



Workforce Connections Administrative Policies Affiliate One-Stop Centers	Admin-010-11
	Revision No. 4 - Effective: 12-04-2017
Policy Approved By: WC Executive Director Policy Adopted on: September 19, 2016	

Purpose:

To provide local guidelines/standards for the designation and/or certification of “Affiliate One-Stop Centers (AOSCs)” within the Southern Nevada Workforce Development Area (SNWDA).

Background:

The Workforce Innovation and Opportunity Act (WIOA), signed into law on July 22, 2014, is the first legislative reform of the public workforce system in 15 years. WIOA presents an extraordinary opportunity to improve job and career options for our nation’s workers and jobseekers through an integrated, job-driven public workforce system that links diverse talent to businesses. WIOA supports the development of strong, vibrant regional economies where businesses thrive and people want to live and work.

WIOA retains the nationwide system of one-stop centers, which directly provides an array of employment services and connects customers to work-related training and education. WIOA furthers a high quality one-stop center system by continuing to align investments in workforce, education, and economic development to regional in-demand jobs. WIOA places greater emphasis on one-stops achieving results for jobseekers, workers, and businesses.

WIOA reinforces the partnerships and strategies necessary for one-stops to provide jobseekers and workers with high-quality career services, education and training, and supportive services they need to attain employment and stay employed, and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

The ultimate goal is to increase the long-term employment outcomes for individuals seeking employment services, especially those with significant barriers to employment, and to improve services to employers.

WIOA and its associated regulations require that programs and providers collocate, coordinate, and integrate activities and information, so that the system as a whole is cohesive and accessible for individuals and businesses alike.

Policy:

Workforce Connections (WC) may designate or certify AOSC in the SNWDA wishing to become or remain part of the Southern Nevada Workforce Delivery System (SNWDS).

Reference:

PL 113-128 WIOA Secs. 107, 121, 134, 189, 503; 20 CFR Subpart A §678.300 - §678.320; 20 CFR Subpart B §678.400 - §678.900; State Compliance Policy (SCP) 1.20, SCP 1.4; TEGL 3-14; TEGL 4-15; TEGL 16-16; and TEGL 17-16.

WC is capitalizing on the extraordinary opportunity to improve job and career options for Southern Nevadans through a modernized, comprehensive, integrated, job-driven and streamlined local One-Stop Delivery System (OSDS) that links diverse talent to businesses.

Workforce Connections Policy Admin-010-11	WC Administrative Policies
--	-----------------------------------

I. General Provisions

Consistent with WIOA and its associated regulations, an AOSC makes available to jobseekers and employer customers one or more of the one-stop partners' programs, services and activities [20 CFR §678.310]. AOSCs are a key component of the SNWDA service delivery strategy.

The OSDS brings together a series of partner programs and entities responsible for workforce development, educational, and other human resource programs to collaborate in the creation of a seamless customer-focused service delivery network that enhances access to the programs' services. Partners, programs, and providers will collocate, coordinate, and integrate activities so that individuals seeking assistance will have access to information and services that lead to positive employment outcomes for individuals seeking services.

Title I of WIOA and its associated regulations allow for the establishment of AOSCs including specialized centers serving targeted populations. The regulations further provide that the OSDS may also provide programs, services and activities through AOSCs or through a network of eligible one-stop partners. This infrastructure is defined by the Comprehensive One-stop Center (COSC), affiliated centers, and the partner programs or entities that provide services at these locations.

All WIOA Title I funded staff shall be assigned by WC.

A. Affiliate One-stop Centers - The Basics

1. An access point in addition to the COSC that makes available to jobseekers and employer customers one or more of the one-stop partners' programs, services and activities.
2. A location where partners, programs, and providers will collocate, coordinate, and integrate activities so that individuals seeking assistance will have access to information and services that lead to positive employment outcomes.
3. A location that brings together a series of partner programs and entities responsible for workforce development, education, and other human resource programs to collaborate in the implementation of a seamless customer-focused service delivery environment that enhances access to workforce development program services and activities.
4. A location that must provide technological access/linkages to programs, activities, and services by electronic means, in addition to providing access to the services at a COSC.
5. WIOA regulations set forth the prohibition against standalone Wagner-Peyser employment services offices. To implement WIOA's amendment to the Wagner-Peyser Act, employment services are required to be collocated within COSCs.

