



**Policy Number 5**  
**Issued: July 2017**  
**Revised: February 24, 2022**  
**By: Wyoming Workforce Development Council**

## **1.0 Purpose**

To communicate Wyoming's process and procedures for evaluating and certifying one-stop sites under the Workforce Innovation and Opportunity Act. WIOA requires the Wyoming Workforce Development Council (WWDC), in consultation with the Governor, to establish objective criteria and procedures to be used to evaluate and certify one-stop sites for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.

## **2.0 Policy**

One-Stop Center Evaluation and Certification Criteria:

2.1 The WWDC, in consultation with the Governor, must review and update the one-stop center certification criteria established in Attachment A to this policy every two years as part of the review and modification of the WIOA State Plan. The certification process will include the Americans with Disabilities Act checklist ([www.adachecklist.org](http://www.adachecklist.org)) and Equal Opportunity review. (P.L. 113-128 § 188)

2.2 One-Stops will be evaluated and certified no less than once every three years. The WWDC may conduct a "for cause" site evaluation and certification as determined appropriate and warranted.

2.3 WWDC Certification Team(s) will be established by the WWDC and are responsible for conducting independent and objective evaluations of one-stop centers and making certification recommendations to the WWDC. WWDC Certification Team(s) may comprise WWDC member(s) and staff and individuals who represent local partners with specific expertise serving populations with barriers. Certification team members should be free of conflicts of interest. WWDC Certification Team(s) may utilize experts from the state level or outside of the geographic area to ensure evaluations are objective. They may also use local experts who represent targeted populations but have no financial ties with the one-stop center. Local experts shall agree to comply with WIOA Law, Rules & Regulations, and Guidance provided by the Department of Labor.

2.4 Certification determinations shall be made by the WWDC Strategic Performance and Finance Committee, which will render written determinations. There are three possible determinations: (1) certification; (2) provisional certification with a requirement that one-stop operator provide(s) action plan(s) and timelines for meeting certification standards; and (3) not certified or decertified. Provisional certifications must be accompanied by a detailed description of the issues/concerns identified, so the one-stop operator has sufficient information around which to develop required action plans and timelines. A determination not to certify a one-stop center must be accompanied by a detailed description of the deficiencies, including an explanation as to why the certification team believed the deficiencies could not be addressed or resolved provisionally.

2.5 The one-stop operator may choose to appeal a decision not to certify or decertify. Such appeals shall be provided to the WWDC, WIOA Compliance, and Finance Committee in writing.



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2.6 If a one-stop center is not certified, the one-stop operator must plan to ensure continuity of service between the time a site is not certified and a new site is certified.

2.7 The comprehensive center in Casper shall be reviewed onsite in accordance with this policy. Affiliate sites located in Cheyenne, Cody, Douglas, Gillette, Jackson, Lander, Laramie, Rawlins, Rock Springs, Sheridan, Torrington, Wheatland, Worland, Afton, Evanston, Kemmerer, Newcastle, Powell, and Riverton will complete Attachment A and the [ADA Compliance Checklist](#) and submit to the WWDC based on a timeline established by WWDC staff and the One-Stop Operator.

**3.0 Compliance with Federal and State Law/Regulation/Policy**

3.1 This policy complies with any and all federal and state laws, regulations and policies.

P.L. 113-128 § 121(d), and § 188

20 C.F.R. §§ 678.300 – 678.320, § 678.800

TEGL 16-16, 36-11



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## Attachment A

### One-Stop Center Certification

One-Stop Center Name	
Contact Person/Title	
Email Address	
Phone Number	
Address	
Core Hours of Operation	
Dated	

**Certification Type:**  Comprehensive (§ 678.305)  Affiliated (§ 678.310)

A **comprehensive** one-stop center is a physical location where job seeker and employer customers can access all required one-stop partners' programs, services, and activities. A comprehensive one-stop center must have at least one title I staff person physically present. (b) The comprehensive one-stop center must provide: (1) Career services, described in § 678.430; (2) Access to training services described in § 680.200; (3) Access to any employment and training activities carried out under Section 134(d) of WIOA; (4) Access to programs and activities carried out by one-stop partners listed in §§ 678.400 through 678.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA Title III; and (5) Workforce and labor market information. (c) Customers must have access to these programs, services, and activities at a comprehensive one-stop center during regular business days. The WWDC may establish other service hours at different times to accommodate the schedules of individuals who work on regular business days. The WWDC will evaluate the hours of access to service to assess the effectiveness of the one-stop certification process. (d) "Access" to each partner program and its services means: (1) Having a program staff member physically present at the one-stop center; (2) 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 (3) Making available a direct linkage through technology to program staff who can provide meaningful information or services. (i) A "direct linkage" means providing a 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. (ii) A "direct linkage" cannot exclusively provide a phone number or computer website or provide information, pamphlets, or materials. (e) All comprehensive one-stop centers must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR 38, the implementing regulations of WIOA Section 188.

