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LAURA A. GILLEN
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TOWN OF HEMPSTEAD/CITY OF LONG BEACH LOCAL WORKFORCE DEVELOPMENT BOARD ONE-STOP CAREER CENTER CERTIFICATION POLICY AND PROCESS

July 1, 2017 through June 30, 2020

Introduction:

Section 121 (d) of the Workforce Innovation and Opportunity Act (WIOA) of 2014 requires certification of One-Stop Career Centers by local workforce development boards. The New York State Department has established a policy for local board certification of One-Stop Career Centers, which it has transmitted via the **Workforce Development Technical Advisory (TA) Number 18-1**, which is included as **Appendix I**. Pursuant to the policy, the Town of Hempstead/City of Long Beach Local Workforce Development Board (LWDB) has established this policy and process, notwithstanding the final policy guidance to be issued by NYSDOL.

Local Workforce Development Board (LWDB):

Town of Hempstead/City of Long Beach

One-Stop Operator:

Goodwill Industries of Greater New York and Northern New Jersey, Inc.

Name of Career Center:

HempsteadWorks Career Center

Address of Career Center:

50 Clinton Street, Suite 400, Hempstead, New York 11550

Staff Assigned to Conduct Certification Process:

Ana-Maria Hurtado, WDB Director, or designee.

Certification Process:

The Certification Process for the Town of Hempstead/City of Long Beach Local Workforce Development Area will conform to the criteria described in the attached TA as applied to situations where the LWDB is not the One-Stop Operator.

Statutory and Regulatory Excerpts:

Appendix II includes excerpts from the WIOA statute and the Final Rule, which pertain to the certification of the One-stop Operator.

ADA Standards:

Appendix III includes the link to access the ADA standards in full.

Appendix I

Workforce Development System Technical Advisory Number 18-1

**Workforce Development System
Technical Advisory #18-1
January 9th, 2018**

To: Workforce Development Community

SUBJECT: New York State One-Stop Career Center Certification

PURPOSE

Establish state policy for certifying One-Stop Career Centers under the Workforce Innovation and Opportunity Act (WIOA).

POLICY

WIOA requires all Comprehensive and Affiliate One-Stop Career Centers (Centers) in each Local Workforce Development Area (LWDA) be certified.

Certification must occur at least once every three (3) years beginning in Program Year (PY) 2017.

Local Workforce Development Boards (LWDBs) have primary responsibility for the certification of Centers in their LWDA.

WIOA requires the certification to address these three Criteria Categories:

- Accessibility (physical and programmatic);
- Effectiveness of the network; and
- Continuous Improvement of One-Stop Centers and delivery systems.

LWDBs may establish additional certification criteria. Instructions on how to do this are provided in the Action portion of this Advisory.

For any LWDA in which the LWDB is the One-Stop System Operator, the certification will be performed by NYSDOL.

Centers must be certified to be eligible to receive infrastructure funds under the State Funding Mechanism.

ACTION

For PY 2017, certification must be completed by March 30th, 2017.

Certification is based on an on-site evaluation of each Comprehensive and Affiliate Center in the LWDA, conducted by LWDBs or their designees.

The on-site evaluation has two components:

1. Required standards - attributes and standards deemed essential for certification for each Criteria Category.
2. Enhancement standards - attributes and standards deemed desirable for certification for each Criteria Category.

The evaluation method is a Yes/No assessment of each standard, where:

- Yes indicates the standard is achieved; and
- No indicates the standard is not achieved.

Attachment A - Assessment Methodology Outline provides an outline of the two components of the on-site evaluation.

- Table 1 covers the Required Standards, outlining the attributes and standards for the three Criteria Categories. In total, there are 6 attributes and 16 standards across the 3 Categories, as follows:
 - Accessibility category – Two attributes and five standards;
 - Effectiveness category – Three attributes and eight standards; and
 - Continuous Improvement category – One attribute and three standards.
- Table 2 covers the Enhancement standards, outlining the attributes and standards for the three Criteria Categories. In total, there are 6 attributes and 25 standards across the Accessibility and Effectiveness Categories, as follows:
 - Accessibility category – 2 attributes and 11 standards; and
 - Effectiveness category – 4 attributes and 14 standards.

