

## **Operational Policy NO. OP-431**

**Subject:** One-Stop Certification Policy

**Effective:** PY17- July 1, 2017

### **BACKGROUND:**

The one-stop delivery system brings together partner agencies and organizations to collaboratively implement a seamless, customer-focused approach to delivering workforce development, educational, and other human resource programs. Together these partners determine strategies to best meet this mission, such as through co-location, shared case management, coordinated and integrated communications and information, training and educational activities, business services, and other means. Programs working collaboratively and collectively can result in improved outcomes, not only for participants and businesses, but also for the partners, through reductions in duplication, enhanced care coordination, and improvements in accountability and performance.

### **OBJECTIVE:**

To provide guidance, process, and deadlines for the certification of the one-stop centers and one-stop delivery system conducted by the local workforce development boards (LWDBs), and to set criteria for the development of local policy for one-stop certification.

### **POLICY:**

Under Workforce Innovation and Opportunity Act (WIOA), the one-stop approach continues as the cornerstone to service delivery to ensure and improve the provision of accessible, efficient, and effective services to both customers and businesses. According to §678.300 of the WIOA regulations, at least one comprehensive one-stop center must exist in each local area. According to §678.310, non-comprehensive, or affiliated sites where one or more of the required programs are available, are also permissible, as long as clear opportunities exist for connecting partners, customers, and businesses to ensure coordination.

LWDBs must certify their one-stop centers at least once every three years as a requirement for the continued infrastructure funding for the centers and the one-stop delivery system as a whole. Certification criteria must address the three following areas:

1. Effectiveness
2. Physical and Programmatic Accessibility
3. Continuous Quality Improvement

### **PROCESS/REQUIREMENTS.**

- The LWDB will include in their local plan, this certification policy and the assessment tool developed by the New Mexico Department of Workforce Solutions, State Administrative Entity (SAE) which contains the criteria (as

described below) for assessing each local one-stop center and the one-stop delivery system. The LWDB will utilize the assessment tool and may add additional criteria as determined.

- The LWDB must review and update certification criteria every two years, in line with State and local plan review and modifications; consistent with Governor's and State Workforce Development Board guidelines, guidance, and policies (§678.800).
- The LWDB must submit their certification policy to the SAE for review and approval. This certification policy will be incorporated into the compliance review and audit procedures conducted by state monitors.
- The LWDB must complete certification activities least every three years. If certification is not completed within the required timeframes, the one-stop centers and the one-stop delivery system become ineligible to receive infrastructure funding from partners or the state funds for those areas that rely on state infrastructure funding.
- The LWDB must submit a record of the assessment and certification determination to the SAE, Yolanda Montoya-Cordova, via email to [Yolanda.montoyacor@state.nm.us](mailto:Yolanda.montoyacor@state.nm.us) within 10 days of completing the certification determination.
- In cases where a local board is selected to act as the one-stop operator, the SAE must review the assessment and make the certification determination for those one-stop centers and one-stop delivery system (§679.410).
- Upon receiving or making the certification determination, the SAE will certify and issue notifications to the LWDB that the one-stop operator is eligible to receive infrastructure funding.

***With approval of this policy, the WCCNM will also adopt the tool that is in process and being created by NMDWS, based on the following Certification Criteria.***

**CERTIFICATION CRITERIA.** To be certified, the one-stop centers and one-stop delivery system must meet or exceed standards established for each of the following areas:

Focus Area	Criteria	Evidence to Support Criteria
<b>Effectiveness</b>	<p>How well does the one-stop integrate available services for participants and businesses?</p> <p>How well does the one-stop meet the workforce needs of participants?</p> <p>How well does the one-stop meet the employment needs of businesses?</p> <p>Does evidence exist to demonstrate any cost efficiencies?</p> <p>How well are services coordinated across programs?</p> <p>Does evidence exist to support effective partnership development and implementation among partner programs and staff?</p> <p>Does evidence exist to support effective and practical resolution to one-stop customer feedback?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Number of partner programs available at one-stop, and or participating through MOU. Evidence of coordination activities with partner programs not co-located in one-stop.</li> <li><input type="checkbox"/></li> <li><input type="checkbox"/> Description of shared one-stop activities for all services to individuals, including targeted populations, such as youth, individuals with disabilities, individuals with low literacy levels, and older individuals.</li> <li><input type="checkbox"/> Description of shared services available, i.e., shared case management, co-enrollment, referral processes, etc. among partners</li> <li><input type="checkbox"/> Evidence of common performance measures, goals and outcomes among partner's programs.</li> <li><input type="checkbox"/> Evidence of coordinated partner and staff meetings demonstrating shared planning and decision making focused on performance.</li> <li><input type="checkbox"/> Evidence of shared strategies among partners to meet business needs.</li> </ul>