An **affiliated** site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The One-Stop Operator will

determine the frequency of program staff's physical presence in the affiliated site. 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 to supplement and enhance customer access to services. (b) As described in § 678.315, Wagner-Peyser Act employment services cannot be a stand-alone affiliated site. (c) In conjunction with the WWDC, the State must examine lease agreements and property holdings throughout the one-stop delivery system to use property efficiently and effectively. Where necessary and appropriate, States and WWDC must take expeditious steps to align lease expiration dates with efforts to consolidate one-stop operations into service points where Wagner-Peyser Act employment services are collocated as soon as reasonably possible. These steps must be included in the State Plan. (d) 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 Section 188.

## **I. Introduction**

One-stop centers are the portals to our state's workforce system and its broad array of career services and resources designated to help individuals acquire the skills necessary to gain meaningful employment. Our businesses access the talent pipeline that meets their human capital needs and fuels economic growth. Workforce system partners must collaborate to support a seamless customer-focused service delivery network. Every county across our state is unique because of its economy and geography. Still, each is actively working to create a system that provides effective services for Wyoming's job seekers and business customers.

Under the Workforce Innovation and Opportunity Act (WIOA), state and local partners share common performance goals and are mandated to collaborate in developing and implementing a one-stop delivery system where services are designed with the customer in the center, resources are to be leveraged for maximum efficiency, and continuous improvement is the hallmark.

## **II. Principles**

The success and accountability of Wyoming's one-stop delivery system depends on the values that the WWDC, DWS, and partners use to guide planning and operations:

**Integrated** – Think and act as an integrated system of partners that share common goals with services delivered by various organizations with the best capabilities for a seamless customer experience.

**Accountable** – Committed to high-quality customer services with regular program performance review based on shared data and actions that enhance outcomes.

**Universal Access** – Meet customers' needs by ensuring universal access to programs, services, and activities for all eligible individuals.

**Continuous Improvement** – Create a delivery system that utilizes feedback from employers and job seekers to challenge the status quo and innovate to drive measurable improvements.



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Partnership – Align goals, resources, and initiatives with economic development, business, labor, and education partners.

Regional Strategy – Work with Workforce Advisory Groups to address broader workforce needs of the regional economy and leverage resources to provide higher quality and level of services.

### III. Certification Process

WIOA requires that there must be at least one physical one-stop center in each area. Additional locations may also provide access to services. To achieve the goal of increased access, Wyoming recognizes three levels of access:

#### **Comprehensive**

Accessible to the general public during regular business days, as well as physically and programmatically accessible to individuals with disabilities

Portal site for electronic access

Provider of basic and individualized career services and training services

Provider of business services

Representation of six core partners

Additional related employment and training resources

#### **Affiliated (Satellite)**

Accessible to the general public and physically and programmatically accessible to individuals with disabilities

Portal site for electronic access

Provider of basic career services

Representation of one or more core partners

Additional related employment and training resources

Established working relationships as part of an integrated system.

Sites to be certified Comprehensive Center or Affiliated site must, at a minimum, have the elements identified under each category above. Staff will answer questions about their site about how it functions and adds value and provide customers with quality services as a part of the workforce system. Following the site visit, interviews, and final responses to any follow-up questions, the WWDC Certification Team will provide a written response within 30 days indicating one of three outcomes:

1. Certification granted



- 2. Provisional Certification with plan and timeline for meeting standards
- 3. Not Certified

In support of the goals of continuous improvement of the one-stop delivery system, on at least an annual basis, each certified site will provide a self-assessment and narrative detailing the progress toward reaching higher standards set out in the certification criteria, and this information will be provided to the WWDC.

**IV. Checklist – System Requirements**

One-Stop Centers and evaluators will use the checklists below to help determine the extent to which system requirements are met and services and programs are present. Each will vary in its response based upon the level of certification best to meet the needs of the service delivery model.

