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MAINE WORKFORCE DEVELOPMENT SYSTEM			
Policy Subject	One-Stop Certification Criteria	Policy No:	PY16-04
To:	<ul style="list-style-type: none"> State WDB Local WDBs Chief Elected Officials One-Stop Partners 	From:	Garret J. Oswald, Director State Workforce Development Board
Issued On:	September 30, 2016	Status	ACTIVE
Authority:	<ul style="list-style-type: none"> WIOA Sections 101(d)(6)(A) and 121(g) 20 CFR 678.800 , 678.130(f)(1) and 679.370(q) 		

Purpose: To provide guidance to Local Boards, CEOs, and one-stop system partners regarding the criteria to be used to evaluate and certify one-stop centers.

Background:

The certification process is important to setting a minimum level of quality and consistency of services in one-stop centers across State. The certification criteria allow the State to set standard expectations for customer-focused, seamless services from a network of partners that help individuals overcome barriers to becoming and staying employed.

In order to be eligible to receive infrastructure funding, one-stop centers **must be assessed and certified by the local board at least once every three years using criteria established under WIOA Section 121(g) and identified by the State Workforce Development Board (SWDB) in consultation with the chief elected officials (CEOs) and local boards, as outlined in this policy.**

The SWDB, in consultation with CEOs and local boards, will review the one-stop certification criteria at least once every two years and will update it as necessary to assure continuous improvement of the system.

The SWDB will ensure that one-stop certification criteria is in alignment with the State Unified Plan and that any revisions to the certification criteria will be formalized in a policy issuance and included as a modification to the State Unified Plan.

When a Local Board acts as a One-Stop Operator:

When the local board also acts as the one-stop operator the SWDB will be the entity that evaluates and certifies the one-stops in that local area.

WIOA Mandated Criteria:

The criteria identified in this guidance will be used to evaluate one-stop centers for effectiveness, customer satisfaction, physical and programmatic accessibility, alignment and integration of resources for the purpose of continuous improvement.

Evaluation Criteria must include assessment of how well the one-stop center:

Integrates available services for participants and businesses in a way that is tied to locally negotiated performance goals;

Meets the workforce development needs of participants through provision of services and leverage of resources;

Meets the employment needs of local employers;

Operates in a cost-efficient manner;

Coordinates services among and between one-stop programs in a way that is seamless to the customer and eliminates duplication of services;

Provides access to partner program services to the maximum extent possible; including providing services outside of regular business hours where and when there is a workforce need identified by the local board.

Ensures equal opportunity for all individuals, including individuals with barriers to employment, to participate in or benefit from one-stop center services;

Takes action to comply with disability-related regulations implementing WIOA Section 188, set forth in 29 CFR 38, including:

Making reasonable accommodations for individuals with disabilities;

Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against individuals with disabilities;

Administering programs in the most integrated setting appropriate;

Communicating with persons with disabilities as effectively as with others;

Providing appropriate auxiliary aids and services, including assistive technology devices and services to afford individuals with disabilities equal opportunity to participate in, and enjoy the benefits of, program activities; and

Providing for the physical and programmatic accessibility of the one-stop center to individuals with disabilities.

Achieves or exceeds State negotiated levels of performance and other performance measures established by the local board for the local area;

Has a process for identifying and responding to technical assistance needs of staff and partners;

Has a system of ensuring professional staff have the requisite abilities, knowledge and skills required to administer services, including a system for provision of continuing professional development activities on behalf of professional staff, as necessary;

Has a system in place to capture and respond to customer feedback and to ensure customer-centric service delivery and customer satisfaction (workers, seekers and employers); and

Has a system in place to assess itself in regard to these requirements and to implement continuous improvements.

State Criteria per the State Workforce Development Board, local boards must also evaluate one-stop centers on the effectiveness of outreach strategies and efforts, including:

- Outreach to employers to provide information about the types of services, information and **sector initiatives** offered by and through the system;
- Outreach to individuals who cannot easily access the services at the physical one-stop centers, including:
 - Individuals in remote areas;
 - Individuals with disabilities;
 - Individuals with limited English proficiency or literacy; and
 - Individuals who are currently incarcerated and preparing for release.

Procedures and Methods of Evaluation Local Boards may adopt locally identified methods of assessment which may include:

- Assessment through a recognized certification mechanism, like the Malcolm Baldrige Award, that incorporates the above criteria;
- Assessment using a specific evaluation tool designed to review and evaluate the above criteria; or
- Assessment using a combination of both of the above or other method as determined by the local board.

Local Board Requirements and Deadlines:

- A draft of the local area process and evaluation instruments to be used must be submitted to the Bureau of Employment Services, on or before September 29, 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 26, 2018.
- All local area one-stops must be evaluated and certified by or before September 30, 2019 and must be evaluated at least once every three years thereafter.
- Documentation of certification of each one-stop must be provided to the Bureau of Employment Services on or before September 29, 2017.

Local Area Criteria Local boards may identify criteria in addition to that identified in this guidance. They must inform local system partners of the additional criteria via dissemination of formal policy or guidance and must include the additional criteria as part of the local /regional plan.

In addition, local areas that have identified additional criteria must formally review its criteria at least once every two years.

One-Stop Criteria Review:

The State Workforce Development Board will review the criteria identified in this guidance by September 30, 2018 and every two years thereafter.

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