



**WORKFORCE INVESTMENT COUNCIL
DISTRICT OF COLUMBIA**



WIC Policy No.	Subject	Date
2013.002	ONE-STOP DELIVERY SYSTEM	7/9/2013

ISSUING ENTITY:

Workforce Investment Council

SCOPE:

Workforce Investment Council, DC WIA Administrative Entity, One-Stop Operators, and Mandatory Partner Programs

REFERENCES:

Workforce Investment Policy No. 2013-001 DC Workforce System Roles and Responsibilities; Title I of the WIA of 1998, as amended (29 U.S.C. 2801 et seq.); WIA Regulations, 20 CFR Part 652 et al, 29 CFR Part 95-97; Office of Management and Budget (OMB) cost principles codified in 2 CFR Part 220, Part 225 and Part 230 Specific citations are WIA Section 121 and 20 CFR Subpart A, 662.100-662.420

EFFECTIVE DATE:

October 1, 2013

OBJECTIVE:

This policy provides DC workforce system stakeholders with instruction and guidance on the Districts' one-stop delivery system and emphasizes, encourages and supports the continued development of a seamless one-stop delivery system that is business-driven, skills-based, and accessible. This policy ensures the District's workforce system focuses on quality and seamless services to business and job seeker customers through coordination and non-duplication among the programs and activities carried out by workforce system partners. It supports the Workforce Investment Council's mission to "build and sustain an integrated workforce investment system of skilled staff and partners delivering high-quality services that help District residents gain the skills to meet business needs and connect to career pathways."

DEFINITIONS:

- A. The Mayor of the District of Columbia serves all functions designated to the Governor and the Chief Elected Official under WIA.
- B. The Workforce Investment Council serves all functions designated to the State Workforce Investment Board and the Local Workforce Investment Board under WIA, consistent with District law.
- C. The Administrative Entity serves the functions designated to the lead state agency for purposes of programs funded under WIA and defined in the District's Policy #01-2013 DC Workforce System Roles and Responsibilities, and the local grant recipient and fiscal agent functions as described in WIA section 117. The Department of Employment Services is the Administrative Entity for the District of Columbia.

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- D. A One-Stop Operator is an entity designated by the Workforce Investment Council to perform the day-to-day oversight and operation of one or more DC American Job Centers.

- E. Mandatory Partner programs are the programs and activities described in WIA section 121(b) and the DC American Job Center Memorandum of Agreement. These programs are:
 - 1. WIA Adult
 - 2. WIA Youth
 - 3. WIA Dislocated Worker
 - 4. Wagner-Peyser Act programs and activities
 - 5. Local Veterans Outreach Program
 - 6. Disabled Veterans Outreach Program
 - 7. Trade Adjustment Assistance
 - 8. Senior Community Service Employment Program (SCSEP) as authorized under title V of the Older Americans Act of 1965 (42 USC 3056)
 - 9. Unemployment Insurance Programs Authorized under District of Columbia Unemployment Compensation Laws (In accordance with Federal Law)
 - 10. Vocational Rehabilitation Programs as authorized under Parts A and B of the Title I of the Rehabilitation Act (29 USC 720)
 - 11. Any postsecondary career and technical education activities authorized under the Carl D. Perkins Career and Technical Education Act (20 USC 2301)
 - 12. Adult Education and Literacy activities authorized under Title II of WIA
 - 13. Employment and training activities carried out under the Community Services Block Grant (42 USC 9901)
 - 14. Job readiness training and employment placement assistance under Section 3 of the HUD Act of 1968.
 - 15. Job Corps activities

BACKGROUND:

Title I of the Workforce Investment Act (WIA) of 1998 assigns responsibilities at the local, state, and federal levels for the creation and maintenance of a one-stop delivery system. The one-stop delivery system is charged with enhancing the range and quality of workforce development services available to job seekers and businesses through a coordinated approach among partner agencies.

The Mayor of Washington D.C. has assigned the roles of the state and local workforce investment boards to the Workforce Investment Council. The Mayor has also assigned the roles of state administrative entity and local grant recipient and fiscal agent to the Department of Employment Services (DOES).

The Workforce Investment Council and DOES are responsible for guiding the establishment of a seamless one-stop delivery system. This system is a collaborative effort among education, business, public agencies, and community-based organizations to provide services to job seekers and employers in a seamless manner. Services are provided through a variety of access points known as DC American Job Centers (DCAJC).

DCAJC CENTERS:

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Service Delivery. Under WIA, the workforce system must include at least one physical comprehensive DCAJC in the District. The DC Workforce Investment Board may choose to establish additional comprehensive One-Stop Centers and may choose to approve affiliate center locations and satellites as access points for services. Decisions on the locations of comprehensive, affiliate, and satellite sites will be made in collaboration with the Department of Employment Services in its role as State Administrative Entity.