	Yes	No – Provide a plan to comply with this requirement.
Compliance with DWS and WWDC Policies		
ADA Accessibility		
Year Building Constructed _____		
Use of MIS		
Interagency Agreement (Core Partners)		
DWS and AJC Brand used appropriately		
Wagner-Peyser services are collocated.		

**Required Program/Partner Checklist**

A. In the column “On-Site,” it indicates programs/partners currently located on-site in your facility by entering the average number of hours per week they are on-site.

B. In the “Off-Site Electronic Connection” column, make a checkmark for the off-site programs/partners. Ensure their basic career services are made available to customers through an electronic connection. Note: Not all customers will be able to use the electronic connection(s) without help from staff.

C. For programs/partners that are off-site but an agreement is in place to provide their basic career services in another manner, check the last column and attach a narrative explaining how this is accomplished (use a separate sheet).

Required Programs/Partners (\$ 678.400)	On-Site (Average Hours/week)	Off-Site Electronic Connection	Off-Site Basic Career Services Made Available in Another Manner



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WIOA Title I Adult Services			
WIOA Title I Dislocated Worker Services			
WIOA Title I Youth Services			
Wagner-Peyser			
Adult Education			
Family Literacy (Other)			
Vocational Rehabilitation			
Senior Community Services Employment Program			
TANF (§ 678.405)			
Career and Technical Education Programs (Carl D. Perkins Act)			
Trade Adjustment Act			
Veteran's Employment Services			
Community Services Block Grant			
Housing & Urban Development Employment & Training			
Unemployment Compensation			
Job Corps			
Native American programs (where applicable)			

**Additional Partners (Not Mandated)**

Required Programs/Partners	On-Site (Average Hours/week)	Off-Site Electronic Connection	Off-Site Basic Career Services Made
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			Available in Another Manner
Small Business Administration			
<i>(Please add partners as appropriate)</i>			

In the "On-Site" column, please enter a "Y" or "N" to indicate whether the listed services are available at the site.

Basic Career Services (§ 678.430(a))	On-Site (Y or N)
Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs.	
Outreach, intake, and orientation to the information and other services available through the one-stop delivery system	
Eligibility determination	
Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment	
Appropriate recruitment and other business services for employers, including small ones, may include information and referral to specialized business services not traditionally offered through the one-stop delivery system.	
Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs.	
Workforce and labor market information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information related to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations.	
Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities.	
Information related to adult education providers, career and technical education activities at the postsecondary level, career and technical education activities available to school dropouts, and vocational rehabilitation providers.	
Information, in formats that are usable by and understandable to one-stop center customers, regarding how the center contributes to the performance accountability measures and any additional performance information concerning the one-stop delivery system.	
Information, in formats that are usable by and understandable to one-stop center customers, relating to the availability of supportive services or assistance, including child	



care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds allocated to the one-stop center.	
Provision of information and assistance regarding filing claims for unemployment compensation.	
Assistance in establishing eligibility for financial aid assistance programs for training and education programs.	
Translation services	
<b><i>(Please add additional basic services that may be available at the one-stop center)</i></b>	
<b>Individualized Career Services (§ 678.430(b))</b>	<b>On-Site (Y or N)</b>
Comprehensive and specialized evaluation to identify barriers to employment and employment goals	
Development of an Individualized Employment Plan (IEP)	
Group Counseling	
Individual Counseling	
Career/Vocational Planning	
Short-Term Pre-employment/Vocational Services (Soft skills, TEGl 3-15, p. 4)	
Internships and work experiences	
Workforce preparation activities	
Financial literacy services	
Out-of-area job search and relocation assistance	
English language acquisition and integrated education and training programs	
Follow-up services	
<b>Business Services (§678.435(a))</b>	<b>On-Site (Y or N)</b>
Establish and develop relationships and networks with large and small employers and intermediaries	
Develop, convene, or implement industry or sector partnerships	
Participation in Workforce Advisory Group(s)	
<b>Other Business Services – Not Mandatory (§ 678.435(b))</b>	<b>On-Site (Y or N)</b>
Customized screening and referral of qualified participants in training services to employers.	
Customized services to employers, employer associations, or other organizations on employment-related issues.	
Customized recruitment events and related services for employers, including targeted job fairs.	
Human resource consultation services, e.g., writing/reviewing job descriptions and employee handbooks; Developing performance evaluation and personnel policies;	