The Continuous Improvement category in the Enhancement standards component is embedded in both the Accessibility and Effectiveness categories, whereby an “improvement action” is required for each standard (i.e., an action to improve upon the current status of the standard).

To become certified, a Career Center must achieve:

- “Yes” outcomes to all 16 required standards; and
- “Yes” outcomes to at least 60% (or 15 out of 25) of the Enhancements standards, and specify an “improvement action” for each of the 25 Enhancements standards.

Career Center Certification Tool

To assist with the on-site evaluation and overall assessment, NYSDOL has designed **Attachment B: Career Center Certification Tool**. The tool contains Yes/No questions as well as space for an Improvement Action for each standard. The tool will automatically tabulate an overall assessment score when completed electronically. It will also provide a summary of the evaluation and highlight the requirements for certification.

Development of Additional Criteria

LWDBs have the option to create additional certification criteria if they so choose.

When developing additional criteria, the LWDB must:

1. Ensure the additional criteria falls under one of the three categories; and
2. Develop an appropriate scoring method for the additional criteria.

Center(s) in the LWDA must meet any additional standards established by the LWDB in addition to meeting the minimum scoring requirements previously described. Note that Career Center Certification Tool presented as Attachment B is not able to account for additional criteria added by the LWDB.

To help guide this process, NYSDOL has designed **Attachment C: Additional LWDB Certification Criteria** for use by LWDBs when developing additional criteria.

Notification and Submission Requirements

Once all One-Stop Career Centers in the LWDA have been assessed for certification, the LWDB must provide NYSDOL with electronic copies of the assessments (i.e. Attachment B) done for each Comprehensive and Affiliate Center. The submission will follow one of the following two scenarios:

1. The LWDB is the One-Stop System Operator
 - The assessments are provided to NYSDOL for review and certification purposes. If they are deemed acceptable, NYSDOL will certify centers in the LWDA accordingly.
 - In addition to review for certification, the assessments will be analyzed by NYSDOL to identify systemic issues across the State where NYSDOL can look to provide state-level solutions.
2. The LWDB is not the One-Stop System Operator
 - The assessments are provided to NYSDOL for information purposes only, allowing NYSDOL to perform the analysis previously described.
 - In this scenario, it is the responsibility of the LWDB to certify centers. Therefore, NYSDOL will not be reviewing the assessments for certification.

The submission must be done via email to lwdb@labor.ny.gov, with a CC to the appropriate NYSDOL Program Monitor, using the subject line [LWDA Name] One-Stop Career Center Certification results. The email must also contain **Attachment D: Career Center Certification Results**, which provides a list of each of the Comprehensive and Affiliate One-Stop Career Centers in the LWDA (as identified in the Service Delivery MOU for the LWDA) with the final results of each certification. This information will be used to inform the State Funding Mechanism if it has been triggered in the LWDA.

NYSDOL will follow up via email with any LWDB that has a Center(s) that does not achieve certification. These situations will be handled on a case-to-case basis.

If the LWDB chooses to add additional certification criteria, the LWDB must also include a completed **Attachment C: Additional LWDB Certification Criteria** with the notification email. This is done for informational purposes only. NYSDOL will not provide an approval/denial of LWDB-developed criteria.

REFERENCES

WIOA Section 121; 20 CFR 678 Subpart F (§678.800)

WIOA Training and Employment Guidance Letter (TEGL) No. 16-16

CRC/ODEP Disability Reference Guide

ATTACHMENTS

[Attachment A: Assessment Methodology Outline](#)

[Attachment B: One-Stop Career Center Certification Assessment Tool](#)

[Attachment C: Additional LWDB Certification Criteria](#)

[Attachment D: Career Center Certification Results](#)

INQUIRIES

Questions regarding this TA may be directed to: lwdb@labor.ny.gov.