- A. **Comprehensive DCAJCs.** A comprehensive DCAJC must provide core services specified in Section 134(d)(2) of the WIA, and provide job seeker and employer access to partner services specified in Section 121(b)(1). See Policy No. 2012-007 (Adult and Dislocated Worker Services Policy) and Policy No. 2013-003 (One-Stop Certification Process) for more additional information on the certification of comprehensive DCAJCs and services provided.
- B. **Affiliate DCAJCs.** An affiliate DCAJC must, at a minimum, include the full-time, defined as forty (40) hours per week, physical presence of WIA adult and dislocated worker services and one (1) or more partner services and activities available through scheduled on-site presence, or through technological methods, referral systems, or cross training of staff in the partners' services. See Policy No. 2012-007 (Adult and Dislocated Worker Services Policy) and Policy No. 2013-003 (One-Stop Certification Process) for more additional information on the certification of comprehensive DCAJCs and services provided.
- C. **Satellite DCAJCs.** A satellite DCAJC must, at a minimum, provide technological access to service information and basic self-directed core services without significant staff involvement.

WIC RESPONSIBILITIES:

As the state and local workforce investment board for the District, the WIC is responsible for establishing and overseeing the DCAJC system. The major responsibilities of the WIC include:

- A. **Designating DCAJC Operators.** The WIC must designate or certify a One-Stop Operator biannually for each DCAJC operating in the District. Under WIA, one-stop operators must be designated through one of the following processes:
 - 1. Through a competitive process; or
 - 2. Under agreement between the local board and a consortium of entities that includes at least three or more of the mandatory partners.

The Workforce Investment Council has elected to utilize the consortia method identified in b. The process for certifying DCAJCs under the consortia method is described in WIC Policy No. 2013-003 "One-Stop Certification Process."

- B. **Developing the DCAJC Memorandum of Agreement.** The WIC is responsible for working with DOES and other entities operating mandatory partner programs to develop a memorandum of agreement (MOA) that governs the following:
 - 1. Description of the services to be provided through the DCAJC delivery system;
 - 2. Description of how services will be provided through functional teams as described in WC Policy No. 2013-003 "One-Stop Certification Process." This should include customer flow and service options in DCAJCs;

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3. Methods for referral of individuals to mandatory partners;
 4. Duration of the MOA and the procedures for amending the MOA;
 5. A resource sharing agreement (RSA) outlining how services and operating costs of the system will be funded by partners; methodology for cost sharing; and invoicing and payment processes;
 6. A cost allocation plan outlining mandatory partner costs based on accepted methodology; and
 7. Any other provisions consistent with the requirements of the Workforce Investment Act and agreed to by the partners.
- C. **Developing One-Stop Operator Agreements.** A One-Stop Operator Agreement is required between the Workforce Investment Council and each One-Stop Operator as part of any certification or recertification. The agreement shall incorporate the approved business plan(s) and performance measures for each DCAJC, and in addition must:
1. Describe how the WIC will communicate workforce system policy, guidance and information to the One-Stop Operator, DCAJC staff, and required partners;
 2. Establish policies and procedures for situations such as inclement weather, holidays, breaks or time off, accounting for relevant policies that may not be consistent across partners; (city employees must be governed by city personnel rules, collective bargaining agreements and city policy);
 3. Describe how the One-Stop Operator will report on performance outcomes, and how the WIC will monitor such performance, including through the issuance of performance improvement plans;
 4. Describe how the One-Stop Operator will comply with the requirements of the DCAJC Memorandum of Agreement (MOA)
 5. Acknowledge the prohibition against the WIC directly delivering services to include a statement that the local board must ensure that the WIC, its members, and its employees do not directly control or manage the daily activities of its One-Stop Operator or any WIA service providers.
- D. **Performance Levels.** In consultation with DOES, negotiates annual performance levels for the District's workforce system.
- E. **Reporting.** In consultation with DOES, develops and submits all required federal reports for the District's workforce system.
- F. **State Plan and WIA Annual Reports.** In consultation with DOES, develops and submits the State Plan and WIA Annual Reports to USDOL for the District's workforce system.
- G. **Relocation or Closure of a DCAJC.** Any One-Stop Operator wishing to relocate or close a DCAJC must submit a request to the WIC describing the reasons for recommending relocation or closure, and providing an analysis of how current DCAJC customers would be impacted by such relocation or closure. The WIC shall approve or disapprove such a request in consultation with the Department of Employment Services in its role as administrative entity and fiscal agent.