Creating orientation sessions for new workers; Honing job interview techniques for efficiency and compliance; Analyzing employee turnover, or Explaining labor laws to help employers comply with wage/hour and safety/health regulations.	
Customized labor market information for specific employers, sectors, industries, or clusters.	
Customized assistance or referral for help to develop a registered apprenticeship program.	
Listing of job orders	
Applicant referral	
Employer needs assessment	
Unemployment Insurance access	
Access to facilities	
Translation services	
Developing and delivering innovative workforce investment services and strategies for area employers, e.g., career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, apprenticeship, and other effective initiatives for meeting the workforce investment needs of area employers and workers.	
Assistance in managing reductions in force in coordination with rapid response activities with strategies for the aversion of layoffs and the delivery of employment and training activities to address risk factors.	
Marketing business services are offered to appropriate area employers, including small and mid-sized ones.	
Assisting employers with accessing local, State, and Federal tax credits and incentive programs.	

**V. Certification Criteria (§ 678.800)**

The Certification process is one step in the ongoing pursuit of growth, quality improvement, and performance excellence. Attainment of certification assures the public that the workforce system has achieved a high standard and consistently maintains and improves upon that standard. The following quality standards are the criteria by which the WWDC shall assess and certify the Comprehensive and Affiliate sites.

Each site is asked to work together with leadership and staff to develop responses to the following:

A. Rank on a scale of 1 to 5, where the site believes it is in its path toward meeting or exceeding the stated standard.

5 = achieved the standard and excelling

4 = significantly meeting standard with some work yet to do

3 = have some of the elements in place, some of the time



2 = making progress but long way to go

1 = no progress yet

The Certification Team will use these scores as benchmarks for the site and help point to both areas of excellence and those in need of improvement.

B. Provide clear evidence and examples of current status and future plans with strategies and timelines to reach these standards.

**Functional and Programmatic Integration** – It is critical for the workforce system and partners to think and act as an integrated system. Partners ensure that client services are aligned to common goals and seamless customer experience, regardless of funding streams. Each customer is mutually regarded as a shared customer, with all staff and programs operating at the site having a vested stake in that customer’s success. Integration of programs is incorporated into planning, intake, assessment, registration, and services processes, information sharing, resource decisions, actions, results, and analyses.

**Check the box where you think the site is about Functional and Programmatic integration.**

5       4       3       2       1

Describe your site’s approach to integrated service delivery and the use of functional teams to deliver career services to **all** customers.

Include a detailed diagram of customer flow, services available, assessment, and referrals, and describe how the MIS is used to facilitate shared customer management across partner programs.

***Please list any best practices to highlight and share for continuous improvement.***

**Performance and Accountability** – Results and outcomes for the public investment in the workforce system are essential to the workforce system’s relevance. The effectiveness of the workforce system for employers and job seekers is evident in system performance, and service delivery decisions are based on data. On an ongoing basis, customer data from one-stop partners and regional economic data is collected, analyzed, and shared with all workforce system staff and community stakeholders. Plans for improvement, enhancement, or adjustment are established and acted upon.

**Check the box where you think the site is about Performance and Accountability.**

5       4       3       2       1

Describe how you measure, analyze, review, and improve workforce system performance through the use of data and information.



Describe how this data is shared with staff and stakeholders and what changes have resulted from the use of data. How has data been used (example) to improve services?

What methods are in place for staff to provide feedback? How do you incorporate staff feedback as part of continuous quality improvement? How are staff informed about how their feedback was reviewed and any action taken from their feedback? What metrics are used to show improvement and success?

Please list any best practices to highlight and share for continuous improvement.

Service Provision, including Services, Universal Access, and Outreach to Populations with Barriers – Improved availability, a welcoming atmosphere, inclusive settings, and high-quality customer service benefit all customers. Services and outreach must be extended to individuals who walk in the door and those who have become disengaged in the labor force. Integrated, quality services are provided to all customers within the center and via technology through online or phone access. Principles of universal design are considered, which designs inclusive space and materials to be available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.

Check the box where you think the site is about Service Provision, including Services, Universal Access, and Outreach to Populations with Barriers.

Five checkboxes labeled 5, 4, 3, 2, 1 for rating the site's performance.

Describe how the One-Stop Center works cooperatively with WIOA core partners (Adult, Dislocated Worker, Youth, Adult Education, Wagner-Peyser, and Vocational Rehabilitation) to provide quality services to all customers. Describe your outreach to populations with barriers in the community your relationship with the core programs and community partners to effectively serve them.

Provide evidence that basic ADA requirements have been met, including processes to provide reasonable accommodations for individuals with disabilities.