Table 1 - Required Component

I. ACCESSIBILITY	
1. Safe Facilities - The physical location and facility provides a safe customer experience	
a. ADA Compliance	The Center is compliant with the Americans with Disabilities Act of 1990
b. Emergency Preparedness	Emergency evacuation procedures are in place and address the needs of individuals with disabilities
2. Meaningful Access - The Career Center ensures meaningful access to services for all customers	
a. Interpretive Services	Interpretive services are available in sign language and other languages for Limited English Proficiency (LEP) customers to receive staff assisted services within the Career Center
b. Reasonable Accommodations	Staff are able to provide reasonable accommodations and can do so upon request
c. Registration Forms	Career Center Registration forms are available in the seven identified languages per NYS Executive Order
II. EFFECTIVENESS	
1. Customer Centered - The Career Center is welcoming and customer-centered	
a. Customer Orientation	Customers who are new to the Center are provided an orientation/overview of available services, including partner services
b. Customer Flow	Customer flow procedures are in place that respond to customer need and move customers seamlessly between entry and service delivery with as few hand-offs as possible
c. Partner Programs	Staff understand partner program services well enough to provide customers with, or provide referrals to, appropriate services
2. Partnership - Career Center provides integrated, customer-centered services via effective partnerships	
a. Staff Meetings	Partners meet at least once per year to discuss system and center contribution to the system and make recommendations for improvements
b. Cost Sharing	Partners share in Center operating costs
3. Business Services - The Career Center actively supports Business Services strategy	
a. Labor Market Information	Staff are knowledgeable and focused on providing labor market information such as the state of the local and regional economy, labor market trends, and in-demand occupations

b. Job Referrals	Job Search Ready customers receive job referrals, both during staff-assisted services and virtually
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c. Skill Development/ Training Opportunities	The Career Center has skill development and training opportunities for customers at all skill levels and experience, including but not limited to: English as a Second Language; High School equivalency; integrated education and training; workforce preparation; work-based learning; and apprenticeship opportunities.
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III. CONTINUOUS IMPROVEMENT

1. Promote Continuous Improvement - The Career Center promotes an environment of Continuous Improvement

a. Business Feedback	A process is in place, and utilized, for collecting feedback from businesses regarding the delivery of business services
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b. Customer Feedback	A process is in place, and utilized, for capturing and responding to customer feedback
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c. Performance	Staff are trained on how to record data representing the services they have provided to individuals to support WIOA Primary Indicators of Performance
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Table 2 - Enhancements Component

I. ACCESSIBILITY		III. CONTINUOUS IMPROVEMENT
1. Safe Facilities - The physical location and facility provides a safe and functional customer experience		
a. External Signage	External signage clearly identifies the location as a Career Center and American Job Center	Improvement Action
b. Internal Signage	Internal signage helps customers easily navigate the Career Center and is inviting and welcoming	Improvement Action
c. Appearance	The Career Center is clean and has a professional appearance	Improvement Action
d. Physical Access to Services	The Career Center is designed for customers' easy access to services, resources, and staff assistance; including adequate space for workshops, recruitments, partners, center staff and reception.	Improvement Action
e. Resource Room	The Resource Room has an adequate number of workstations to meet customer demand, and equipment is in working order	Improvement Action
f. Adaptive Technology	Adaptive technology is available in the Resource Room for customers with disabilities	Improvement Action
g. Safety and Security	The Career Center has adequate safety and security precautions in place	Improvement Action
2. Meaningful Access - The Career Center ensures meaningful access to services for all customers		
a. Assistive Posters and Materials	"Auxillary Aids and Service Available" language is placed on all appropriate materials, and the Center prominently displays the following posters: "I Speak" for Limited English Proficient customers; Veteran Priority of Service; "WIOA Equal Opportunity is the Law"	Improvement Action
b. Staff Training for a Diverse Customer Base	Training is available for staff regarding working with diverse populations of customers including customers with disabilities, cultural differences and all individuals with barriers to employment	Improvement Action
c. Assistive Resources	Center-based and virtual services and resources are available for individuals with disabilities	Improvement Action
d. Complaint Procedure	Employment Services and WIOA Complaint system is in place and utilized. Appropriate staff are identified and trained on how to receive and process complaints	Improvement Action

II. EFFECTIVENESS

1. Customer Centered - The Career Center is welcoming and customer-centered

- | | | |
|------------------------------|--|--------------------|
| a. Greeting & Intake | Customers are promptly greeted, asked the reason for today's visit, and directed to the appropriate staff member, resource, or service | Improvement Action |
| b. Customer Service Training | Front line staff have been given the opportunity to, and have participated in, customer service training | Improvement Action |