B. Affiliate One-stop Centers - Core Strategies

1. Integration:

Operate as an integrated system of partner entities that share a common vision and goals where services delivered are intended to strengthen the successful integration and implementation of partner programs. Service integration focuses on serving all customers seamlessly consistent with the purpose, scope and requirements of each partner program. Integration ensures that program and community resources are utilized effectively to create solutions for businesses and job seekers.



2. Universal Access:

Commitment to meeting the needs of jobseekers, workers and businesses alike. A universally accessible system must be physically and programmatically accessible to all customers, including individuals with disabilities. In doing so the AOSC must use principles of universal and customer-centered design, providing direct linkage through technology to program staff who can provide meaningful information or services.

3. Collocation:

Focuses on the physical presence of multiple key partner programs within one convenient location, promoting readily available, seamless services, to businesses and jobseekers. The AOSC and partner programs must be organized to provide high quality services to individuals and employers.

4. Continuous Improvement:

Continuous improvement is supported through data driven evaluation, accountability, and identification of best practices. The AOSC promotes the development and implementation of strategies that support effective operations of the center relating to the use of business outreach, partnerships, and service delivery strategies including: strategies for serving individuals with barriers to employment and the development and implementation of strategies for technological improvements to facilitate access to, and improve the quality of services and activities provided through the OSDS.

II. Affiliate One-stop Center - Designation Process

To become an AOSC any interested organization/entity must submit an application to the Southern Nevada Workforce Development Board (SNWDB)/Workforce Connections for review and approval. The application may be submitted to WC at any time during regular business hours and will be reviewed consistent with this policy.

Who is eligible?

Any public, private, not for profit, for profit organization or entity providing workforce development programs is eligible to apply. A designated AOSC may be existing agencies or organizations delivering workforce development services or it may also be a community driven information center within the SNWDA, e.g., libraries, community based organizations, and institutions of higher education.

A. To be designated as an AOSC an entity must be able to:

1. Provide effective access, both physical and electronic, to the OSCs and other partners within the OSDS;
2. Have at least two one-stop partners consistent with 20 CFR §678.400 and §678.410. One of the partners must have staff representation for more than 50 percent of the time the AOSC is open, (see section I General Provisions);
3. Be welcoming, accommodating, and accessible to everyone;
4. Ensure meaningful access to all customers. In doing so, the AOSC uses principles of universal design and customer-centered design;
5. Comply with Sec. 188 of WIOA (nondiscrimination provisions);
6. Comply with established provisions of 29 CFR Part 38 (implementation of the nondiscrimination and equal opportunity provisions of WIOA);

7. Comply with Sec. 504 of the Rehabilitation Act as amended;
 8. Comply with Titles I and II of the Americans with Disabilities Act (ADA);
 9. Comply with the ADA Accessibility Guidelines or the Uniform Federal Accessibility Standards;
 10. Provide career services applicable to their specific program as described in Sec. 134 (c) (2) of WIOA and in 20 CFR § 678.430; and
 11. Develop, offer and deliver high quality business services that will assist businesses and industry sectors in overcoming the challenges of recruiting a ready workforce. To properly support area businesses and industry sectors the AOSC staff will identify appropriate strategies for assisting businesses, and coordinate business services activities across the OSDS as appropriate.
- B. Application for becoming an AOSC**
The application for designation can be found at www.nvworkforceconnections.org. Submitted applications will be reviewed by WC Executive Director or designee. Decision to grant designation shall be made no later than 90 days after receipt of the application for designation. Once designation is granted the interested organization/entity will be notified in writing.
- C. Use of common one-stop delivery system identifier**
Each AOSC shall include in the identification of products, programs, services, activities, facilities, and related properties and materials, a common one-stop delivery system identifier. With the designation, permission will be granted to the AOSC to use the “Workforce Connections One-Stop Career Center - An American Job Center of Nevada” as a sub-brand to the physical site and must be included on all of the above.
- D. Designation and Certification**
Designations granted by WC under this policy will remain valid for an initial three-year period, and may be renewed once every two years thereafter. A designated AOSC may submit a request for certification no later than 90 days prior to the ending of their initial designation.
- E. Designated AOSCs are considered a key component within the local workforce delivery system since, upon granting of designation by the SNWDB and the Local Elected Official Consortium (LEOs), they become an integral part of the local service delivery strategy to support and enhance customer access to services.**
- F. Memorandum of Understanding (MOU)**
Upon designation an MOU will be established to demonstrate that the parties involved have addressed, coordinated and agreed to the responsibilities of proposed services and activities.

