



**WORKFORCE INVESTMENT COUNCIL
DISTRICT OF COLUMBIA**



WIC Policy No.	Subject	Date
2013.003	ONE-STOP CERTIFICATION PROCESS	7/9/2013

ISSUING ENTITY:

Workforce Investment Council

SCOPE:

DC Workforce Investment Council, DC WIA Administrative Entity, One-Stop Operator(s), and Workforce System Stakeholders

REFERENCES:

Workforce Investment Policy No. 2013-001 DC Workforce System Roles and Responsibilities; Workforce Investment Policy No. 2013-002 One-Stop Service Delivery System; Workforce Investment Act (Public Law 105-221, Section 121); 20 CFR Part 662 of the WIA Regulations, and TEGL 33-11

EFFECTIVE DATE:

October 1, 2013

OBJECTIVE:

This policy provides workforce system stakeholders with instruction and guidance on the District of Columbia American Job Center (DCAJC) certification process. It emphasizes, encourages and supports the continued development of a seamless one-stop delivery system in the District that is business-driven, skills-based, and accessible. This policy ensures the system focuses on quality and consistent service delivery. 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 the local grant recipient and fiscal agent as described in WIA section 117. The Department of Employment Services is the Administrative Entity for the District of Columbia.
- D. A One-Stop Operator is an entity designated by the Workforce Investment Council (in agreement with the Mayor) to perform the day-to-day oversight and operation of one or more DC American Job Centers.

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- 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:

The Workforce Investment Act (WIA) of 1998 requires the establishment of local one-stop delivery systems that enable jobseekers and employers to access the employment and training services of multiple partner agencies. Services may be delivered at full-service physical centers known as comprehensive one-stop centers, and may also be accessed through physical or virtual sites known as affiliate or satellite centers as defined in Workforce Investment Council Policy No. 2013-002.

The District of Columbia has elected to be a single state workforce investment area for purposes of WIA, and as such must operate at least one comprehensive one-stop center. All comprehensive centers will be known as DC American Job Centers (DCAJCs); all affiliate or satellite centers must clearly indicate that they are a part of the DC American Job Center network.

The Workforce Investment Council, in agreement with the Mayor, is responsible for certifying and recertifying comprehensive, affiliate, and satellite DC American Job Centers, and for selecting the One-Stop Operator(s) that are responsible for the day-to-day operations and management of each DCAJC. A location must be certified in order to be recognized as a DCAJC. Through the one-stop certification processes described herein, the Workforce Investment Council seeks to establish uniform certification and performance standards for DCAJCs, and will work with One-Stop Operators to ensure such standards are being met.

CERTIFICATION PROCESS:

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As discussed in Policy 2013-002, the District has the option of selecting One-Stop Operators through a competitive process or through agreements with consortia of mandatory partner programs. The District has elected to utilize the consortia method, and will follow the procedure outlined herein to select One-Stop Operators and certify DCAJCs.

An entity seeking to serve as a One-Stop Operator must submit a business plan as described in Section H below, and must otherwise demonstrate that a proposed DCAJC site satisfies the appropriate certification criteria described in this policy. An entity seeking to serve as a One-Stop Operator may request technical assistance from the Workforce Investment Council to support the development of a business plan or to meet other criteria described in this policy.

WIC staff will review all business plans that satisfy the requirements of Section H, and will conduct an on-site review of the proposed DCAJC site to ensure the site meets the criteria described in this policy. If WIC staff determines that the criteria for certification have been satisfied, the WIC staff will provide a recommendation to the WIC and the Mayor that the proposed DCAJC be certified. If WIC staff determines that the criteria for certification have not been satisfied, the WIC staff will provide a recommendation to the WIC and the Mayor that the DCAJC not be certified, and shall provide the entity seeking to serve as a One-Stop Operator with a detailed explanation of such recommendation.

Upon receiving a recommendation from WIC staff with respect to any entity seeking to any DCAJC, and with the approval of the Mayor, the WIC shall vote on the designation of the DCAJC. The WIC shall enter into a DCAJC Operator Agreement with the One-Stop Operator for each DCAJC that is certified. The DCAJC Operator Agreement will include each of the elements defined in Policy No. 2012-002.

An entity may be designated as a One-Stop Operator for more than one DCAJC. Each DCAJC must be certified separately.

All DCAJCs must be recertified by the WIC at least once every two (2) years. The process for recertification shall be the same as the initial certification process, with the exception that the One-Stop Operator must demonstrate that all performance requirements described under section I for the current certification period have been met or exceeded.