Describe initiatives or strategies in developing universal access and provide tangible evidence of implementation or solution-driven plan development. Address the following four specific areas of access:

- 1. Physical: Architectural or building
2. Information: all paper, printed, or posted materials
3. Digital: software, web-based programs, and alternatives to print
4. Communication: verbal, non-verbal access for services, phone, and other

Describe your wireless internet infrastructure.

How are the needs of populations with barriers met through staff assistance and other means?

Please list any best practices to highlight and share for continuous improvement.



Customer Satisfaction – Performance and value are ultimately judged by customers – businesses, and job seekers. Customer-centered design relies upon satisfying customer needs, identifying shortcomings, and responding accordingly on a timely and ongoing basis. Tools to obtain feedback are appropriate for each customer’s use to take into consideration factors including literacy levels, use of technology, disability, and language.

Check the box where you think the site is about Customer Satisfaction.

Five checkboxes labeled 5, 4, 3, 2, 1 from left to right.

Describe how the voice of the customer is listened to and how your site incorporates both job seeker and business customer feedback as part of continuous quality improvement? How are the voices of populations with barriers heard and brought to the table when designing services and facilities? How do you inform customers of how their feedback was reviewed and any action taken from their feedback? What metrics are used to show improvement and success?

Please list any best practices to highlight and share for continuous improvement.

Staff Competence and Staff Training Participation – Professional development is a critical feature to ensure staff are aware of the implications of recent evidence-based research and can implement the latest policies and procedures established at the local, state, and federal levels. Also of vital importance is using labor market information by staff to inform customers’ career and training decision-making better. The investment in staff development is substantial, ongoing, and focused on cross-training with partner programs, overall skill development, and the use of labor market information. Every member of the one-stop staff has the ability and authority to meet customer needs, either directly or, where appropriate, by helping the customer make the right connections to the expertise they seek. Participation in one-stop sponsored training is required.

Check the box where you think the site is about Staff Competence and Staff Training Participation.

Five checkboxes labeled 5, 4, 3, 2, 1 from left to right.

How are staff and leadership trained and cross-trained on an ongoing basis to stay current on programs and services? How is this tracked to ensure all staff participates?

How do you actively engage staff of all programs – Adult, Dislocated Worker, Youth, Wagner-Peyser, TANF, Adult Education, Vocational Rehabilitation, Perkins, etc. – in the design of services, action planning, and analysis of indicators and trends? How are all staff informed of progress toward site performance and goals?

Please list any best practices to highlight and share for continuous improvement.



Partnership – The one-stop system is built upon a foundation of partners linked together to deliver a comprehensive array of services and reach the shared outcomes of employment, education, skills gains, and earning. All core and required one-stop partners are present at the site and invested in developing and implementing service delivery to connect customers to resources. Collocated partners have a written agreement describing the roles and responsibilities of each partner at the site (please attach the agreement).

Check the box where you think the site is about Partnership.

Five checkboxes labeled 5, 4, 3, 2, 1 for rating the site's partnership.

Describe how the partnerships function at the site and the roles of each core partner from Title I – Adult, Dislocated Worker, and Youth, Title II – Adult Education, Title III – Wagner-Peyser, Title IV – Vocational Rehabilitation, and TANF.

Describe how the partnerships function at the site with other required partners from postsecondary Career and Technical Education (Perkins Act), CSBE, HUD, Job Corps, National Farmworker Jobs Program, Re-entry programs, SCSEP, TAA, UI, VETS, and YouthBuild (if applicable).

Describe how the site is linked to other partners beyond the site to ensure alignment with the community and regional strategies. Please give examples of how this functions and the results for customers.

Describe how leadership works together to set the site's vision and goals and then implement service strategies to achieve shared objectives.

Please list any best practices to highlight and share for continuous improvement.

Employer Engagement – Business is one of our primary customers, and one-stop partners work collaboratively to deliver value-added services and eliminate duplication. Business services staff from all one-stop partners have a comprehensive understanding of labor market conditions, economic development activities, and workforce skill needs and are connected to regional and local business partnership activities and sector strategies. Employers' human capital needs are communicated to and acted upon by the workforce system. Business services are coordinated to the maximum extent possible to limit duplication and streamline the employer experience.

Check the box where you think the site is about Employer Engagement.

Five checkboxes labeled 5, 4, 3, 2, 1 for rating the site's employer engagement.

Describe how partners work to deliver seamless business services. How do business services staff use and share labor market information? What strategies are used to involve employers in identifying skill gaps and developing solutions to meet their workforce needs?