2. Partnership - Career Center provides integrated, customer-centered services via effective partnerships

- | | | |
|--------------------------------------|--|--------------------|
| a. Referrals | Referrals are recorded and a process/procedure is in place for partners to follow-through and report progress on referrals made | Improvement Action |
| b. Virtual Resources | Staff provides information about JobZone and other virtual resources that are available during and outside of regular business hours | Improvement Action |
| c. The Community | The center connects to the community through community partnerships and community access points. | Improvement Action |
| d. Staff Meetings | Career Center staff meetings are held with all staff (regardless of program), to build relationships, provide updates on center activities, and discuss strategies for improvement | Improvement Action |
| e. Primary Indicators of Performance | Primary Indicators of Performance are discussed with all Career Center staff on a regular basis, in accordance with TA 17-5 | Improvement Action |
| f. Capacity-Building Plan | A capacity-building plan is in place to provide continuous staff training on serving customers effectively, including customers with barriers to employment | Improvement Action |

3. Business Services - The Career Center actively supports Business Service strategy

- | | | |
|--------------------------|--|--------------------|
| a. In-Demand Occupations | The Career Center focuses on in-demand jobs by actively promoting targeted sector opportunities and in-demand occupations to all customers | Improvement Action |
| b. Business Services | Business services are available (such as referral of qualified candidates, on-site recruitment, skill verification) and hiring incentives are marketed | Improvement Action |

4. Industry-recognized Credentials - The Career Center facilitates skill development and attainment of industry-recognized credentials

- | | | |
|------------------------|--|--------------------|
| a. Supportive Services | Center ensures that supportive services are available to customers where appropriate, to facilitate participation in training services | Improvement Action |
|------------------------|--|--------------------|

b. Skill Development	Staff recognizes the value of skill development and tailor services accordingly	Improvement Action
c. Employment Outcomes	Staff recognize the value of employment outcomes and tailor services as a result	Improvement Action
d. Industry-Recognized Credentials	Center promotes easy access to education and training that leads to industry-recognized credentials	Improvement Action

Instructions

This tool is intended to be used during or after the on-site evaluation for Career Center Certification. It is comprised of four tabs (not including the Instructions tab) labeled as follows: Required, Enhancement 1, Enhancement 2, and Summary. Each tab can be accessed by clicking on the tab at the bottom of the window. The first three tabs must be completed by the evaluator as follows:

Required Tab

The Required tab contains 16 questions that assess whether the Career Center is meeting minimal standards for attributes deemed essential for certification. Each question will accept only a YES or NO value. Input an answer for each question by selecting either Y (YES) or N (NO) from the dropdown menu provided, or by manually typing Y or N into the field labeled "Y/N." Answers of Y will receive a green check mark ✓ and answers of N will receive a red ✗. In order to be certified, the Career Center Assessment must result in answers of Y to each of the 16 questions in this section. Use the "RESET ENTRIES" button to clear the entire tab of all answers that have been input.

Enhancement 1

The first Enhancement tab contains the attributes and standards for the Accessibility category. It consists of 11 questions, each of which will accept only a YES (Y) or NO (N) value. Input answers for each question by selecting either Y or N from the dropdown menu provided, or by manually typing Y or N into the field labeled "Y/N". The tab will automatically calculate the amount of questions answered Y at the bottom of each section. In addition, each questions has a corresponding text box for an Improvement Action. Type in an Improvement Action into the text box for each question. For the Career Center to obtain certification, there must be an Improvement Action that corresponds to each question. Refer to the Technical Advisory for more information about Improvement Actions. Use the "RESET ENTRIES" button to clear the entire tab of any Y/N answers that have been input.

Enhancement 2

The second Enhancement tab contains the attributes and standards for the Effectiveness Category. It consists of 14 questions, each of which will accept only a YES or NO value. Input answers for each question by selecting either Y or N from the dropdown menu provided, or by manually typing Y or N into the field labeled "Y/N". The tab will automatically calculate the amount of questions answered Y at the bottom of each section. In addition, each questions has a corresponding text box for an Improvement Action. Type in an Improvement Action into the text box for each question. For the Career Center to obtain certification, there must be an Improvement Action that corresponds to each question. Refer to the Technical Advisory for more information about Improvement Actions. Use the "RESET ENTRIES" button to clear the entire tab of any Y/N answers that have been input.

