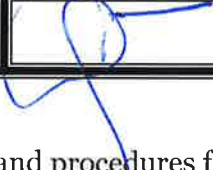


Workforce Connections Administrative Policies One-Stop Centers Certification	Admin-010-12
New	Effective – 5-09-2017
Policy Approved By: WC Executive Director Policy Adopted on: May 2017	

Purpose:

To provide guidance on the established criteria and procedures for the certification of the One-Stop Centers (OSCs) within the Southern Nevada Workforce Development Area (SNWDA).

Background:

The One-Stop Delivery System (OSDS) brings together workforce development, education, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs’ services and improves long-term employment outcomes for individuals receiving assistance. One-stop partners administer separately funded programs as a set of integrated streamlined services to customers.

Title I of the Workforce Innovation and Opportunity Act (WIOA) P.L. 113-128 assigns responsibilities at the Federal, State and local level to ensure the creation and maintenance of a OSDS that enhances the range and quality of education and workforce development services that employers and jobseekers can access. The publicly funded workforce system envisioned by WIOA is **quality-focused, employer-driven, customer-centered**, and tailored to meet the need of regional economies.

WIOA presents an extraordinary opportunity for the workforce system to accelerate its transformational efforts and demonstrate its ability to improve job and career options for our citizens through an integrated, job-driven, public workforce system that links diverse talent to our nation’s businesses. WIOA also supports the development of strong, vibrant regional economies where businesses thrive and people want to live and work.

Policy:

Consistent with WIOA, its associated regulations codified at Title 20 of the Code of Federal Regulations, and the State plan, the Local Workforce Development Board (LWDB)/Workforce Connections (WC) has established objective criteria and procedures to be used in assessing every year and certifying “at least once every three years” the **effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement** of the OSDS and the one-stop career center.

References:

P.L. 113-128 Secs: 101, 107, 121, 181, 183, 185, 188; 20 CFR Part 678, 680, 682, 683; 29 CFR Part 38; TEGL 36-11, 4-15, 10-16, 16-16; TEN 01-15, and TEN 28-16 change 2.

The vision for the one-stop delivery system contained in TEGL 4-15 reflects the long-standing and ongoing work of dedicated workforce professionals around the country to align a wide range of publicly- and privately-funded education, employment and training programs while also providing high-quality customer service to job seekers, workers and businesses through the OSDS.

I. General Provisions

As the keystone of the OSDS, a **comprehensive** one-stop center is a physical location where job seekers and employer customers can access the programs, services, and activities of all required one-stop partners consistent with WIOA and its associated regulations.

A. The One-Stop Centers (OSCs) must provide:

1. Career services, described in 20 CFR §678.430;
2. Access to training services as described in 20 CFR §680.200;
3. Access to any WIOA Title I adult and dislocated worker employment and training activities carried out under Sec. 134(d), as appropriate;
4. Access to any WIOA Title I youth employment and training activities carried out under Sec. 129 (c), as appropriate;
5. Access to programs and activities carried out by one-stop partners listed in 20 CFR §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
6. Workforce and labor market information.

B. Consistent with established provisions, “access” to each partner program and its services means:

1. Having a program staff member physically present at the OSC;
2. Having a staff member from a different partner program physically present at the OSC 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 OSC, 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 computer website or providing information, pamphlets, or materials.

C. All OSCs must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR part 38 (the implementing regulations of WIOA sec. 188).

D. Customers must have access to these programs, services, and activities during regular business days and hours at the OSCs. The LWDB may establish service hours at other times to accommodate the schedules of individuals who work on regular business days.

E. SNWDA Common Identifier

Use of a common identifier, which is required under sec. 121(e)(4) of WIOA, requires that each OSDS include in the identification of products, programs, activities, services, facilities and related property and materials, a common one-stop delivery system identifier. OSCs shall be responsible for ensuring that the established OSDS common identifier “Workforce Connections One-Stop Career Center – An American Job Center of Nevada” is utilized.

II. Standards of a High-Quality OSCs

The standards identified below, consistent with the purpose and authorized scope of each of the partner programs, are designed to reflect elements that the LWDB believes contribute to a high-quality OSDS. They demonstrate the intent of WIOA, and will strengthen the successful integration and implementation of partner programs in OSCs within the OSDS.

A. Customer Service

The OSCs provide excellent customer service to job seekers, workers and businesses. Meeting the needs of job seekers, workers and businesses is important in developing thriving communities where all citizens succeed and businesses prosper.

