

Workforce Arizona Council

One-Stop Center Certification Process Policy

04-2013 One-Stop Center Certification Process

ISSUING AGENCY:	State Workforce Investment Board
SCOPE:	State Workforce Investment Board, State Administrative Entity, Arizona Commerce Authority, Local Workforce Boards, Local Workforce Administrative Entities, One-Stop Operators, and Workforce System Stakeholders
REFERENCES:	Workforce Investment Act (Public Law 105-221, Section 121); 20 CFR Part 662 of the WIA Regulations; 20 CFR Part 662 of the WIA Regulations, and TEGL 33-11
EFFECTIVE DATE:	October 1, 2013
OBJECTIVE:	This policy provides instruction and guidance on the Arizona One-Stop Center Certification process.
DEFINITIONS:	<p>In Arizona, the State Workforce Investment Board is called the Workforce Arizona Council.</p> <p>In Arizona, the State Administrative Entity is the Arizona Department of Economic Security.</p>
BACKGROUND:	<p>The Workforce Investment Act (WIA) of 1998 requires the establishment of local one-stop delivery systems that enable jobseekers and employers to access the employment and training services of multiple partner agencies. Services may be delivered at full-service physical centers known as comprehensive one-stop centers, and may also be accessed through physical or virtual sites known as affiliate or satellite centers that have focused and targeted services.</p> <p>The Workforce Arizona Council in collaboration with the Arizona Department of Economic Security in its role as state administrative entity is responsible for certifying and recertifying comprehensive, affiliate, and satellite One-Stop Centers. Through the One-Stop Center Certification processes described herein, the State Workforce Investment Board seeks to establish uniform certification and performance standards for the Arizona workforce system.</p>
CERTIFICATION PROCESS:	Local workforce areas must submit a business plan as described in Section H below, and must otherwise demonstrate that a proposed site satisfies the appropriate certification criteria described in this policy. Local workforce areas may request technical assistance from the State Workforce Investment Board to support the development of a business plan or to meet other criteria described in this policy.

Workforce Arizona Council

One-Stop Center Certification Process Policy

Workforce Arizona Council in collaboration with the Arizona Department of Economic Security as state administrative entity, will review all business plans that satisfy the requirements of section H, and will conduct an on-site review of the proposed sites to ensure the site meets the criteria described in this policy.

If Workforce Arizona Council staff and Arizona Department of Economic Security staff determines that the criteria for certification have been satisfied, they will provide a recommendation for approval to the State Workforce Investment Board. If they determine the criteria for certification have not been satisfied, a recommendation will be made to not approve the certification request. A detailed explanation of the recommendation will be provided in writing to the proposing local workforce area. Local workforce areas may make improvements and resubmit in the event a One-Stop Center certification proposal is not recommended for approval.

All One-Stop Centers must be recertified by the State Workforce Investment Board at least once every two (2) years. The process for recertification shall be the same as the initial certification process, with the exception that the local workforce area must demonstrate that all performance requirements described under section I for the current certification period have been met or exceeded.

The State Workforce Investment Board in collaboration with the state administrative entity may certify as many One-Stop Centers – including affiliate and satellite sites – as are necessary to provide adequate employment and training services to jobseekers and employers in Arizona.

CERTIFICATION CRITERIA: *Comprehensive One-Stop Centers.* In order for a site to be certified as a comprehensive One-Stop Center, a local workforce must demonstrate that the following criteria have been met:

- A. **The Local Workforce Board's Mission Statement** is posted and visible to public.
- B. **Full-Time Hours of Operation** is maintained for WIA Adult and Dislocated Worker Services, Wagner-Peyser Labor Exchange, and access to Unemployment Insurance assistance. The One-Stop Operator is encouraged to be open in non-traditional hours to support customer access. Center hours of operation must be posted on the door or in view of the outside entrance.
- C. **A Site Manager** has been assigned by the One-Stop Operator. The Site Manager must have a job description that is inclusive of overseeing the day to day operations of the Center as described in the Service Integration Policy #01-2013
- D. **Functions** have been, or will be, established according to the Service Integration Policy #01-2013. At a minimum three (3) functions are overseen by the One-Stop Operator and its respective Site Manager. It is the responsibility of the One-Stop Operator to identify staff for each function with the flexibility that if staff is limited one may have multiple team roles.
- E. **Staff Development and Capacity Building** to ensure individuals working with customers have the skill and knowledge needed to provide exemplary customer service. Staff will be required to complete the core competencies training approved by the State Workforce Board in collaboration with the Local Workforce Directors. The training will include annual refreshers related to policies and customer service.
- F. **Job Seeker Services.** The comprehensive One-Stop Centers must offer core, intensive and training services as defined under WIA. The following services will be on the menu of possibilities for job seekers who meet eligibility and suitability criteria set by the Local Workforce Board in compliance with State administrative and operational policy and Federal Policy. The One-Stop Operator must provide a specific list of services available at each Center.

Workforce Arizona Council

One-Stop Center Certification Process Policy

1. **Triage and Initial Assessment** as defined in the Local Plan and intended to identify whether the individual is in crisis, has basic needs, or is ready to work and/or get on a path toward a career.
 2. **Core Services Without Significant Staff Involvement** – All of the following services are encouraged, and may be offered:
 - a. Resource Room
 - b. Job Match
 - c. Job Search
 - d. Labor Market Information
 - e. Standardized Skills Assessment (e.g., WorkKeys, Prove It)
 - f. Jobseeker Workshops
 - i. Self-Directed/Computer-Based
 - ii. Group Workshops
 - g. Follow-up Contact After Job Placement
 3. **Core Services With Significant Staff Involvement** - All of the following services are encouraged, and may be offered at the comprehensive One-Stop Center:
 - a. Resource Room
 - b. Job Match
 - c. Job Search
 - d. Staff-Administered and Interpreted Standardized Skills Assessments (e.g., CASAS)
 - e. Job Referral When Combined with Staff Help in Decision Making Process
 - f. Scheduling Appointments with Appropriate Community Based Organizations
 4. **Intensive Services** – All of the following services are encouraged, and may be offered at the comprehensive One-Stop Centers:
 - a. Individual Employment Plan
 - b. Case Management
 - c. Structured Job Search
 - d. Staff-Administered Skills Development Strategies (e.g., KeyTrain)
 - e. Career Planning
 - f. Research on Training Options
 - g. Pre-Employment Workshops
 - h. Group Counseling
 - i. Short-Term Pre-Vocational Services such as Adult Basic Education, English as a Second Language, Basic Computer Literacy, Interviewing Skills, Soft Skills
 5. **Training Services** – Occupational skills training programs funded through individual training accounts (ITAs) must be accessible through the comprehensive One-Stop Centers. Other training services may include:
 - a. On-the-Job Training
 - b. Programs that Combine Workplace Training with Related Instructions (Including Cooperative Education Programs)
 - c. Skill Upgrading and Retraining
 - d. Adult Education and Literacy Activities when Integrated with Other Training Services
 - e. Customized Training
 - f. Registered Apprenticeship Programs
- G. Mandatory Partner** programs and activities are physically or virtually accessible, either directly or through referrals, for all eligible jobseeker and employer customers. One-Stop Operator(s) are encouraged to co-locate with mandatory partners in One-Stop Centers either full-time or on an itinerant basis.