Summary

Type in the name of the Career Center being evaluated next to the box labeled "Career Center". The Summary tab does not require any additional data entry. It will automatically tabulate all of the answers input into the Required and Enhancement tabs and display a total outcome for each of the two parts of the assessment. It will also display whether or not the Career Center is certified, based on the answers input into the three previous tabs. In addition, the tab will display an overview of how each question was answered.

Required - Attributes and Standards

Attribute: The physical location and facility provides a safe customer experience		
	Y/N	✓
1. ADA Compliance		
The Career Center is ADA compliant.*		
2. Emergency Preparedness		
Emergency evacuation procedures are in place and address the needs of individuals with disabilities.		

Attribute: The Career Center provides integrated, customer-centered services via effective partnerships		
	Y/N	✓
9. Staff Meetings		
Partners meet at least once per year to discuss system and Center contribution to the system and make recommendations for improvements (Note: if a single partner site, check "Yes").		
10. Cost Sharing		
Partners share in Center operating costs (Note: if a single partner site, check "Yes").		

Attribute: The Career Center ensures meaningful access to services for all customers		
	Y/N	✓
3. Interpretive Services		
Interpretive services are available in sign language and other languages for Limited English Proficiency (LEP) customers to receive staff assisted services within Career Center.		
4. Reasonable Accommodations		
Staff are able to provide reasonable accommodations and can do so upon request.		
5. Registration Forms		
Career Center Registration forms are available in the seven identified languages per NYS Executive Order.		

Attribute: The Career Center actively supports Business Service strategy		
	Y/N	✓
11. Labor Market Information		
Staff are knowledgeable and focused on providing labor market information such as the state of the local and regional economy, labor market trends, and in-demand occupations.		
12. Job Referrals		
Job Search Ready customers receive job referrals, both during staff-assisted services and virtually.		
13. Skill Development/Training Opportunities		
The Career Center has skill development and training opportunities for customers at all skill and experience levels, including but not limited to: English as a Second Language (ESL); High School equivalency; integrated education and training; workforce preparation; work-based learning; and apprenticeship opportunities.		

Attribute: The Career Center is welcoming and customer-centered		
	Y/N	✓
6. Customer Orientation		
Customers who are new to the Career Center are provided an orientation/overview of available services, including partner services.		
7. Customer Flow		
Customer flow procedures are in place that respond to customer need and move customers seamlessly between entry and service delivery with as few hand-offs as possible.		

Attribute: The Career Center promotes and environment of Continuous Improvement		
	Y/N	✓
14. Business Feedback		
A process is in place, and utilized, for collecting feedback from businesses regarding the delivery of business services.		

8. Partner Programs	
Staff understand partner program services well enough to provide customers with, or provide referrals to, appropriate services.	

*For information on ADA compliance visit:

<https://labor.ny.gov/equal-opportunity/americans-with-disabilities-act.shtm>

<https://www.access-board.gov/guidelines-and-standards>

15. Customer Feedback	
A process is in place, and utilized, for capturing and responding to customer feedback.	
16. Performance	
Staff are trained on how to record data representing the services they have provided to individuals to support WIOA Primary Indicators of Performance.	

Physical Accessibility

Attribute: The physical location and facility provide a safe and functional customer experience		
	Y/N	Improvement Action
1. External Signage External signage clearly identifies the location as a NYS Career Center and American Job Center.		
2. Internal Signage Internal signage helps customers easily navigate the Career Center and is inviting and welcoming.		
3. Appearance The Career Center is clean and has a professional appearance.		
4. Physical Access to Services The Career Center is designed for customers' easy access to services, resources, and staff assistance; including adequate space for workshops, recruitments, partners, center staff and reception.		
5. Resource Room The Resource Room has an adequate number of workstations to meet customer demand, and equipment is in working order.		
6. Adaptive Technology Adaptive technology is available in the Resource Room for customers with disabilities.		
7. Safety and Security The Career Center has adequate safety and security precautions in place.		
		0 out of 7

Programmatic Accessibility

Attribute: The Career Center ensures meaningful access to services for all customers		
	Y/N	Improvement Action
8. Assistive Posters and Materials "Auxiliary Aids and Service Available" language is placed on all appropriate materials, and the Center prominently displays the following posters: "I Speak" for Limited English Proficient customers; Veteran Priority of Service; "WIOA Equal Opportunity is the Law"		
9. Staff Training for a Diverse Customer Base		

