

# DC WIC AJC Certification Application Process

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Performance and Impact

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# DC American Job Center Certification

- Review of the Policy
- Review Criteria
- Criteria for Comprehensive, Affiliate and CAPs
- Timeline
- Questions

# One Stop Certification

## Criteria and Process - DC-WIGL-2017-014-R-1: One Stop Certification

- ❖ Center Plan
- ❖ Application for Certification
- ❖ On-site review
- ❖ Recommendation
- ❖ Board Approval

# One Stop Certification

## Certification includes assessments of:

- ❖ One Stop effectiveness
- ❖ Physical and programmatic accessibility
- ❖ Continuous improvement
- ❖ If recertifying, assessment of past performance of the Center(s)



## One Stop Certification

The One Stop Certification evaluation includes how well the One Stop Center:

- Integrates available services amongst all system partners for participants AND businesses.
- Meets the workforce development needs of participants and 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.

# One Stop Certification

## Center Performance Measures

In addition to tracking performance at the partner/programmatic level, the DC WIC seeks to establish center-level performance to gauge the effectiveness and continuous improvement of individual centers (i.e. the net number of persons who got jobs through the Center, rather than just WIOA Title I Adult, dislocated worker and Youth programs)

Emphasis will be placed upon contingency planning in times of emergency (i.e. pandemic)

## One Stop Certification Criteria

### Comprehensive One-Stop Center Criteria

- ❖ Jobseeker and business customers must have access to all required one-stop partner programs, services, and activities.
- ❖ Must provide all Career Services (access to training, employment, services offered by partner agencies)
- ❖ Access to services during business hours (40 hours per week)
- ❖ Physically and programmatically accessible to individuals with disabilities
- ❖ Must have a Site Manager
- ❖ Must have functional teams (Welcome Team, Career Development Team, etc)
- ❖ Must have a business services team that provides career and customized services to local employers
- ❖ Must provide staff development and capacity building
- ❖ Must have a separate Center Plan for each One Stop Center, Affiliate or Community Access Point
- ❖ Each Plan must include the proposed performance outcomes for the Center. The outcomes will be reviewed and approved by the WIC.

## One Stop Certification - Criteria

### Affiliate One-Stop Centers

- ❖ Must include at least one required one-stop partner program
- ❖ Must provide all career services and access to all training services
- ❖ Must have services during regular business hours (40 hours) although encouraged to open during non-traditional hours
- ❖ Must be physically and programmatically accessible to individuals with disabilities
- ❖ Must have a Site Manager
- ❖ Must have at least two functional teams (Welcome Team, Career Development Team, etc)
- ❖ Must have a plan to deliver business services and connect to the Business Services Team at the Comprehensive Center
- ❖ Must provide staff development and capacity building
- ❖ Must have a separate plan for each Affiliate
- ❖ Must have performance outcomes approved by the DC WIC



## One Stop Certification - Criteria

### Community Access Points

Community Access Points are emerging nationally as an effective way to connect neighborhoods and hard to serve target populations to local workforce development services. CAP models are welcome to be included in the certification process.

- ❖ Must include at least one required one-stop partner program (customized)
- ❖ Must provide all career services and access to all training services
- ❖ Must have services during regular business hours (40 hours) although encouraged to open during non-traditional hours
- ❖ Must be physically and programmatically accessible to individuals with disabilities
- ❖ Must have a Site Manager
- ❖ Must have a separate plan for each CAP
- ❖ Must have performance outcomes approved by the DC WIC

# One Stop Certification

## Separate Center Plan for Each Location Including:

- ❖ Location description
- ❖ Target location
- ❖ Programs and services
- ❖ Marketing and recruitment strategies
- ❖ Physical and programmatic accessibility
- ❖ Organization structure and site management
- ❖ Staffing and training plan
- ❖ Operational plan
- ❖ Management information system
- ❖ Resource allocation
- ❖ Performance plan
- ❖ Recertification

## One Stop Certification

### Supporting Application Documentation

- ❖ Applicants should submit or reference sufficient documentation to support achievement of each criteria
- ❖ Ensure/maintain client confidentiality when submitting materials
- ❖ Direct the Certification Review Team to materials in existing locations online or in hardcopy during site visit
- ❖ Direct the Certification Review Team to visible evidence

## One Stop Certification

- ❖ Certified managers will be required to sign a Certification Agreement
- ❖ Continued emphasis on describing both on-site AND virtual activities and services along with contingency planning in times of emergency (i.e. pandemic)

Please refer to the Center Plan Guidance document and the Application for Certification, both available on the WIC website, <https://dcworks.dc.gov/publication/dc-american-job-center-certification>

## One Stop Certification – Process

### On-Site Review - August 19- September 6, 2024

- ❖ Based on approved Center Plan and Application
- ❖ Applicant must make relevant staff available on-site as needed
- ❖ Review will not interrupt normal operations
- ❖ Review should take less than one business day

## One Stop Certification - Certification Review Team Recommendation

- ❖ A substantial majority of the criteria must be met
- ❖ Applicant may be provided two to three business days to supply any missing documentation or respond to follow-up questions from the Certification Review Team
- ❖ A plan to meet all certification criteria must be approved by the DC WIC prior to presenting to the Workforce Board for approval

# One Stop Certification - Timeline

## July 8 - August 19

An entity seeking to certify a Comprehensive, Affiliate or Access Point One-Stop Center must submit a One-Stop Center Plan and Application no later than August 19. Submissions will be accepted on a rolling basis.

## July 30, 2024



The DC WIC will host a technical assistance call from 1:00 - 2:00 p.m. to provide guidance regarding the process.

## August 19- September 6, 2024

The DC WIC Certification Team will review and evaluate submitted materials and conduct in-person site visits to make an official recommendation to the DC WIC Board regarding each submission.

## September 9- September 16, 2024

DC WIC staff will provide the Certification Team recommendations to the DC WIC Board for vote, (**September 20**). Applicants will be notified, and approved applicants will sign a Certification Agreement. Newly certified or recertified Centers will begin their duties on **October 1, 2024**.

*Thank you for your interest, engagement and commitment to the District's workforce system and the residents and businesses we serve!*

QUESTIONS?