



Policy Number 7

Issued: September 2018

Revised:

Removed: February 24, 2022

By: Wyoming Workforce Development Council

1.0 Vision

Wyoming's workforce development system will be fundamental in supporting robust regional and state economies and producing a high-quality workforce valued by Wyoming employers.

2.0 Background

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. (20 C.F.R. § 678.800)

3.0 Purpose

To communicate Wyoming's process and procedures for evaluating and certifying affiliate one-stop sites under WIOA.

4.0 Policy

Affiliate one-stop center evaluation and certification criteria:

4.1 The WWDC in consultation with the Governor, must review and update this policy to include the one-stop center certification criteria, established in Attachment A, 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), and Equal Opportunity review. (P.L. 113-128 § 188)

4.2 Affiliate One-Stop Center Evaluation and Certifications 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.

4.3 WWDC Certification Team(s) may 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 be comprised of 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 utilize 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.

4.4 Certification determinations shall be made by the WWDC Strategic Performance and Finance Committee who will render written determinations within thirty (30) days of conducting one-stop center



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evaluations. There are three possible determinations: (1) certification; (2) provisional certification with a requirement that one-stop operator provide action plan(s) and timelines for meeting certification standards; and (3) not certified or decertified. Provisional certifications must be accompanied by 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.

4.5 The affiliate one-stop center may choose to appeal a decision to not certify or decertify. Such appeals shall be provided to the WWDC, Strategic Performance and Finance Committee in writing.

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

5.0 Compliance with Federal and State Law/Regulation/Policy

5.1 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

Affiliate One-Stop Center Certification

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

A **comprehensive** one-stop 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 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 during regular business days at a comprehensive one-stop center. The WWDC may establish other service hours at other times to accommodate the schedules of individuals who work on regular business days. The WWDC will evaluate the hours of access to service as part of the evaluation of effectiveness in 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 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 be providing a phone number or computer Web site or providing 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.



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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 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. (b) As described in § 678.315, Wagner-Peyser Act employment services cannot be a stand-alone affiliated site. (c) States, in conjunction with the WWDC, must examine lease agreements and property holdings throughout the one-stop delivery system in order to use property in an efficient and effective way. 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 co-located 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 and our businesses to access the talent pipeline that meets their human capital needs and fuels economic growth. Workforce system partners are required to collaborate to support a seamless customer focused service delivery network. Every county across our state is unique in terms of its economy and geography, but each is actively working to create a system that provides effective services for our job seeker 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.



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Universal Access – Meet the needs of customers 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 innovates to drive measurable improvements.

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 a 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 two 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



Policy Number 7
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Established working relationship as part of an integrated system.

Sites to be certified must have the elements identified. Staff will answer questions about their site and how it functions to add value and provide customers with quality services as a part of the workforce system. 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.

Are the following services provided?	Yes	No	
Eligibility determination			
Outreach, intake and orientation to information and services available through the one-stop delivery system			
Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs			
Labor exchange services			
Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system			
Provision of workforce and labor market information			
Provision of information on:			
<ul style="list-style-type: none"> • Performance and cost information on eligible providers of training by program; 			
<ul style="list-style-type: none"> • Eligible providers of Youth workforce investment activities; 			
<ul style="list-style-type: none"> • Providers of adult education; 			



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<ul style="list-style-type: none"> Providers of career and technical education activities available to school dropouts; and 			
<ul style="list-style-type: none"> Providers of vocational rehabilitation services 			
Provision of information regarding how the State is performing on the performance accountability measures			
Provision of information and referral relating to the availability of support services or assistance			
Provision of information and assistance regarding filing claims for unemployment compensation			
Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not funded under WIOA			
Services, as appropriate for an individual to obtain or retain employment			
Follow-up services			
Provides job search, placement, recruitment, and other labor exchange services authorized under the Wagner-Peyser Act:			
<ul style="list-style-type: none"> Business services 			
<ul style="list-style-type: none"> UI claims filing assistance 			
Access to programs and activities carried out by one-stop partners through direct linkage			
Access to training services as described in section 134(c)(3), including serving as the point of access to training services for participants in accordance with section 134(c)(3)(G)			
Access to the data, information, and analysis described in section 15(a) of the Wagner-Peyser Act			



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Does the one-stop center meet the workforce development needs of businesses? How?			
Organization and Management			
Does the one-stop center facilitate integrated partnerships?			
Are services organized by function rather than program? (staff communication, cross training, teams)			
Procedures are in place to assure coordination of and avoid duplication among one-stop delivery system partner programs			
Are activities completed to ensure communication regarding policy/procedure implementation?			
Is professional development offered to all one-stop staff?			
Are all one-stop staff informed and kept up to date with Labor Market trends?			
Are activities completed to ensure continuous improvement is made to respond to specific customer feedback?			
Does the center strive for continuous improvement?			
Are resources available to customers in the resource room? (computers, phone, pamphlets)			
American Job Center logo on primary electronic resources, printed materials, and facility signage			
Operates in a cost efficient manner?			
Programs available in the one-stop			
Title I – Adult & Dislocated Worker			
Title I – Youth			
Wagner-Peyser			
SCSEP			
Vocational Rehabilitation			
Unemployment Insurance			



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POWER – TANF			
TANF			
TAA			
Adult Education			
HUD Grantee			
Career & Technical Education			
Jobs for Veterans State Grant (JSVG)			
Community Service Block Grant (DOHealth)			
Second Chance Act			
Job Corps			
National Farmworker Jobs Program			
Other			
Does the one-stop center have a program other than Wagner-Peyser offered more than 50% of the time?			
Accessibility Assessment			
Has there been an ADA accessibility study completed? When?			
What reasonable solutions were identified and changes made?			
Has there been an Equal Opportunity review completed? When?			
What reasonable solutions were identified and changes made?			

Reviewer's Signature: _____

Date: _____

WWDC recommendation for improvement:

WWDC Certification level recommendation: