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## POLICY # 43

<b>Title:</b>	<b>Comprehensive One Stop Designation, Certification and Monitoring Policy</b>	
<b>Program:</b>	Workforce Innovation and Opportunity Act	
<b>Effective:</b>	July 24, 2020	
<b>Revision #:</b>		<b>Original policy date:</b> July 24, 2020

**Purpose:** To communicate requirements for the designation and certification of a Comprehensive One-Stop in the Region 4 WDB under the Workforce Innovation and Opportunity Act of 2014 (WIOA).

**References:** Workforce Innovation and Opportunity Act of 2014 (WIOA) Section 121, and 20 CFR, 678.300(c) and 678.305, and 678.800, and WorkForce West Virginia WIOA Guidance Notice 5-16.

**Background:** The Workforce Innovation and Opportunity Act of 2014 is designed to increase access to, and opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. This is accomplished by providing all customers access to high-quality one-stop centers that connect them with the full range of services available in their communities. Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs collaborate to create a seamless customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to the programs' services. WIOA requires local boards in each local area, with the agreement of the chief local elected officials, to establish a one-stop delivery system and conduct oversight of that system. The system must include at least one comprehensive physical center in each local area.

**Policy:** It is the policy of the WDBMOV to evaluate and re-certify the designated comprehensive one-stop center and one-stop delivery system every three (3) years based on criteria which must evaluate the effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. The WDBMOV will review and update the evaluation criteria every two (2) years.

Monitoring of the one-stop operator will be scheduled yearly.

**Action:** Evaluations of effectiveness through the monitoring process will include:

- how well the one-stop center integrates available services for participants and businesses;
- meets the workforce development needs of participants;
- meets the employment needs of local employers;
- operates in a cost-efficient manner;

- coordinates services among the one-stop partner programs;
- provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need as identified by the WDBMOV;
- how well the one-stop center ensures equal opportunity for individuals with disabilities to participate in or benefit from one-stop center services, including how well the centers and delivery systems take actions to comply with the disability-related regulations implementing WIOA sec. 188, set forth at 29 CFR part 38.

The WDBMOV one-stop system partners and stakeholders will be made aware of this policy. Each WDB and LEO Board Member will be given a copy of this policy.

**3. Expiration Date:** This policy will become effective July 24, 2020, and shall be in effect until revised or cancelled by the WDBMOV.

Attachment: WDBMOV one-stop operator monitoring tool

# Attachment

## WDBMOV One-Stop Operator Monitoring Tool

Purpose: Role of the One-Stop operator codified at WIOA Title 1, Section 121(d); Title 20, Code of Federal Regulations, Part 678.620

Identifier	Objective	Meeting Expectations	Technical Assistance Required	Comments
<b>Program Coordination</b>	Assisting the Partner Network in coordinating the development of a training and communication plan for the One-Stop System comprehensive/affiliate centers	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	Convening Partnership meetings	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	Leading and convening partners in the design and implementation of functional integration of the services of the One-Stop System	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Resource Management</b>	Working with the Partner Network and the WDBMOV to define and provide a means to meet common operational needs, such as training, technical assistance, and additional resources, etc	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Outreach Recruitment, and Marketing</b>	Working with the WDBMOV and Partner Network to recruit and integrate additional partners into the one-stop system	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	Coordinate outreach to business/ job seeker customers (includes coordinating the development of marketing, outreach, and labor market information materials w/ support from and final approval of the WDBMOV	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	Assisting the WDBMOV in coordination/ implementation of Rapid Response activities, & serving as the WDBMOV representative to those activities	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Partner Cross-Training</b>	Facilitating sharing of data and information	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Identifier	Objective	Meeting Expectations	Technical Assistance Required	Comments
<b>Communication and Information Distribution</b>	Promoting services available through the One-Stop System, including development of marketing /outreach materials w/ support and final approval from the WDBMOV	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	Represent the Region 4 one-stop system at community meetings to promote services/discuss partnership opportunities	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Continuous Improvement</b>	Evaluating customer needs and satisfaction data to continually refine and improve service strategies, including exploring implementing a real-time customer feedback model	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	Serving as a liaison between the WDBMOV and the Partner Network,	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Reporting</b>	Customer Satisfaction Form results tracked/reported to Partner Network and WDBMOV	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	Monthly activity reports submitted in timely fashion and with sufficient detail to show contract performance progress	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>One-Stop Certification</b>	Complying with all Federal   State, and local policies governing the operations of a one-stop operator	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	Ensuring the Region 4 policies and procedures are effectively communicated and carried out through the one-stop system	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	Ensuring EEO requirement are met, including coordinating staff training, and assuring EEO posters and processes are in place	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Additional Comments:

Monitored by: \_\_\_\_\_ Date: \_\_\_\_\_