The WIC may certify as many DCAJCs – including affiliate and satellite sites – as are necessary to provide adequate employment and training services to jobseekers and employers in the District of Columbia. The WIC shall not be required to certify any DCAJCs other than the initial comprehensive DCAJC.

The WIC shall consult with the Department of Employment Services (in its capacity as the District's administrative entity as defined in the WIC Policy 2013-001) with respect to all DCAJC applications.

CERTIFICATION CRITERIA:

- A. **Comprehensive DCAJCs.** In order for a site to be certified as a comprehensive DCAJC, an entity seeking to be designated as a One-Stop Operator must demonstrate that the following criteria have been met:

1. **Mission Statement** set by the WIC is posted and visible to public.

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2. **Full-Time Hours of Operation**, defined as forty (40) hours per week, are maintained for WIA Adult and Dislocated Worker Services, Wagner-Peyser Labor Exchange, and access to Unemployment Insurance assistance. The One-Stop Operator is encouraged to be open in non-traditional hours to support customer access. Hours of operation must be posted on the door or in view of the outside entrance.
3. **A Site Manager** has been assigned by the One-Stop Operator. The Site Manager must have a job description that is inclusive of overseeing the day to day operations of the Center.
4. The DCAJC is **accessible** to all jobseekers and employers consistent with Section 188 of WIA and Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794).
5. **Functional Teams** have been, or will be, established. At a minimum three (3) functional teams that are overseen by the One-Stop Operator and its respective Site Manager are (or will be) in place. It is the responsibility of the One-Stop Operator to identify staff for each function with the flexibility that if staff is limited one may have multiple team roles.
 - a. **Welcome Functional Team** will strive to greet all customers and will not wait passively for customers to come to them in order to determine the best set of services for each customer. Every new job seeker will receive an initial assessment/evaluation of service needs and will be provided information about the skills assessment tools available that can assist the customer in determining the next appropriate set of services. Services associated with the welcome function include: registration, orientation to services, provision of labor market information, access to resource room, initial assessment, access to assessment tools that help individuals in the identification of basic skill, self-assisted job referral and placement, referral to generic workshops and referral to other \community services. The staff involved in the welcome function will coordinate with the Skill/Career Development and Business Services teams to manage and coordinate services.
 - b. **Skill/Career Development Functional Team** will assist customers that require or desire more than informational and self-directed services. Services associated with the Skill/Career Development function include core services with significant staff assistance, intensive services, training, and support services.
 - c. **Business Services Functional Team** will be responsible for building relationships with employers including sector partnerships and business alliances. The Business Services Functional Team may be contracted out by the One-Stop Operator separate from job seeker services at the discretion of the Local Workforce Investment Council. Services associated with the Business Services function include business outreach, recruitment and referral to job vacancies, job candidate qualification review, provision of economic, economic and workforce trends, job development, and business development.

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- d. **Other** functional teams may be established by the One-Stop Operator if staffing allows for more specialization. One-Stop Operators are encouraged to consider the establishment of functional teams focusing on customer assessments and customer retention. A description of all functional teams must be included in the business plan.
6. **Staff Development and Capacity Building** is provided to ensure individuals working with customers have the skills and knowledge needed to provide exemplary customer service. Staff will be required to complete the core competencies certification provided by USDOL and approved by the WIC with annual refreshers related to policies and customer service. The One-Stop Operator must provide a strategy for ensuring staff have the skills and knowledge to be successful.
7. **Job Seeker Services.** The DCAJC must offer core, intensive and training services as defined under WIA. At a minimum the following services will be on the menu of possibilities for job seekers who meet eligibility and suitability criteria set by the Workforce Investment Council. The One-Stop Operator must provide a specific list of services available at each Center.
 - a. **Triage and Initial Assessment** to identify whether the individual is in crisis, has basic needs, or is ready to work and/or get on a path toward a career.
 - b. **Core Services Without Significant Staff Involvement** – At least five (5) of the following services must be offered at the DCAJC:
 - i. Use of the DCAJC Resource Room
 - ii. Self-Directed Job Search Activities
 - iii. Accessing Labor Market Information
 - iv. Self-Administered Standardized Skills Assessments
 - v. Attending Jobseeker Workshops
 - (a) Self-Directed/Computer-Based
 - (b) Group Workshops
 - c. **Core Services With Significant Staff Involvement** - At least five (5) of the following services must be offered at the DCAJC:
 - i. Staff-Assisted Job Match Activities
 - ii. Staff-Assisted Job Search Activities
 - iii. Staff-Administered and Interpreted Standardized Skills Assessments (e.g., CASAS)
 - iv. Job Referral with Staff Help in Decision Making Process
 - v. Scheduling Appointments with Appropriate Community Based Organizations
 - vi. Follow-Up Contact after Placement
 - d. **Intensive Services** - At least eight (8) of the following services must be offered at the DCAJC:
 - i. Development of an Individual Employment Plan
 - ii. Intensive Case Management
 - iii. Structured Job Search

