



# Governor's Workforce Board

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**To:** Workforce Development Board Chairs  
Workforce Development Board Directors

**From:** Heather W. Hudson, Executive Director  
Robert Kalaskowski, Chief of Policy and Planning

**Date:** October 5, 2017

**Subject:** MEMORANDUM  
Interim Guidance for the Certification of One-stop Centers

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## Purpose

To provide guidance and a timeline regarding the certification of one-stop 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.

## References

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

## 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.

Given the transitions currently underway within the one-stop centers, including but not limited to the selection and ongoing installation of a new operator, the Governor's Workforce Board has determined it would be not be appropriate at this time to develop prescriptive criteria and/or respond to community comment or suggestion regarding operations with the one-stop centers since such feedback would not reflect the new service and operations model that will soon be in place.

The Board is issuing this interim guidance to: (1) assist Local Boards in meeting their Local Plan requirements, particularly the description of how the Board will review and evaluate performance of the local American Job Center(s) and the One-Stop Operator; (2) meet the state Board's obligations under WIOA, and (3) ensure quality performance and administration of the one-stop centers until more comprehensive measures are developed.

## **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.

## **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

## **Contact for Questions**

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