



**WIOA
IMPLEMENTATION
TASKFORCE:
One-Stop Certification
11/19/15**

What does WIOA require?

- The State board must establish objective criteria and procedures for use by local boards in assessing one-stop centers and the one-stop delivery system at least once every 3 years.
 - NOTE: When the Local Board is the one-stop operator, the State Board must certify the one-stop center.

Can local boards add criteria?

- YES

- A local board may develop additional criteria relating to service coordination achieved by the one-stop delivery system, for purposes of assessments, in order to respond to labor market, economic, and demographic, conditions and trends in the local area.

- NOTE: Local Boards must review and update the criteria every 2 years as part of the Local Plan update process

What is purpose of certification?

NPRM Comment: “The certification process is important to setting a minimum level of quality and consistency of services in one-stop centers across a State. The certification criteria allow States to set standard expectations for customer-focused seamless services from a network of employment, training, and related services that help individuals overcome barriers to becoming and staying employed.”

What criteria must the State address?

- Effectiveness
- Physical and programmatic accessibility
- Continuous improvement

1. EFFECTIVENESS

Evaluations of effectiveness must take into account feedback from one-stop customers and 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,

- provides maximum access to partner program services even outside regular business hours,
- ensures equal opportunity for individuals with disabilities to participate in or benefit from one-stop center services,
- takes actions to comply with the disability-related regulations implementing WIOA sec. 188.

2. PHYSICAL AND PROGRAMMATIC ACCESSIBILITY

All one-stop centers must comply with applicable physical accessibility requirements, as set forth in WIOA and the ADA.

3. CONTINUOUS IMPROVEMENT

- Continuous improvement looks at how well the one-stop center supports the achievement of the negotiated local levels of performance
- 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.

How are we going to address the WIOA criteria?

- Workgroup Recommendations: March, 2015
- ND Model
- KY Model:
<http://kwib.ky.gov/ImplementationStatus/careercentercertification/KCCCertificationUpdate.pdf>

NEXT STEPS?