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- iv. Staff-Administered Skills Development Strategies (e.g., KeyTrain)
 - v. Career Planning Activities
 - vi. Staff-Assisted Research on Training Options
 - vii. Pre-Employment Workshops
 - viii. Group Counseling
 - ix. Short-Term Pre-Vocational Training such as Adult Basic Education, English as a Second Language, Basic Computer Literacy, Interviewing Skills, Soft Skills
- e. **Training Services** – Occupational skills training programs funded through individual training accounts (ITAs) must be accessible through the DCAJC. Other training services may include:
- i. On-the-job training;
 - ii. Programs that combine workplace training with related instruction, which can include cooperative education programs and registered apprenticeship programs;
 - iii. Skill upgrading and retraining;
 - iv. Job readiness training (note: this should not be mistaken as short-term prevocational training, which is an intensive service. This training service is occupation-specific);
 - v. Adult education and literacy activities when provided in combination with any of the previously listed training services;
 - vi. Customized training; and
 - vii. Registered Apprenticeship
8. **Mandatory Partner** programs and activities are physically or virtually accessible, either directly or through referrals, for all eligible jobseeker and employer customers. One-Stop Operator(s) are encouraged to co-locate with Mandatory Partners in centers either full-time or on an itinerant basis.
9. **A Business Plan** must be submitted by the One-Stop Operator and approved by the Workforce Investment Council. The Workforce Investment Council may develop a template business plan for use by applicants. The business plan must support the District of Columbia's State Integrated Workforce Plan, and must include, but is not limited to, detailed descriptions as outlined in guidelines to be released by the WIC:
- a. Customer Target Groups
 - b. Marketing and Recruitment Strategies
 - c. Physical and Services Accessibility
 - d. Cultural Competency Plan
 - e. Services Mix, including Resource and Service Map
 - f. Veteran Services
 - g. Organizational Structure
 - h. Management Structure, including Site Management
 - i. Staffing Plan and Case Management Caseload Strategy
 - j. Business Services Functional Alignment Strategy
 - k. Mandatory Partner Engagement

- l. Supportive Services and Barrier Remediation Strategies, including those that may be offered by community-based partners
- m. Staff Development and Capacity Building
- n. Management Information System
- o. Sustainability Plan
- p. Resource Allocation Report
- q. Performance Outcomes as described in Section I, below.
- r. Performance Management Plan
- s. Monitoring and Evaluation Plan
- t. Customer Feedback Data

10. Performance Outcomes. Each business plan submitted for initial certification shall include a set of proposed annual performance outcomes for each mandatory partner program providing direct services through the DCAJC. The proposed performance outcomes will be negotiated with the WIC prior to final approval of the business plan. The WIC shall have final approval of performance outcomes, and shall monitor the One-Stop Operator's performance with respect to such outcomes throughout the initial certification period. In the event that a One-Stop Operator fails to meet performance outcomes with respect to a DCAJC, the WIC may require the One-Stop Operator to enter into a performance improvement plan.

For subsequent certifications, the One-Stop Operator must submit data demonstrating that the performance outcomes for the current certification period have been met or exceeded, and must propose new annual performance outcomes for the recertification period. If the One-Stop Operator has not met the performance outcomes for the current certification period, the WIC may recertify the DCAJC only if the One-Stop Operator has entered into and complied with the terms of a performance improvement plan, and if the Mayor approves such recertification.

- B. **Affiliate DCAJCs.** In order for a site to be designated as an affiliate DCAJC, an entity seeking to be designated as a One-Stop Operator must demonstrate that the following criteria have been met:
- 1. **Hours of Operation** are provided and maintained for WIA Adult and Dislocated Worker services and at least one (1) additional partner programs. The additional partner(s) do not need to be mandatory partner programs for affiliate DCAJCs. The partners must be identified by the One-Stop Operator and approved by the Workforce Investment Council. The One-Stop Operator is encouraged to be open in non-traditional hours for customer access. Hours of operation must be posted on the door or in view of the outside entrance.
 - 2. **A Site Manager** has been assigned by the One-Stop Operator. The Site Manager must have a job description that is inclusive of overseeing the day to day operations of the Center.
 - 3. **Functional Teams** have been established. Affiliate DCAJCS must include welcome functional teams and skills/career development functional teams; other functional

