ALABAMA WORKFORCE INVESTMENT SYSTEM

Alabama Department of Commerce
Workforce Development Division
401 Adams Avenue
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January 21, 2016

GOVERNOR'S WORKFORCE INNOVATION DIRECTIVE NO. PY2015-08

SUBJECT: One-Stop Career Center Systems and One-Stop Delivery System Certification

1. Purpose. To provide guidance, process and deadlines for the certification of One-Stop Career Centers and the One-Stop delivery system that is to be conducted by local workforce development boards, and to set criteria for the development of a local policy for one-stop certification.

2. Discussion. The Workforce Innovation and Opportunity Act (WIOA) Section 121(e)(2)(A) states that each area must operate at least one comprehensive One-Stop Career Center. WIOA Section 134(c)(1)(i), states the State is responsible "to establish a One-Stop deliver system."

For Alabama to remain competitive in today's knowledge-based economy, its workforce system is critical. Workforce development and training systems must offer current workers and the emerging workforce opportunities to acquire world-class skills that meet employer demands, while increasing productivity. The workforce system must be comprehensive, flexible, innovative, employer-driven, customer-focused and performance-based. The workforce system must also respond to customer needs, and be adaptable to the rapid changes in the global economy. Technology will be used in the delivery of services to the extent it is feasible.

In an effort to ensure that the One-Stop system meets minimum quality standards, including the effective integration of services, pursuant to the Workforce Innovation and Opportunity act (WIOA) Section 121(b)(1)(A) and (B) each entity that carries out a program or activities described at WIOA Section 121(b)(1)(B) (programs authorized under WIOA Title I-B; programs authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.); adult education and literacy activities authorized under title II; programs authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.) (other than section 112 or part C of title I of such Act (29 U.S.C. 732, 741); activities authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.); career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and

Technical Education Act of 2006 (20 U.S.C. 2301 et seq.); activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.); activities authorized under chapter 41 of title 38, United States Code; employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.); employment and training activities carried out by the Department of Housing and Urban Development; programs authorized under State unemployment compensation laws (in accordance with applicable Federal law); programs authorized under section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532 et seq.); and (unless the Governor notifies the Secretary of Labor) programs authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)), shall provide access through the One-Stop delivery system to such program or activities carried out by the entity.

Also as required at WIOA Section 121(e)(3) and consistent with Section 3(d) of the Wagner-Peyser Act and in order to improve service delivery, avoid duplication of services, and enhance coordination of services, including location of staff to ensure access to services in underserved areas, the Employment Service Offices in each state shall be co-located with One-Stop Career Centers established under the WIOA.

The Workforce Innovation and Opportunity Act (WIOA) specifies in Section 101(d)(6) and 121(g)(1) that the Governor (with assistance from the State WIOA Board) shall establish the minimum criteria for certification of One-Stop Career Centers and the One-Stop delivery system. Certification is required to be done by local boards at least once every three (3) years in order for One-Stop Career Centers and the One-Stop delivery system to receive infrastructure funding pursuant to WIOA Section 121(h).

Certification Criteria – In order to be certified, One-Stop Career Centers and the One-Stop delivery system must meet or exceed the standards established for each of the following areas:

	Focus Area	Criteria to be Used	Standards to Meet
1	Effectiveness	-Performance accountability as outlined in grant agreements and expenditure authorizations -Local Performance Measures -Sector Partnerships -Career Pathways -Enrollment objectives for targeted populations -Alignment of services with needs of the area -Fiscal Responsibility	a. Outcomes defined in grant agreements and expenditure authorizations b. Thresholds related to negotiated performance targets c. Coordination of goal setting across programs exists d. Active involvement in initiatives and discretionary grants and expected outcomes for initiatives and discretionary grants are met e. Demonstrate that strategies are based on an analysis of the area f. Satisfaction of employers with services provided g. Expenditure rate exceeds the minimum requirement to maintain compliance
2	Physical and programmatic accessibility	Americans with Disabilities Act of 1990 (42 U.S.C. 12101, et seq and Section 188 of the WIOA if applicable	In compliance as shown by an inspection, audit, or review within last three (3) years
3	Continuous improvement of One-Stop Career Centers and the One-Stop delivery system	Goals established for the services provided by each One-Stop Career Center and the One-Stop delivery system	Standards are connected to goals and may shift as goals change a. Business Services activities in compliance with annual goals b. Re-employment and Youth activities in compliance with annual goals c. Level of Services for each One-Stop Career Center justifies its annual operational costs
4	Integration of available services	Service Coordination Agreements	At a Minimum: a. An MOU is in place b. The MOU includes all required partners c. Co-enrollment is addressed d. A referral procedure for all programs is in place e. Demonstrate that the level of integration has improved in the past three (3) years

On an annual basis, the required partners in each local workforce area will work with the Commerce - Workforce Development Division to reach agreed upon levels of performance that apply to Focus Area 1 and with the Commerce - Workforce Development Division to reach agreed upon continuous improvement goals that apply to Focus Area 3.

The chair of the local board shall be copied on all local plan quarterly and annual reports provided to Commerce - Workforce Development Division so that the Commerce - Workforce Development Division can maintain data on an ongoing basis. At the request of a local board, when it engages in the certification process for the One-Stop Career Centers and the One-Stop delivery system, the Commerce - Workforce Development Division will provide to the local board a summary of the performance data that has been provided to the Commerce - Workforce Development Division on the above criteria. The state agencies of required partners shall forward quarterly or annual reports to the Commerce - Workforce Development Division so that data on partner programs can be maintained and shared with local boards during the assessment process. Local boards should contact Commerce - Workforce Development Division to obtain information on WIOA performance measurements.

Local boards are responsible for assessing the One-Stop Career Centers and the One-Stop delivery system with these criteria and submitting a record of the assessment and certification determination to Commerce - Workforce Development Division within 10 days of completing the certification determination.

Local boards are required to have policies and procedures in place for assessing the One-Stop Career Centers and the One-Stop delivery system. **This Directive requires local workforce boards to develop policies and procedures by May 1, 2016.** The policies and procedures:

- Must include the criteria outlined within this Directive;
- May include additional criteria beyond the items outlined in this policy;
- Must be submitted to the Commerce - Workforce Development Division for review prior to approval by the local board;
- Will be incorporated into the compliance review procedures conducted by the State Program Integrity Unit.

3. Action. Certification should be completed by the local board prior to the beginning of the second program year under WIOA, which is July 1, 2016, and at least every three (3) years thereafter.

A statement of certification must be submitted as a component of the local plan. If certification is not completed within the required timeframes, the One-Stop Career Centers and the One-Stop delivery system become ineligible to receive infrastructure funding from partners or the state funds for those areas that utilize the state infrastructure funding mechanism. When the Commerce - Workforce Development Division receives the record of the certification determination, it will be reviewed and a statement will be issued that acknowledges that a local board has certified the One-Stop operator and that the operator is eligible to receive infrastructure funding.

4. Contact. Questions regarding this Directive should be referred to Bill Hornsby, Supervisor, Workforce Development Division, State Programs, Planning and Divisional Budget Management Section at (334) 242-5847 or bill.hornsby@commerce.alabama.gov.

1/21/2016

Steve Walkley, Division Manager, Workforce Development Division **Date**
Alabama Department of Commerce

Disclaimer: This policy was drafted based on the WIOA Law (Public Law 113-128). If, upon issuance of the WIOA's Implementing Regulations, there are additional requirements and/or clarifications; this policy will be revised as may be necessary.