Workforce Arizona Council

One-Stop Center Certification Process Policy

- H. **A Business Plan** must be submitted by the Local Workforce Board and approved by the State Administrative Entity and the State Workforce Investment Board. The State Administrative Entity and State Workforce Investment Board may develop a template business plan for use by applicants. The business plan must support Arizona's Integrated Workforce Plan.
- I. **Performance Outcomes**
1. Each business plan submitted for initial certification shall include a set of proposed annual performance outcomes for WIA Title IB and should also provide a list of partner required measures for those partners that provide direct services through the one-stop center. The local workforce area does not have any authority or responsibility for partner outcomes, however, knowing them and understanding them should help partners work together to achieve successful outcomes for their customers.
 2. The state administrative entity in collaboration with the State Workforce Investment Board shall have final approval of WIA Title IB performance outcomes, and shall monitor the one-stop operator's performance with respect to the WIA Title IB outcomes throughout the initial certification period. In the event that a one-stop operator fails to meet the WIA Title IB performance outcomes with respect to a one-stop center, the state administrative entity and/or the State Workforce Investment Board may require the one-stop operator to enter into a performance improvement plan.
 3. For subsequent certifications, the one-stop operator must submit data demonstrating that the WIA Title IB performance outcomes for the current certification period have been met or exceeded, and must propose new annual performance outcomes for the recertification period. If the one-stop operator has not met the performance outcomes for the current certification period, the state administrative entity in collaboration with the State Workforce Investment Board may recertify the one-stop center only if the one-stop operator has entered into and complied with the terms of a performance improvement plan.

CERTIFICATION CRITERIA: *Affiliate One-Stop Centers.* In order for a site to be designated as an affiliate One-Stop Center, an entity seeking to be certified as an Affiliate One-Stop Center must demonstrate that the following criteria have been met:

- A. **Hours of Operation** are provided and maintained for WIA adult and dislocated worker services. The One-Stop Operator is encouraged to be open in non-traditional hours for customer access. Hours of operation must be posted on the door or in view of the outside entrance.
- B. **A Site Manager** has been assigned by the one-stop operator. The site manager must have a job description that is inclusive of overseeing the day to day operations of the affiliate one-stop center.
- C. **Job Seeker Services.** The affiliate one-stop center must offer core and intensive services as defined under WIA. At a minimum the following services may be on the menu of possibilities for job seekers who meet eligibility and suitability criteria set by the State Workforce Investment Board. The one-stop operator must provide a specific list of services and a description of each that will be available at each one-stop center.
 1. **Triage and Initial Assessment** to identify whether the individual is in crisis, has basic needs, or is ready to work and/or get on a path toward a career.
 2. **Core Services Without Significant Staff Involvement:** The following services may be offered at the affiliate One-Stop Center:
 - a. Resource Room
 - b. Job Match
 - c. Job Search
 - d. Labor Market Information

Workforce Arizona Council

One-Stop Center Certification Process Policy

- e. Standardized Skills Assessment (e.g., WorkKeys, Prove It)
 - f. Jobseeker Workshops
 - g. Self-Directed/Computer-Based
 - h. Group Workshops
 - i. Follow-up Contact After Job Placement
3. ***Core Services With Significant Staff Involvement:*** The following services may be offered at the affiliate One-Stop Center:
- a. Resource Room
 - b. Job Match
 - c. Job Search
 - d. Staff Administered and Interpreted Standardized Skills Assessments (e.g., CASAS)
 - e. Job Referral When Combined with Staff Help in Decision Making Process
 - f. Scheduling Appointments with Appropriate Community Based Organizations
4. ***Intensive Services:*** The following services may be offered at the Affiliate One-Stop Center:
- a. Individual Employment Plan
 - b. Case Management
 - c. Structured Job Search
 - d. Staff-Administered Skills Development Strategies (e.g KeyTrain)
 - e. Career Planning
 - f. Industry Sector Research
 - g. Research on Training Options
 - h. Pre-Employment Workshops
 - i. Group Counseling
 - j. Short-Term Pre-Vocational Services such as Adult Basic Education, English as a Second Language, Basic Computer Literacy, Interviewing Skills, Soft Skills, WEX

CERTIFICATION CRITERIA: Satellite One-Stop Centers. A satellite One-Stop Center must, at a minimum, provide technological access to service information and basic self-directed core services without significant staff involvement.