A high-quality OSC is one that, at a minimum:

1. Reflects a welcoming environment to all customer groups who are served by the OSCs;
2. Improves the skills of job seeker and worker customers;
3. Creates opportunities for individuals, including those with disabilities, at all skill levels and levels of experience;
4. Provides career services that motivate, support and empower customers; and
5. Values skill development.

B. Innovation and Service Design

The OSCs reflect innovative and effective service design. A high-quality OSC is one that, at a minimum:

1. Uses an integrated and proficient intake process for all customers entering the OSC;
2. Designs and implements practices that actively engage industry sectors;
3. Balances traditional labor exchange services with strategic talent development within a regional economy;
4. Ensures meaningful access to all customers;
5. Includes both virtual and center-based service delivery for job seekers, workers and employers; and
6. Incorporates innovative and evidence-based delivery models.

C. Systems Integration and High-Quality Staffing

OSCs operate with integrated management systems and high-quality staffing. A high-quality OSC is one that, at a minimum:

1. Reflects the establishment of robust partnerships among partners;
2. Organizes and integrates services by function rather than by program;
3. Develops and maintains an integrated case management system;
4. Develops and implements operational policies;
5. Uses common performance indicators;
6. Trains and equips one-stop staff; and
7. Staffs the center with highly trained workforce development professionals.

III. Local One-stop Delivery System

A. Characteristics of the OSCs

Through the OSCs, system partners and direct service providers, the LWDB ensures that employers and jobseekers have access to information, services and activities that lead to positive educational and employment outcomes. Under WIOA, OSCs and partner staff strive to:

1. Provide jobseekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families;
2. Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3 (24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
3. Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance;
4. Participate in rigorous evaluations that support continuous improvement of the OSCs by identifying which strategies work better for different populations; and
5. Ensure that high-quality, integrated data-informed decisions are made by policy makers, employers and job seekers.

B. Core Strategies

The OSCs are considered to be a valuable community resource that provide an important source of assistance for those looking for work or workers, and those looking for opportunities to grow their careers. WIOA recognizes the value of the OSDS, and provides the workforce development system with important tools to enhance the quality of its OSCs.

1. Integration

The OSC operates as an integrated system of partner entities that share a common vision and goal 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

The OSC commits 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 OSCs 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

The OSC focuses on access to multiple key partner programs within one convenient location, promoting readily available, seamless services, to businesses and jobseekers. The OSC 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 and implementation of best practices. The OSC promotes the development and implementation of strategies that support effective operations of the OSCs 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.

IV. Certification Criteria

In general the LWDB shall assess each year and certify at least every three years the OSCs within the SNWDA. The LWDB-established criteria for the certification process is consistent with WIOA, its associated regulations and State criteria as appropriate and, at a minimum, will include the following:

A. Assessment of Effectiveness

These assessments must include the following, but are not limited to:

1. How well the OSC integrates available services for jobseekers and businesses;
2. How well the OSC meets the workforce development needs of participants and the employment needs of local employers;
3. How well the OSC operates in a cost-efficient manner;
4. How well the OSC coordinates services among the one-stop partner programs and provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need and as identified by the LWDB;
5. How well the OSC is administering programs and services in the most integrated setting appropriate; and
6. How well the OSC ensures equal opportunity for individuals with disabilities to participate in or benefit from OSC programs, services and activities.

B. Assessment of Physical and Programmatic Accessibility

These assessments must include criteria evaluating how well the OSCs and delivery systems take actions to comply with the disability-related regulations implementing WIOA sec. 188, set forth at 29 CFR part 38. 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;
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; and
6. Providing for physical accessibility of the OSC to individuals with disabilities.

C. Assessment of Continuous Improvement

These assessments must include, but are not limited to:

1. How well the OSC policies and procedures support the achievement of the negotiated local levels of performance;
2. How well the OSC identifies and responds to technical assistance needs;
3. How well systems in place capture, analyze data and respond to specific customer feedback both jobseekers and employers;
4. How well the OSC provides professional staff development;
5. How well the OSC assesses management, performance, service quality, and customer satisfaction;
6. How well the OCS collects, analyzes and uses data for technological improvements;
7. How well the OCS collects, analyzes and uses data for determining the cost-effective and cost-efficient use of resources; and
8. How well the OSDS collects, analyzes and uses data for the continuous improvement of the workforce development system.

