

SOP 20-05 Change 1
One-Stop American Job Center Certification
Standard Operating Procedures
Grow Southwest Indiana Region 11
Approval Date: 01/26/2024

Purpose

To communicate the process and criteria for evaluating and certifying Indiana's comprehensive and affiliate One-Stop American Job Centers (AJCs) pursuant to the Workforce Innovation and Opportunity Act (WIOA).

Change 1 Summary

This policy includes the following changes:

- TEGL 04-15 *Vision for the One-Stop Delivery System under WIOA* and DWD Policy 2022-05 *Local WIOA Governance: Single Entity Fulfilling Multiple Roles in local Workforce Areas* have been added as references.
- The policy now clarifies that DWD will conduct certification reviews for local areas whose staff to the Local Workforce Development Board (local WDB) serve as the one-stop operator.
- Local certifications teams are no longer **required** to include a local WDB member.
- The 20 percent threshold for frontline staff interviews has been removed.
- Coronavirus provisions specific to the 2021 certification process have been removed.
- Certification dates have been updated to reflect the current cycle.
- The *Indiana One-Stop Center Certification Review Form* in **Attachment B** has been updated to meet accessibility standards and exists within a separate Microsoft Word document on DWD's policy webpage. The link to the form is in **Attachment B** within this document.
- In the *Indiana One-Stop Center Certification Review Form* in **Attachment B**, certification teams must review the Customer Satisfaction Report for other previous four quarters rather than the previous calendar year. A separate certification sheet has been added for DWD certification teams.

Rescission

DWD Policy 2020-09 One-Stop Certification
Region 11 SOP 20-05 One Stop American Job Center Certification

Action

DWD Policy 2020-09 Change 1, One-Stop American Job Center Certification will be implemented as Region 11 SOP 20-05 Change 1.

References

See **Attachment A**.

Definitions

Comprehensive One-Stop Center

WIOA requires at least one comprehensive physical center in each LWDA. A comprehensive center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center must have at least one WIOA Title I staff person physically present.

The comprehensive one-stop center will provide:

- Career services described in WIOA regulations 20 CFR § 678.430.
- Access to training services described in WIOA regulations 20 CFR § 680.200.
- Access to any employment and training activities carried out under sec 134(d) of WIOA.
- Access to programs and activities carried out by one-stop partners listed in WIOA regulations 20 CFR § 678.400 through 678.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA Title III (Wagner-Peyser Act Employment Service program); and
- Workforce and labor market information.

Access to partner programs 20 CFR § 678.305 (d) is defined as:

- Having a program staff member physically present at the one-stop center.
- Having a staff member from a different partner program, physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs, or
- Making available a direct linkage through technology to program staff who can provide meaningful information or services.
 - A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.
 - A “direct linkage” cannot exclusively by providing a phone number or computer website or providing information, pamphlets, or materials.

All comprehensive one-stop centers must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulation of WIOA sec. 188.

Affiliate One-Stop Center

WIOA also allows for affiliate one-stop centers in each LWDA. An affiliated site, or affiliate one-stop center, is a site that makes available to job seekers and employer customers one or more of the one-stop partners’ programs, service, and activities.

- An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level.
- Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area. If used by local areas as a part of the service delivery strategy, affiliate sites must be implemented in a manner that supplements and enhances customer access to services.
- Wagner-Peyser employment services cannot be provided as a stand-alone service at an affiliated site.
- Additionally, affiliate centers mean physical building owned and/or operated by the local WDB and its designees, that has combined program staff present more than 50% of the time the center is open.
- All affiliated sites must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec. 188.

Content

Background

- Title I of WIOA requires the State Board (Governor's Workforce Cabinet or GWC), in consultation with Regional Chief Elected Officials (RCEOs) and Local Workforce Development Boards (WDBs), to establish objective criteria and procedures for the local WDBs to evaluate and certify the comprehensive and affiliate one-stop centers located within the Local Workforce Development Area (LWDA).
- The evaluation and certification process examines effectiveness (including customer satisfaction), physical and programmatic accessibility, and continuous improvement.
- Each one-stop center will be certified to be designated as a "one-stop center" to receive funding. The certification of one-stop centers sets a minimum level of quality and consistency of services in the workforce system across the state.

Roles and Responsibilities

- DWD, on behalf of the GWC is responsible for oversight of the one-stop center certification process, in consultation with the GWC. DWD must ensure that the one-stop certification criteria are reviewed and updated every two years as part of the review and modification of the WIOA State Plan.
- DWD will conduct the certification when the local board is the one-stop operator in a LWDA. The WDBs are responsible for oversight of the one-stop operator certification process at the local level and for the appointment of a certification team to conduct the reviews for each one-stop center in its LWDA (unless the local WDB is also the one-stop operator, discussed more fully below).
- Grow Southwest Indiana Workforce Board Inc. will appoint a certification team to conduct the reviews will use the *Indiana One-Stop Center Certification Review Form (Attachment B)* and the corresponding criteria established by the State.

