



WORKFORCE INVESTMENT NOTICE: 18-04

TO: WORKFORCE INVESTMENT AREAS

FROM: Governor's Workforce Board

SUBJECT: One Stop Certification Policy

DATE: **Effective: November 16, 2017**

1. PURPOSE: The purpose of this policy is to provide guidance and a timeline regarding the certification of one-stop career centers and the one-stop delivery system that is to be conducted by local workforce development boards, and to set criteria for the development of a local policy for one-stop certification.

2. REFERENCES: Workforce Innovation and Opportunity Act (WIOA) Section 101(d)(6), 121(e), and 121(g); Training and Employment Guidance Letter (TEGL) 16-16

3. BACKGROUND: WIOA specifies in section 101(d)(6) and 121(g)(1) that the State Board must establish minimum criteria for certification of one-stop centers and the one-stop delivery system. Certification is required to be done by local boards at least once every three years in order for one-stop centers and the one-stop delivery system to receive infrastructure funding.

In October 2017, the Board issued interim guidance to the local boards regarding the one stop certification policy. This policy formalizes that guidance.

4. INQUIRIES: Questions concerning this issuance may be directed by phone or by email at:

Rhode Island Department of Labor and Training
Governor's Workforce Board RI
1511 Pontiac Avenue, Building 72-3
Cranston, Rhode Island 02920
(401) 462-8860 Phone (401) 462-8865 Fax
www.dlt.ri.gov | www.qwb.ri.gov

5. Local Board Requirements and Deadlines:

- A draft of the local area's process and evaluation instruments that will be used to certify one-stop centers must be submitted to the Governor's Workforce Board on or before December 31, 2017.
- Local boards must ensure local one-stop system service providers and partners have been made aware of the process and evaluation instruments that will be used to evaluate and certify one-stops, by or before January 31, 2018.
- All local area one-stops must be evaluated and certified by or before June 30, 2018 and must be evaluated at least once every three years thereafter.
- Documentation of certification of each one-stop must be provided to the Governor's Workforce Board on or before June 29, 2018.

6. Certification Criteria:

When certifying One Stop Centers in their Areas, Local Boards must utilize metrics that reflect the following criteria:

Effectiveness:

Metrics must indicate how well the one-stop center:

- ✓ Integrates available services for participants and businesses
- ✓ Prioritizes the diverse needs of participants and clients
- ✓ Meets the workforce development needs of participants
- ✓ Meets the employment needs of local employers,
- ✓ Operates in a cost-efficient manner,
- ✓ Coordinates services among the one-stop partner programs,
- ✓ Provides access to partner program services to the maximum extent practicable, including
 - When reasonable, providing services outside of regular business hours where there is a workforce need

Customer Satisfaction:

- ✓ Centers must have systems in place to capture and respond to specific customer feedback

Physical and Programmatic Accessibility:

- ✓ Centers must ensure equal opportunity for individuals with disabilities via complying with WIOA Sec. 188 and regulations, as well as applicable provisions of the Americans with Disabilities Act of 1990 including:
 - Reasonable accommodations
 - Reasonable modifications to policies, practices and procedures
 - Provide most integrated setting appropriate
 - Communicating effectively
 - Providing appropriate auxiliary aids and services
 - Providing for the physical accessibility of the center.

Continuous Improvement of One-Stop centers and One-Stop delivery system:

- ✓ Achievement of performance measures
- ✓ Identifying and responding to technical assistance needs
- ✓ Regular system of continuing professional staff development