	
How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?	
How will you measure the success or failure of integrating customer feedback?	
CUSTOMER SATISFACTION	
EMPLOYERS	DESCRIBE
How do you plan on gathering employer feedback?	
How do you plan on having staff share and discuss feedback from employers?	
How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?	
How will you measure the success or failure of integrating employer feedback?	

III. Continuous Improvement

Answer the following questions with as much detail as possible.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
How do you use data to improve upon the one-stop services?	
How do you share this data with staff?	
How do you incorporate staff ideas and feedback to improve the performance of the one-stop?	
How is staff feedback utilized and incorporated into your practices?	
How do you let staff know that their ideas have been incorporated?	
How do you measure the success or failure of staff feedback integration?	
Share any best practices of the one-stop that contribute to continuous improvement.	
List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.	

LWDA: WORKSOURCE SOUTHWEST GEORGIA

One-Stop Location: _____

One-Stop Reviewer: _____

Date of Review: _____

LWDB Board Chair Signature

Date

Chief Local Elected Official Signature

Date

FORM D: ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION

Please complete to show compliance with applicable accessibility and equal opportunity standards.

ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION				
	YES	NO	IF NO – Corrective Action Plan	NOTES
Does the one-stop have policies and procedures to ensure that no individual is excluded from participation or denied the benefits any WIOA Title program on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship or participation? (29 C.F.R. § 38.5)				
Does the one-stop ensure that no qualified individual with a disability is excluded from participation in, or denied the benefits of a service, program or activity because the one-stop facility is inaccessible or unusable by individuals with disabilities? (29 C.F.R. § 38.13)				
Does the one-stop comply with the applicable provision of Title II of the ADA in the new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards? (29 C.F.R. § 38.13)				
Does the one-stop comply with the accessibility obligations under Section 504 of the Rehabilitation act and the implementing				

ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION				
	YES	NO	IF NO – Corrective Action Plan	NOTES
regulations at 29 C.F.R. part 32? (29 C.F.R. § 38.13				
Does the one-stop provide programming and activities that are programmatically accessible, which includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communicating with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or 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? (29 C.F.R. § 38.13)				
Does the one-stop comply with the obligations outlined in subparts A and B of 29 C.F.R. § 38 which are the implementing regulations of WIOA Section 188?				

FORM E - CERTIFICATION NOTIFICATION

To be completed for EACH Comprehensive and Affiliate Site and copied to WFD

Comprehensive _____ or Affiliate _____

The following have been Completed and Reviewed:

____ FORM A – Partner Presence

____ FORM B – Comprehensive One-Stop Certification Guidelines

____ FORM C - Affiliate One-Stop Certification

____ FORM D - Accessibility & Equal Opportunity Certification

LWDA: WORKSOURCE SOUTHWEST GEORGIA

One-Stop Location: _____

One-Stop Reviewer (Name and Affiliation): _____

Date of Review: _____

LWDB Board Chair Signature

Date

Chief Local Elected Official Signature

Date