Training is available for staff regarding working with diverse populations of customers, including customers with disabilities and/or cultural differences, and all individuals with barriers to employment.	
10. Assistive Resources Center-based and virtual services and resources are available for individuals with disabilities.	
11. Complaint Procedure Employment Services and WIOA Complaint system is in place and utilized. Appropriate staff are identified and trained on how to receive and process complaints.	
	0 out of 4
Total	0 out of 11

Enhancement 2: Effectiveness - Attributes and Standards

Center Effectiveness

Attribute: The Career Center is welcoming and customer-centered		
	Y/N	Improvement Action
12. Greeting & Intake Customers are promptly greeted, asked the reason for today's visit, and directed to the appropriate staff member, resource, or service.		
13. Customer Service Training Front line staff have been given the opportunity to, and have participated in, customer service training.		
		0 out of 2

Attribute: The Career Center provides integrated, customer-centered services via effective partnerships		
	Y/N	Improvement Action
14. Referrals Referrals are recorded and a process/procedure is in place for partners to follow through and to report progress on referrals made.		
15. Virtual Resources Staff provides information about JobZone and other virtual resources that are available both during and outside of regular business hours.		
16. Connection to the Community The Center connects to the community through community partnerships and community access points.		
17. Staff Meetings Career Center staff meetings are held with all staff (regardless of program) to build relationships, provide updates on center activities, and discuss strategies for improvement.		
18. Primary Indicators of Performance Primary Indicators of Performance are discussed with all Career Center staff on a regular basis, in accordance with TA 17-5.		

19. Capacity-Building Plan

A capacity-building plan is in place to provide continuous staff training on serving customers effectively, including customers with barriers to employment.

0 out of 6

Workforce Effectiveness

Attribute: The Career Center actively supports Business Service strategy		
	Y/N	Improvement Action
20. In-Demand Occupations Career Center staff focus on in-demand jobs by actively promoting targeted sector opportunities and in-demand occupations to all customers.		
21. Business Services Business services are available (such as referral of qualified candidates, on-site recruitment, and skill verification), and hiring incentives are marketed.		
		0 out of 2

Attribute: The Career Center facilitates skill development and attainment of industry-recognized credentials		
	Y/N	Improvement Action
22. Supportive Services Supportive services are available to customers where appropriate, to facilitate participation in training services.		
23. Skill Development Staff recognize the value of skill development and tailor services accordingly.		
24. Employment Outcomes Staff recognize the value of employment outcomes and tailor services as a result.		
25. Industry-Recognized Credentials Center promotes easy access to education and training that leads to industry-recognized credentials.		
		0 out of 4

0 out of 14

Career Center	Not Certified
Required	x
Enhancement 1	0 /11
Enhancement 2	0 /14
Total	0 /25

Required		
Question #	Y/N	✓
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		

Enhancement 1	
Question #	Y/N
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	

Enhancement 2	
Question #	Y/N
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	
22	
23	

13		
14		
15		
16		

24	
25	

Additional LWDB Scoring Criteria

Instructions: If the LWDB is including additional certification criteria to the assessment, please complete the form below. Duplicate the information questions as much as necessary to describe all additional criteria. The completed form may be submitted to NYSDOL via email to lwdb@labor.ny.gov.

Local Workforce Development Area (LWDA) name:

1. Name and Description of additional criterion:

2. Method of assessment:

3. Scoring methodology:

Appendix II

Statutory and Regulatory Excerpts

WIOA Statute

SEC. 121. ESTABLISHMENT OF ONE-STOP DELIVERY SYSTEMS.

(d) ONE-STOP OPERATORS.—

(1) LOCAL DESIGNATION AND CERTIFICATION.—Consistent with paragraphs (2) and (3), the local board, with the agreement of the chief elected official, is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators.

(g) CERTIFICATION AND CONTINUOUS IMPROVEMENT OF ONESTOP CENTERS.—

(1) IN GENERAL.—In order to be eligible to receive infrastructure funding described in subsection (h), the State board, in consultation with chief elected officials and local boards, shall establish objective criteria and procedures for use by local boards in assessing 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).