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teams are encouraged but not required. A description of all functional teams must be included in the business plan

4. **Job Seeker Services.** The affiliate DCAJC must offer core and intensive services as defined under WIA. At a minimum the following services will be on the menu of possibilities for job seekers who meet eligibility and suitability criteria set by the Workforce Investment Council. The One-Stop Operator must provide a specific list of services available at each Center.
 - a. **Triage and Initial Assessment** to identify whether the individual is in crisis, has basic needs, or is ready to work and/or get on a path toward a career.
 - b. **Core Services Without Significant Staff Involvement**—At least four (4) of the following services must be offered at the DCAJC:
 - i. Use of the DCAJC Resource Room
 - ii. Self-Directed Job Search Activities
 - iii. Accessing Labor Market Information
 - iv. Self-Administered Standardized Skills Assessments
 - v. Attending Jobseeker Workshops
 - (a) Self-Directed/Computer-Based
 - (b) Group Workshops
 - c. **Core Services With Significant Staff Involvement** - At least four (4) of the following services must be offered at the DCAJC:
 - i. Staff-Assisted Job Match Activities
 - ii. Staff-Assisted Job Search Activities
 - iii. Staff-Administered and Interpreted Standardized Skills Assessments (e.g., CASAS)
 - iv. Job Referral with Staff Help in Decision Making Process
 - v. Scheduling Appointments with Appropriate Community Based Organizations
 - vi. Follow-Up Contact after Placement
 - d. **Intensive Services** - At least five (5) of the following services must be offered at the DCAJC:
 - i. Development of an Individual Employment Plan
 - ii. Intensive Case Management
 - iii. Structured Job Search
 - iv. Staff-Administered Skills Development Strategies (e.g., KeyTrain)
 - v. Career Planning Activities
 - vi. Staff-Assisted Research on Training Options
 - vii. Pre-Employment Workshops
 - viii. Group Counseling
 - ix. Short-Term Pre-Vocational Training such as Adult Basic Education, English as a Second Language, Basic Computer Literacy, Interviewing Skills, Soft Skills

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5. **Programs and activities** under the WIA Adult and Dislocated Worker programs and at least one (1) additional partner are physically or virtually accessible, either directly or through referrals, for all eligible jobseeker and employer customers. The additional partner(s) do not need to be mandatory partner programs for affiliate DCAJCs. The partners must be identified by the One-Stop Operator and approved by the Workforce Investment Council.

6. **A Business Plan** must be submitted by the One-Stop Operator and approved by the Workforce Investment Council. The business plan must support the District of Columbia's State Integrated Workforce Plan, and must include at a minimum a detailed description of:
 - a. Customer Target Groups
 - b. Marketing and Recruitment Strategies
 - c. Physical and Services Accessibility
 - d. Cultural Competency Plan
 - e. Services Mix, including Resource and Service Map
 - f. Veteran Services
 - g. Organizational Structure
 - h. Management Structure, including Site Management
 - i. Staffing Plan and Case Management Caseload Strategy
 - j. Business Services Functional Alignment Strategy
 - k. Mandatory Partner Engagement
 - l. Supportive Services and Barrier Remediation Strategies, including those that may be offered by community-based partners
 - m. Staff Development and Capacity Building
 - n. Management Information System
 - o. Sustainability Plan
 - p. Resource Allocation Report
 - q. Performance Outcomes as described in Section I, below.
 - r. Performance Management Plan
 - s. Monitoring and Evaluation Plan
 - t. Customer Feedback Data

7. **Performance Outcomes** – Each business plan submitted for an initial certification shall include a set of proposed annual performance outcomes for each mandatory partner program providing direct services through the DCAJC. The WIC shall have final approval of performance outcomes, and shall monitor the One-Stop Operator's performance with respect to such outcomes throughout the initial certification period. In the event that a One-Stop Operator fails to meet performance outcomes with respect to a DCAJC, the WIC may require the One-Stop Operator to enter into a performance improvement plan.

For subsequent certifications, the One-Stop Operator must submit data demonstrating that the performance outcomes for the current certification period have been met or exceeded, and must propose new annual performance outcomes for the recertification period. If the One-Stop Operator has not met the performance outcomes for the current certification period, the WIC may recertify the DCAJC only if the One-Stop Operator has entered into and complied with the terms of a performance improvement plan.

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- 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.

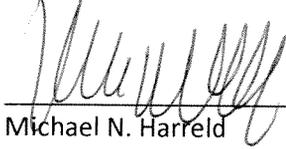
RESCISSIONS:

None

CONTACT ENTITY:

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

APPROVAL:



Michael N. Harfeld
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