

West Virginia State Workforce Development Board

Policy Area: One-Stop Service Delivery

Title of Policy: One-Stop Center Certification

Number: 300-05

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Revision Date:

I. Purpose

This issuance outlines the policy and procedures for certification of comprehensive and affiliate one-stop centers in the State of West Virginia per statutory and regulatory requirements authorized under the Workforce Innovation and Opportunity Act (WIOA). This policy incorporates and supersedes WorkForce West Virginia (WFWV) Policy 05-17.

II. Summary

WIOA requires either the Local Workforce Development Board (Local Board) or the State Workforce Development Board (State Board), in certain circumstances, to certify one-stop centers. The purpose of one-stop center certification is to: (1) ensure consistent delivery of services across a state, (2) ensure continuous improvement of one-stop centers and one-stop service delivery, (3) provide a basis for evaluation of provider effectiveness for one-stop competitions, and (4) maintain eligibility for one-stop infrastructure funding from the state.

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 F, One-Stop Certification
- U.S. Department of Labor, Employment and Training Administration, Training and Employment Guidance Letter (TEGL) 04-15, *Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA)*
- U.S. Department of Labor, Employment and Training Administration, Training and Employment Guidance Letter (TEGL) 16-16, *One-Stop Operations Guidance for the American Job Center Network*

IV. Policy

The West Virginia State Workforce Board (State Board), in consultation with Local Workforce Development Boards (LWDB) and chief local elected officials (CLEO), establishes objective criteria and procedures for use by LWDBs in certifying one-stop centers. The criteria and procedures revolve around three areas: (1) effectiveness, (2) physical and programmatic accessibility to individuals with disabilities, and (3) continuous

improvement. Criteria will be reviewed and updated every two years as part of Unified/Combined State Plan review.

LWDBs are responsible for certification of one-stop centers with one exception: if the LWDB is also the one-stop operator, then the State Board is responsible for one-stop certification in that local workforce development area. LWDBs must conduct assessments of the effectiveness, accessibility and continuous improvement of one-stop centers once every three years, using the state criteria established under this policy. If an affiliated one-stop center contains two or more partners other than WIOA title I programs, the LWDB shall certify that affiliated one-stop center if the criteria in this policy are met.

The policy will be supplemented by issuance of a One-Stop Certification Checklist. The Checklist will contain criteria consistent with West Virginia's WIOA State Plan and this policy and will incorporate certification criteria for both comprehensive and affiliated one-stop centers, with recognition that services provided may be different depending on type of one-stop center.

V. Procedures

The state criteria for certification of one-stop centers in the State of West Virginia include the following:

1. Evaluations of Effectiveness

(a) One-stop centers must integrate services for both participants and businesses.

Integration of services will be measured by the following criteria:

- i. Wagner-Peyser-funded staff and services must have a presence in every comprehensive one-stop center.
- ii. A procedure and business process must be in place at the one-stop system level for integration of employment services funded under Wagner-Peyser and career services funded under WIOA.
- iii. A plan must be in place for physical presence to both Adult Education and Literacy services and Vocational Rehabilitation services based upon access needed by customers.
- iv. In addition to the Core Partner Programs, other partner program services must be accessible and physically available to the extent possible at physical one-stop centers so that customers do not need to go to other physical locations to access services.
- v. Access to training providers who provide opportunities to attain industry-recognized workforce credentials should be clearly delineated to customers.

(b) One-stop centers must meet the workforce development needs of participants and the employment needs of local employers. Participant workforce needs and business employment needs will be measured by criteria established in the Checklist.

- (c) One-stop centers must operate in a cost-efficient manner. Cost-efficiency will be measured by criteria established in the Checklist.
- (d) One-stop centers must effectively coordinate services among the one-stop partner programs. One-stop coordination will be measured by criteria established in the Checklist.
- (e) One-stop centers must provide maximum access to partner program services and should remain open during non-traditional business hours to help working adults access programs and resources. Maximum access will be measured by criteria established in the Checklist.

2. Evaluations of Effectiveness for Accessibility for Individuals with Disabilities to Evaluate Compliance Disability-related Regulations

One-stop centers must effectively serve individuals with disabilities as measured by the following criteria:

- (a) Providing reasonable accommodations for individuals with disabilities.
- (b) Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. Disability discrimination is against the law. We shouldn't just be avoiding it. Policies, procedures, and practices should be built to be universally available regardless of disability instead of modified if applicable.
- (c) All programs and services must be equally open and accessible to all individuals, there shouldn't be settings which would be "more" integrated as that implies there are settings that are less integrated.
- (d) Communicating with all people regardless of disability or any other difference equally using assistive technology or other strategy to remove a handicap (note, handicap is different from a disability. It is barrier experienced by the disabled, the disability itself is not the barrier. For example, an office that is not accessible for someone with motility issues, that creates the handicap. Fixing the handicap is installing a ramp for example.
- (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 program or activity.

3. Evaluations of Continuous Improvement

One-stop centers must engage in continuous improvement of services as measured by the following criteria:

- (a) 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.

- (b) The implementation of ongoing process improvements leading to increased levels of performance.
- (c) Implementation of regular processes for identifying and responding to technical assistance needs.
- (d) Implementation of continuous professional staff development.
- (e) Ensuring that systems are in place to capture and respond to specific customer feedback.

4. Implications of One-Stop Certification

One-stop certification is a key function undertaken by the State Board and LWDBs to ensure a consistent level of services across West Virginia, as well as ensure service quality in the provision of workforce services targeted to job seekers, workers, and businesses. When a local one-stop center does not meet the criteria for one-stop certification, the following processes will occur:

- (a) The LWDB shall develop a Corrective Action Plan detailing steps to be taken and a timeframe for the steps to meet deficiencies that prevent one-stop certification. The Corrective Action Plan be submitted to the State Board for approval.
- (b) After the Corrective Action Plan is approved, WFWV shall monitor compliance with the Corrective Action Plan. If the Corrective Action Plan is not implemented fully, WFWV shall make a recommendation of further action with the State Board.
- (c) Non-compliance with one-stop certification shall result, at a minimum, ineligibility for any state one-stop infrastructure funds. Other actions may include a requirement that the one-stop center location be closed or moved and/or a reduction in WIOA title I funding.