The above assessments must take into account feedback from OSC customers

D. State Established Criteria – Unified State Plan

The following are the basic statewide criteria required for certification:

1. Improvement opportunities and services gap identification;
2. Identification of potential resource needs;
3. Organizational strength through utilizing team work,
4. Required criteria checklist must include:
 - a) Required partners participation,
 - b) Core services availability,
 - c) Access to career services and training, and
 - d) Signed MOUs and cost allocation plans in place;
5. Mission/vision statements;
6. Operating principles;
7. Organizational chart;
8. Performance goals and standards;
9. Financial plan or line item budget;
10. Customer service plans (employer and job seeker);
11. Customer feedback plan/satisfaction indicators;
12. Technology plan;
13. Staffing and staff development plan;
14. Continuous improvement plan; and
15. Facilities access plan.

V. Certification Process

A. Request for Certification

1. A LWDB designated/certified OSC seeking certification or recertification, as applicable, is required to submit a request for certification/recertification, as appropriate, to WC. The LWDB will designate a review team that will review submitted requests for certification and will provide technical assistance as necessary and/or required.
2. The request must include:
 - a) A brief narrative demonstrating how the OSC meets the quality indicators for each of the three (3) quality standards identified in this policy in section II; and
 - b) Completed self-assessment which should include any deficiencies identified during the process and the action(s) taken in order to correct such deficiencies.The request must be submitted to WC in electronic format to the attention of WC Executive Director at: executivedirector@snvwc.org
3. The request may be submitted to WC at any time at least 90 days prior to the expiration of the OSC's most recent certification.
4. OSCs may submit any additional material and/or information considered to be relevant that will assist WC in its preparation for the certification review process. Any additional information must be submitted together with the request for certification.
5. Certification attained under this process will remain valid for a period of three (3) years, unless intermediate action by WC in response to unsatisfactory performance is determined to be required and/or necessary and in compliance with WC policy Admin-010-02 "Sanctions and Resolutions for Non-Compliance".

B. Self-Assessment

1. Self-assessment is one of the most important components of the certification process as it serves multiple purposes. The self-assessment creates an opportunity to bring all of the OSC partners together to engage in a meaningful and productive dialogue to identify, among other issues:
 - a) Available resources,
 - b) Quality of services,
 - c) Partnerships, and
 - d) Areas needing improvement.

The self-assessment will also serve as the basis for the OSC's action plan for continuous improvement prior to entering in the certification process.

2. To better assist in the completion of the self-assessment, WC has prepared a self-assessment tool that follows the requirements of this policy. WC will review and update this tool as needed to comply with established Federal, State and local regulations. This tool can be found at the WC website.

C. On-site Visit

Consistent with established policies and procedures WC is responsible for the oversight and monitoring of the operations of local workforce development activities authorized under sec. 129 and sec. 134 of WIOA respectively, and the OSDS in the local area.

Monitoring activities will be conducted in compliance with WC policy Admin-010-03. In general on-site visits will address the following areas:

1. Administrative capacity and structure,
2. Business services,
3. Customer flow,
4. Financial systems,
5. Facility access,
6. Information technology system,
7. Services and resources integration,
8. Partnerships, and
9. Quantitative and qualitative measures.

Additional areas may be reviewed as determined necessary by the LWDB. Established criteria and standards must be met in order for OSCs to be certified.

D. Evaluation and Certification

1. WC will provide written determination within 30 days of conducting the OSCs on-site review. The LWDB will issue certification determinations based on the results of the on-site review.
2. Certification determinations include:
 - a) Provisional certification which will include a corrective action plan with timelines for achieving established standards; or
 - b) Certification granted; or
 - c) Certification not granted.
3. A determination not to certify a OSC must be supported by a detailed description of the deficiencies found during the on-site visit, including an explanation from the certification team addressing why it is believed that the identified deficiencies cannot be resolved. OSCs not certified must provide the LWDB with a comprehensive operational plan to ensure continuation of services.

E. Appeals

A OSC whose request for certification or recertification as a comprehensive OSC has been denied may file a written appeal within 15 working days following the receipt of notification by WC.

1. The written appeal shall be directed to WC Executive Director at:
Workforce Connections
6330 West Charleston Boulevard, Suite 150
Las Vegas, Nevada 89146
2. The written appeal shall state, with accuracy and precision, the following:
 - a) Name, address and contact information of the party filing the appeal,
 - b) Detailed description of the facts pertaining to the appeal, and
 - c) Any support documentation needed to validate the basis of the appeal.
3. Review of the appeal will take into consideration the facts pertaining to the appeal and any support or additional documentation/information related to the appeal.
4. The decision of WC will be in writing and issued within 30 working days of the receipt of the appeal.