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(SN 13)

WIOA BULLETIN NO. 13-16

DATE: October 3, 2016

TO: WIOA Partners

SUBJECT: One-Stop Certification

I. PURPOSE:

To provide guidance, process, and deadlines for 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.

II. BACKGROUND:

The Workforce Innovation and Opportunity Act (WIOA) specifies in section 101(d)(6) and 121(g)(1) that the Workforce Development Council (WDC) shall establish the minimum criteria for certification of one-stop centers and the one-stop delivery system. Certification is required to be done by Local Workforce Development Boards (LWDBs) at least once every three years in order for one-stop centers and the one-stop delivery system to receive infrastructure funding.

LWDBs must assess the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers and the one-stop delivery systems using the criteria in these guidelines. The LWDB may establish additional criteria, or set higher standards for service coordination, than those set by the State criteria. Local WDBs must review and update the criteria every 2 years as part of the Local Plan update process described in 20 CFR 676.580.

When the local area is the one-stop operator as described in 20 CFR 679.410, the State Workforce Development Council must certify the one-stop center (20 CFR 678.800).

III. CERTIFICATION CRITERIA:

In order to be certified, one-stop centers and the one-stop delivery system must meet or exceed the standards established for each of the following areas:

A. Effectiveness

Evaluations of effectiveness must include how well the one-stop center integrates available services for participants and businesses, meets the workforce development needs of participants and the employment needs of local employers, operates in a cost-efficient manner, coordinates services among the one-stop partner programs, and provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the LWDB.

B. Programmatic and Physical Accessibility

These evaluations must take into account feedback from one-stop customers. They must also include evaluations of how well the one-stop center ensures equal opportunity for individuals with disabilities to participate in or benefit from one-stop center services. These evaluations must include criteria evaluating how well the centers and delivery systems take actions to comply with the disability-related regulations implementing WIOA sec. 188 and 29 CFR Part 38. Such actions include, but are not limited to:

- (1) Providing reasonable accommodations for individuals with disabilities;
- (2) Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;
- (3) Administering programs in the most integrated setting appropriate;
- (4) Communicating with persons with disabilities as effectively as with others;
- (5) 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; and
- (6) Providing for the physical accessibility of the one-stop center to individuals with disabilities.

All one-stop centers must comply with applicable physical and programmatic accessibility requirements, as set forth in 29 CFR part 38, the implementing regulations of WIOA sec. 188.

C. Continuous Improvement

Evaluations of continuous improvement must include 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 that it serves. Other continuous improvement factors may include a regular process for identifying and responding to technical assistance needs, a regular system of continuing professional staff development, and having systems in place to capture and respond to specific customer feedback.

LWDBs are responsible for assessing the one-stop centers and the one-stop delivery system using the criteria outlined in Appendix I and submitting a record of the assessment and [certification determination via email to the Executive Director of WDC](#) within 10 days of completing the certification determination.

Local boards are required to have policies and procedures in place for assessing the one-stop centers and the one-stop delivery system. **This State policy requires local workforce boards to develop policies and procedures by January 1, 2017.** The policies and procedures:

- Must include the criteria outlined in these guidelines;
- May include additional criteria beyond the items outlined in this policy;
- Must be submitted to WDC for review prior to approval by the local board; and
- Must be incorporated into the Local Area Plans.

Certification should be completed by the local board prior to the beginning of the second program year under WIOA beginning July 1, 2016, and at least every three years thereafter.

A statement of certification must be submitted as a component of the local plan. If certification is not completed within the required timeframes, the one-stop centers and the one-stop delivery system become ineligible to receive infrastructure funding from partners. When WDC receives the record of the certification determination, it will be reviewed and a statement will be issued that acknowledges that a board has certified the one-stop operator and that the operator is eligible to receive infrastructure funding.

IV. INQUIRIES:

Inquiries regarding this bulletin may be directed to Jeanne Ohta, Jeanne.Y.Ohta@hawaii.gov or (808) 586-9170.

V. REFERENCE(S):

- Title I of the Workforce Innovation and Opportunity Act (WIOA) of 2014, WIOA Section 101(d)(6), 121(e), and 121(g).
- 20 CFR 678 Subpart F



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Appendix I
Minimum Criteria for Certification

	Focus Area	Criteria to be used
1	Effectiveness	<ul style="list-style-type: none"> • Local Performance Measures are used to determine goals • Coordination of goal setting across programs exists • Sector Partnerships in the local area are an integral part of the planning and determining needs of the area • Career Pathways have been identified • Enrollment objectives for targeted populations • Alignment of services with needs of the area • Fiscal Responsibility- Expenditure rate exceeds the minimum requirement to maintain compliance • Common registration and referral procedures and processes are in place and evident • Access is available to all partner programs • Employer services team is in place and working collaboratively • Employer services are coordinated among partners
2	Physical and programmatic accessibility	<ul style="list-style-type: none"> • ADA Guidelines are followed • Every employee has completed some type of ADA compliance training • All Civil Rights and Equal Opportunity Postings are easily identifiable • The operator has a current Limited English Proficiency Plan • The Center is easily identifiable in the community • The exterior and interior of the Center has a professional and friendly atmosphere • The Center hours of operation are easily identified and accommodate the target populations • The Staff is friendly and knowledgeable • Interior signage results in easy navigation for customers • Job seeker and employer needs are met by the usage of the interior space

3	Continuous improvement of one-stop centers and the one-stop delivery system	<ul style="list-style-type: none"> • The operator has policies for continuous improvement in the operating plan • Standards are connected to current goals and are adjusted to the changing needs of the customer and local area • The operator has professional training standards and requirements for professional certification • Staff has the opportunity to attend training programs • Business Services activities in compliance with annual goals • Re-employment and Youth activities in compliance with annual goals • A system to receive customer feedback is in place • Customer feedback is used to improve performance and service delivery • Marketing and Outreach activities in compliance with annual goals
4	Integration of available services	<ul style="list-style-type: none"> • Service Coordination Agreements <p>At a Minimum:</p> <ol style="list-style-type: none"> 1. An MOU is in place 2. The MOU includes all required partners 3. Co-enrollment is addressed 4. A referral procedure for all programs is in place 5. Demonstrate that the level of integration has improved in the past 3 years