

West Virginia State Workforce Development Board

Policy Area: One-Stop Service Delivery

Title of Policy: One-Stop Delivery: Comprehensive and Affiliated One-Stop Centers

Number: 300-02

Effective Date: January 1, 2024

Review by Date: January 1, 2028

Approved Date: December 13, 2023

Approved by: State Workforce Development Board

Revision Date:

I. Purpose

This issuance defines and describes the requirements for comprehensive and affiliated one-stop centers in West Virginia, including use of the Common Identifier, as authorized under the Workforce Innovation and Opportunity Act (WIOA). This policy incorporates WorkForce West Virginia (WFWV) Policy 05-16, and incorporates and supersedes WorkForce West Virginia (WFWV) Policy 05-17.

II. Summary

WIOA requires at least one comprehensive one-stop center in each local workforce development area in a state. 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. In addition, affiliated one-stop centers may exist in local workforce development areas. Affiliated one-stop centers have WIOA partner programs available at a smaller scale than comprehensive one-stop centers. Local Workforce Development Boards (LWDB) are required to provide physical and/or programmatic access in their designated local workforce areas through this network of comprehensive and affiliated sites.

Both comprehensive and affiliated one-stop centers must use the Common Identifier.

III. References

- Workforce Innovation and Opportunity Act (Pub. L. 113-128)
- United States Department of Labor, *Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions; Final Rule*, 20 CFR, Part 678, Subpart A, General Description of the One-Stop System, and Subpart G, Common Identifier
- Training and Employment Notice No. 05-14, *Workforce Innovation and Opportunity Act Announcement and Initial Informational Resources*
- Training and Guidance Letter No. 19-14, *Vision for the Workforce System and Initial Implementation of the Workforce Innovation and Opportunity Act of 2014*

IV. Policy

WIOA requires at least one comprehensive physical one-stop center in each local workforce development area. The comprehensive one-stop center must be physically and programmatically accessible to individuals with disabilities. In West Virginia, a comprehensive one-stop center has the following requirements:

1. The comprehensive one-stop center is a physical location where both job seeker and employer customers can access the programs, services, and activities of all required one-stop partners.
2. Each comprehensive one-stop center must have a staff presence from each of the following programs:
 - WIOA Title I—Adult, Dislocated Worker, Youth programs
 - WIOA Title II—Adult Education and Literacy services
 - WIOA Title III—Wagner Peyser employment services
 - WIOA Title IV—Vocational Rehabilitation services
 - Veterans programs and services (including DVOP and LVER staff)

Program partners are required to articulate a precise definition of their operational presence, which will be incorporated into the mutually agreed-upon Memorandums of Understanding (MOUs).

3. The following programs must be accessible at a local one-stop centers, and the access strategy must be specifically addressed in the negotiated MOU how individuals served at the center will be provided access:
 - Trade Adjustment Assistance
 - WIOA Rapid Response
 - Temporary Assistance for Needy Families (TANF)
 - SNAP Employment and Training
 - Carl Perkins Career and Technical Education – Post-Secondary Training
4. Each comprehensive one-stop center must provide full access to career and training services. Access is defined as (1) having program staff physically present at the location; (2) having partner program staff 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) providing direct linkage through technology to program staff who can provide meaningful information or services.
5. Each comprehensive one-stop center must provide a full array of labor market information, including online access to tools and resources.
6. Comprehensive one-stop centers must provide access to programs, services, and activities during regular business days and hours. Comprehensive one-stop centers should remain

open during non-traditional hours to help working adults access programs and resources that encourage life-long learning and improved employment and earnings opportunities.

7. Comprehensive one-stop centers must have referral processes in place in order for employers and job seekers to have access to specialized or other services available through partner programs and service providers.

WIOA introduces the concept of affiliated one-stop centers. In West Virginia, affiliated one-stop centers provide opportunities for an expansion of access points for different customers needing workforce and education services. West Virginia's vision for affiliated sites utilizes partners' physical infrastructure to expand the state's one-stop center footprint through the following:

1. An affiliated one-stop center must have at least two or more partner programs with a physical staff presence at the location. It is encouraged that the WIOA title I partner be included in all affiliated one-stop center locations. An affiliated one-stop center does not need to provide access to every required one-stop partner program, although it is encouraged that remote access be provided, such as program partner electronic intake forms and appointment scheduling at other locations. The frequency of the physical presence of various program staff at the affiliated one-stop center is determined by the program partners. At each affiliated one-stop center, a program partner lead shall be identified. This encourages an expansive and inclusive network of physical one-stop center locations.
2. Wagner-Peyser employment services cannot be stand-alone affiliated one-stop centers. If Wagner-Peyser employment services are provided at an affiliated site, there must be at least a WIOA title I partner at the affiliated site with staff physically present more than 50 percent of the time the center is open, in addition to any other partners. In this particular case, another program partners does not include the partner administering the Jobs for Veterans State Grant Program (JVSG) or unemployment compensation programs.

All one-stop centers in West Virginia must use the common identifier. This means that the "American Job Center" identifier or "a proud partner of the American Job Center network" tag line shall be displayed at one-stop centers and materials used in one-stop delivery.

V. Procedures

Included in all local plans should be details of all comprehensive and affiliated one-stop centers in local workforce development areas. Arrangements are further detailed in a local Memorandum of Understanding (MOU), including roles and responsibilities of partners and cost sharing arrangements, including the local infrastructure agreement. Local areas requiring technical assistance should submit an official request to WFWV outlining the issue, possible resolution or options, and a specific request for assistance.

WFWV will provide technical assistance and monitor for compliance with the common identifier requirement in the WIOA regulations and this policy.