III. Certification Criteria:

WC has the authority and the responsibility for certifying AOSCs within the local workforce development system. WC also provides system partners with the oversight, ongoing support and technical assistance they need in order to identify problems, take corrective actions, meet performance expectations and achieve a high performance system design. Continued usage of branding is contingent on maintaining certification.

Process:

WC has implemented a three (3) step process for becoming a certified AOSC of the WC comprehensive OSC.

- Written Request
- On-site Review
- WC Approval

A. Request for certification

The request must be submitted in writing to the attention of WC Executive Director or designee via USPS to: 6330 W. Charleston Blvd. Suite 150 Las Vegas, NV 89146. Receipt of the request must be documented by electronic return confirmation and/or USPS return/receipt requested. Decision to grant certification shall be made no later than 90 days after receipt of the application for certification. Once certification is granted the AOSC will be notified in writing.

B. Among other areas, WC will review the following:

1. **Effectiveness of Program Integration**
Collocated partners ensure that customer services are aligned to common system goals and the customer experience is seamless regardless of funding streams. Integration of programs is incorporated into planning, service processes, and services design to provide customers with a seamless one-stop experience that includes professional level of services provided in a timely manner. Front line staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.

2. **Programmatic and Physical Accessibility**
Priority shall be given to ensuring programmatic and physical access to all of the AOSC services and activities:
 - a) Providing reasonable accommodations for individuals with disabilities;
 - b) Making reasonable modification to policies, practices and procedures, where necessary, to avoid discrimination against individuals with disabilities;
 - c) Administering programs and activities in the most integrated setting appropriate;
 - d) Communicating with individuals with disabilities as effectively as with others;
 - e) 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 programs, services or activities;
 - f) Developing and maintaining a site infrastructure that facilitates accessibility and customer flow; and

- g) Developing and implementing management policies and practices that support AOSC operations, internal systems of control, customer feedback strategies, professional development plans, and any additional area needed to validate certification standards.

3. Continuous Improvement

Data will be collected, analyzed and used to determine how well the AOSC:

- a) Integrates available services for participants and businesses;
- b) Meets the workforce development needs of customers and the employment needs of local employers;
- c) Meets customer satisfaction;
- d) Provides accessibility to partner programs;
- e) Coordinates services among the OSDS partners;
- f) Provides maximum access to partner programs;
- g) Meets the local OSDS outcomes set forth in the local plan;
- h) Offers an effective and efficient service delivery approach; and
- i) Establishes quality standards as part of an integrated system of workforce development sites.

C. Additional Criteria

AOSCs must have a resource room which, at a minimum, offers the following services to local system customers:

- 1. Labor exchange tools;
- 2. Computer application software;
- 3. Resume writing software;
- 4. Career exploration software;
- 5. Job, career, and skill self-assessment tools;
- 6. Career, job, and labor market information;
- 7. Career planning information;
- 8. Job search information;
- 9. Eligible Training Provider List (ETPL); and
- 10. System partners and resources.

IV. Appeal:

Any entity/organization whose application for designation or request for certification has been denied may appeal WC's determination by filing a request within 10 working days following the receipt of notification by WC. The appeal shall be in writing and directed to WC Executive Director. The decision of WC Executive Director will be in writing and issued within 20 working days of the receipt of the appeal.

In the event WC's final decision is not to grant designation the entity/organization may appeal WC's decision based on SCP 1.20.