		<ul style="list-style-type: none"><li>□ Evidence of cost efficiency strategies used to maximize funds for services.</li><li>□ Evidence of a customer survey process to measure satisfaction with services provided to job seekers and businesses.</li><li>□ Evidence of a partner input process enabling opportunity to rate satisfaction with collaboration, shared decision making and problem solving among partners.</li></ul>
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<p><b>Physical and Programmatic Accessibility</b></p>	<p>How well does the one-stop ensure equal opportunity for individuals with disabilities to participate and benefit from program services?</p> <p>What actions does the one-stop center take to comply with disability-related regulations, including:</p> <ul style="list-style-type: none"> <li>• reasonable accommodations to provide for physical accessibility of the one-stop; and</li> <li>• reasonable modifications to policies, practices, and procedures, where necessary, to avoid discrimination against persons with disabilities?</li> </ul> <p>Does evidence exist to demonstrate the administration of programs in the most integrated setting possible?</p> <p>Does evidence exist to demonstrate communication with persons with disabilities and youth as effectively as with others?</p> <p>How well does the one-stop meet the needs of other targeted groups, such as individuals with low literacy levels, older individuals, and others?</p> <p>Does evidence exist to demonstrate the provision of auxiliary aids and services, including assistive technology devices and services?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Evidence of developing awareness and capacity of partners and staff to engage effectively with individuals with disabilities and youth, i.e. training in ADA, and positive youth development and engagement.</li> <li><input type="checkbox"/> Evidence of development and inclusion of specialized services and programs for individuals with disabilities, youth, individuals with low literacy levels, and older individuals. Evidence of reasonable accommodations delivered to support inclusion of individuals with disabilities in training, job fairs, informational materials, and other activities available at the one-stop. Evidence of changes to policies, procedures, and/or practices to include individuals with disabilities. Evidence of the provision of auxiliary aids and services, including assistive technology devices and services.</li> <li><input type="checkbox"/> Evidence of a satisfaction survey or process to obtain feedback from individuals with disabilities and youth. Evidence of youth focused activities and resources</li> <li><input type="checkbox"/> directly used to conduct outreach and recruitment of youth and to link them to one-stop partners and programs. Evidence of technology and other means used specifically to engage</li> </ul>
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	<p>Does evidence exist to demonstrate the engagement of youth? How are youth services advertised and marketed? Is the the one-stop center youth friendly and accessible?</p>	<p>customers residing in remote areas?</p>	
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	<p>Does evidence exist to demonstrate programmatic accessibility to remote areas using technology or other means? How are customers living in remote areas engaged in one-stop services?</p> <p>How effective is the one-stop delivery system in delivering extended hours of service delivery?</p>	<p><input type="checkbox"/> Evidence of extended hours of service to meet the needs of customers?</p>	
<p><b>Continuous Quality Improvement</b></p>	<p>How well does the one-stop support the achievement of negotiated local performance levels for the local area?</p> <p>Does evidence exist to demonstrate a regular process for identifying and responding to technical assistance needs of partners and staff?</p> <p>Does evidence exist to demonstrate the provision of continuing professional development for partners and staff?</p> <p>How well does the one-stop capture and use specific customer and business feedback to improve or modify system practices and services?</p>	<p><input type="checkbox"/> Description of each local one-stop center's performance in relationship to entire regional system, i.e. number of customers and businesses impacted, types of services delivered, etc.</p> <p><input type="checkbox"/> Description of each partner contribution to the overall performance of the local one-stop, such as co-enrollments, referrals/follow-up, co-hosted events, etc.</p> <p><input type="checkbox"/> Evidence of strategies used to identify best practices, improve partnership collaboration and to share decision making to identify and respond to technical assistance needs or activities to improve overall one-stop operational effectiveness.</p> <p><input type="checkbox"/> Evidence of the provision of continuing professional development provided to program partners and staff.</p> <p><input type="checkbox"/> Description of continuous quality improvement strategies used to modify</p>	

		<p>and improve system practices and services.</p> <p><input type="checkbox"/> Description of the continuous quality improvement activities planned and/or implemented in collaboration with program partners and staff.</p>
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**REFERENCE(S).**

- Workforce Innovation and Opportunity Act (WIOA), 2014.
- WIOA Joint Final Rules for One-Stop System Joint Provisions – U.S. Department of Labor
  - (Title I), Rehabilitation Services Administration (Title IV), Office of Career, Technical, and Adult Education (Title II): 20 CFR, Parts §678.300, §678.310, §678.800, §361.300, §361.310, §361.800, §463.300, §463.310, §463.800, One-Stop Certification.
- WIOA Department of Labor-Only Final Rule (Title I): 20 CFR, Part §679.410, Local Workforce Development Board Acting as a One-Stop Operator.

**APPLICABILITY:**

Local Workforce Development Board and all One-Stop Centers in the Region.

**INQUIRIES:**

WIOA Manager 505-274-1750