- The local WDB may set higher standards for service coordination beyond those identified in the one-stop certification criteria established by the State. However, the additional criteria must be clearly identified in an addendum to the *Indiana One-Stop Certification Review Form*.

Review Process

Certification Teams

- If the local WDB does not serve in the role of the one-stop operator for the LWDA, the local WDB will appoint a team of three or more individuals to conduct the one-stop certification review, so long as there are no conflicts of interest. One of the three individuals appointed to serve on the certification team ***may*** be a local WDB member. The local WDB will notify the RCEO of the certification team selection.
- If the local WDB does serve in the role of one-stop operator for a LWDA, DWD will be responsible for conducting the one-stop center certification for each one-stop center in that LWDA. DWD will appoint a review team of three or more state staff to conduct the certification and ensure there are no conflicts of interest.
- The individuals selected to be on either the local WDB or DWD certification team must be able to conduct an independent and objective evaluation of the one-stop centers and make a recommendation to the local WDB (if local WDB certification team) or the GWC (if DWD certification team). One individual on the certification team must serve as the “team lead” for contact purposes.

Certification Process

The certification team will contact each center to schedule a time to conduct the one-stop certification review. The certification will conduct staff interviews with applicable staff. Interviewees will include the Center Manager, the local Equal Opportunity Officer, and a random sample of frontline (state and partner) staff at the one-stop center to determine their level of knowledge pertaining to the following:

- WIOA partner programs/services
- Local initiatives
- One-Stop center policies and procedures
- Staff roles and contributions to performance, and
- Awareness of accessibility requirements and available assistive technologies

The certification team will review all necessary documentation including the following:

- The local MOU
- Business and/or Local Plan
- Marketing and other printed materials
- Training schedules
- Customer feedback reports
- Customer employment plans/case notes

- Local policies, procedures, manuals, and
- Complaints and compliance findings

Certification teams will use the *Indiana One-Stop Center Certification Review Form* provided in **Attachment B**, which includes a *Determination Sheet*, for each center reviewed. A completed form for each One-Stop Center will be submitted to policy@dwd.in.gov and the local WDB (if a local WDB certification team conducted the review) or the GWC (if a DWD certification team conducted the review) for each center within thirty (30) days of conducting the one-stop center certification review.

Upon GWC review, DWD will communicate the outcomes and next step (if any) to the local WDB to complete the certification process.

Non-Certification

In the event of non-certification, an action plan and timetable will be prepared by DWD in consultation with the one-stop operator, to bring the one-stop center into compliance and a date for a follow-up review with ninety (90) days from the determination date will be set.

If a one-stop center fails to achieve certification after the ninety (90) day re-evaluation review, the center will be deemed probationary, and DWD will notify the RCEO. The local WDB will have six months to bring a probationary one-stop center into compliance (infrastructure cost-funding will not be impacted during this time frame). If a local WDB fails to certify any one-stop center after the six-month probationary period, that one-stop center will not be eligible for infrastructure-cost funding for the ensuing program year. Local WDBs and the GWC, if the WDB is also the one-stop operator, may consider additional ramifications for failing one-stop certifications in their one-stop operator contracts.

Submitting Documentation

Documentation regarding the one-stop center certification will be emailed to policy@dwd.in.gov.

Action

All comprehensive and affiliate one-stop center reviews will be completed no later than March 31, 2024. Once certified, the certification status will remain in effect for three years. Future certifications will be completed no later than March 31st immediately preceding the beginning of the third program year (i.e., March 31, 2027, for the next round of certifications).

Effective Date

Immediately

Ending Date

Upon Rescission

Attachments

- **Attachment A** - *References*
- **Attachment B** – *Indiana One-Stop Center Certification Review Form*

Attachment A

References

- WIOA Sec.121,134,188
- 20 CFR 678.300 – 320, 678.400-678.415, 678.430, 678.800, 678.900 and 680.200
- 2CFR parts 200 and 2900
- 29CFR part 38
- TEGL 04-15 *Vision for the One-Stop Delivery System under WIOA*
- TEGL 16-16 *One-Stop Operations Guidance for the American Job Center Network*
- DWD Policy 2022-05 *Local WIOA Governance: Single Entity Fulfilling Multiple Roles in Local Workforce Areas*

Attachment B
Indiana One-Stop Center Certification Review Form

Please follow this link to access the Indiana One-Stop Center Certification Review Form.

[Indiana One-Stop Center Certification Review Form](#)