(2) CRITERIA.—The criteria and procedures developed under this subsection shall include standards relating to service coordination achieved by the one-stop delivery system with respect to the programs administered by the one-stop partners at the one-stop centers. Such criteria and procedures shall—

(A) be developed in a manner that is consistent with the guidelines, guidance, and policies provided by the Governor and by the State board, in consultation with the chief elected officials and local boards, for such partners' participation under subsections (h)(1) and (i); and

(B) include such factors relating to the effectiveness, accessibility, and improvement of the one-stop delivery system as the State board determines to be appropriate, including at a minimum how well the one-stop center—

(i) supports the achievement of the negotiated local levels of performance for the indicators of performance described in section 116(b)(2) for the local area;

(ii) integrates available services; and

(iii) meets the workforce development and employment needs of local employers and participants.

(3) LOCAL CRITERIA.—Consistent with the criteria developed under paragraph (1) by the State, a local board in the State may 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 delivery system, for purposes of assessments described in paragraph (1), in order to respond to labor market, economic, and demographic, conditions and trends in the local area.

(4) EFFECT OF CERTIFICATION.—One-stop centers certified under this subsection shall be eligible to receive the infrastructure funding described in subsection (h).

(5) REVIEW AND UPDATE.—The criteria and procedures established under this subsection shall be reviewed and updated by the State board or the local board, as the case may be, as part of the biennial process for review and modification of State and local plans described in sections 102(c)(2) and 108(a).

WIOA Final Rule

§ 679.370 What are the functions of the Local Board?

As provided in WIOA sec. 107(d), the Local Board must: ...q) Certification of one-stop centers in accordance with § 678.800.

Subpart F—One-Stop Certification § 678.800 How are one-stop centers and one-stop delivery systems certified for effectiveness, physical and programmatic accessibility, and continuous improvement?

(a) The State Board, in consultation with chief elected officials and Local Boards, must establish objective criteria and procedures for Local Boards to use when certifying one-stop centers.

(1) The State Board must review and update the criteria every 2 years as part of the review and modification of State Plans pursuant to § 676.135 of this chapter.

(2) The criteria must be consistent with the Governor's and State Board's guidelines, guidance and policies on infrastructure funding decisions, described in § 678.705. The criteria must evaluate the one-stop centers and one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.

(3) When the Local Board is the one-stop operator as described in § 679.410 of this chapter, the State Board must certify the one-stop center.

(b) Evaluations of effectiveness must include how well the one-stop center integrates available services for participants and businesses, meets the workforce development needs of participants and the employment needs of local employers, operates in a cost efficient manner, coordinates services among the one-stop partner programs, and provides maximum access to partner program services even outside regular business hours. These evaluations must take into account feedback from one-stop customers. They must also include evaluations of how well the one-stop center ensures equal opportunity for individuals with disabilities to participate in or benefit from one-stop center services. These evaluations must include criteria evaluating how well the centers and delivery systems take actions to comply with the disability-related regulations implementing WIOA sec. 188, set forth at 29 CFR part 37. Such actions include, but are not limited to:

(1) Providing reasonable accommodations for individuals with disabilities;

(2) Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;

(3) Administering programs in the most integrated setting appropriate;

(4) Communicating with persons with disabilities as effectively as with others; and

(5) Providing 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.

(c) Evaluations of continuous improvement must include how well the one-stop center supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area described in sec. 116(b)(2) of WIOA and 20 CFR part 677. Other continuous improvement factors may include a regular process for identifying and responding to technical assistance needs, a regular system of continuing professional staff development, and having systems in place to capture and respond to specific customer feedback.

(d) Local Boards must assess at least once every 3 years the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers and the one-stop delivery systems using the criteria and procedures developed by the State Board. The Local Board may establish additional criteria, or set higher standards for service coordination, than those set by the State criteria. Local Boards must review and update the criteria every 2 years as part of the Local Plan update process described in § 676.580 of this chapter. Local Boards must certify one-stop centers in order to be eligible to receive infrastructure funds in the State infrastructure funding mechanism described in § 678.730.

(e) All one-stop centers must comply with applicable physical accessibility requirements, as set forth in 29 CFR part 37.

Appendix III

To view the ADA standards in full, visit:

<https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards/ada-standards>