ADMINISTRATIVE ENTITY RESPONSIBILITIES:

As the administrative entity for the District, DOES is responsible for the following activities:

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- A. Carrying out administrative functions (including provision of direct services where appropriate, performance reporting, and monitoring of service providers) for the following mandatory partner programs:
 1. Workforce Investment Act Adult
 2. Workforce Investment Act Youth
 3. Workforce Investment Act Dislocated Worker
 4. Wagner-Peyser Act Programs and Activities
 5. Local Veterans Outreach Program
 6. Disabled Veterans Outreach Program
 7. Trade Adjustment Assistance
 8. Senior Community Service Employment Program (SCSEP) as authorized under title V of the Older Americans Act of 1965 (42 USC 3056)
 9. Unemployment Insurance Programs Authorized under District of Columbia Unemployment Compensation Laws (In accordance with Federal Law)
- B. Serving as the representative of the programs identified in A, above, on the Workforce Investment Council.
- C. Serving as the fiscal agent for local WIA funds as described in section 117 of WIA, and dispensing such funds according in accordance with WIC policies.
- D. Developing and maintaining the statewide employment statistics system required under WIA.
- E. In cooperation with the WIC, developing and submitting all required federal reports for the District's workforce system
- F. In cooperation with the WIC, negotiating annual performance levels for the District's workforce system
- G. In cooperation with the WIC, developing and submitting the State Plan and Annual Report to USDOL for the District's workforce system.

PARTNER RESPONSIBILITIES:

- A. **Mandatory Partners.** All WIA mandatory as defined in the Workforce Investment Act or WIC approved partners who wish to be physically co-located within a center must be willing to provide their services within the following parameters:
 1. Make their core services defined by their funding source available and seamless as directed by the one-stop operator and their appointed site manager;
 2. Make available through a seamless process other activities and programs carried out under their program direction or authorizing law;
 3. Ensure their staff is adequately trained on their respective program rules and regulations and capable of effectively delivering program services and activities within a seamless service delivery environment;
 4. Enter into the DCAJC Memorandum of Agreement with the WIC;

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5. Enter into an MOA with the One-Stop Operator; establishing shared success indicators, operating strategies and procedures, and customer flow for an effective seamless service delivery within the DCAJC;
 6. Participate in center functional unit cross-training of staff as determined necessary by the operator;
 7. Ensure adequate staff coverage at all times by coordinating leave requests with the operator;
 8. Maintain direct supervision over their respective staff and volunteers that support their program;
 9. Take responsibility for and retain sole discretion for anything that may affect the current base pay, status, and tenure of their respective staff, or any of the following employee actions:
 - a. hiring;
 - b. termination;
 - c. discipline;
 - d. promotion;
 - e. permanent assignments (the site manager may temporarily assign staff to ensure coverage and positively impact service and a seamless service delivery);
 - f. permanent transfer (the site manager may temporarily assign staff to ensure coverage);
 - g. performance evaluations - with input from the site manager;
 - h. grievances;
 - i. corrective action;
 - j. disciplinary action. the city agency retains the sole right to terminate, demote, and suspend its employees for disciplinary reasons. The operator and site manager will assist and provide information deemed necessary by the city partner agency in conjunction with proposed disciplinary actions.
 - k. timesheet and leave approval; final approval and sign-off of timesheets and leave requests for all city employees must remain with the city agency; and
 - l. approval of costs not addressed in the MOA with the WIC related to the operation of the Center such as travel or training.
- A. **Veterans Programs.** Veterans Employment Services staff, working in DCAJCs, must be functionally supervised consistent with the manner outlined above. The State Veterans Employment Representatives must oversee the delivery of veterans' programs and services under Title 38, the Special Grant Provisions, and as provided in the DES Wagner-Peyser funding proposal. State Veterans Employment Services staff must comply with Center operational procedures, but veteran program requirements and staff responsibilities must continue as stated in Title 38 in accordance with the Grant Agreement (100% of their time assigned to the duties outlined in the grant or program).

MANAGEMENT INFORMATION SYSTEM:

The Centers will utilize a common management information system approved jointly by the Workforce Investment Council and DOES. Shared information and data agreements will be utilized to support access to information and information sharing between the partners as allowed by authorizing law and regulations. WIC staff shall be provided access to information for monitoring and/or reporting functions.

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COMMUNICATION PROTOCOL:

Effective communication requires coordination and collaboration by the Administrative Entity and the Workforce Investment Council staff. All written and electronic communications with the US Department of Labor regarding the following will be jointly communicated by the Administrative Entity and the staff to the Workforce Investment Council:

- A. State Plan
- B. Annual Report
- C. Quarterly Performance Reports
- D. State of the State Letters

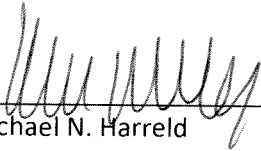
RESCISSIONS:

None

CONTACT ENTITY:

Inquiries regarding this rule should be directed to the Executive Director for the Workforce Investment Council.

APPROVAL:



Michael N. Harreld

Chair, Workforce Investment Council

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