



American Job Center of the District of Columbia

Center Plan Guidance

2020-2024

Introduction

The District of Columbia Workforce Investment Council (DC WIC) Policy *DC-WIGL-2017-014-OneStopCertification-R-1* requires that an entity seeking One-Stop Center certification submit a Center Plan as part of the American Job Center of the District of Columbia (AJCDC) certification process. This template provides guidance on the content that must be included in the Center Plan for DC WIC approval. An entity may request technical assistance from the DC WIC to support the development of the Center Plan or to meet other criteria described in *DC-WIGL-2017-014-OneStopCertification-R-1*.

At a minimum, the following information must be provided in the Center Plan. An entity may choose to include additional information. Graphics are encouraged to illustrate information or to provide fact-based data. The Center Plan should complement and support the District’s WIOA Unified State Plan.

✓	Cover Page
<input type="checkbox"/>	At a minimum: Site name and timeframe the Center Plan covers.
Executive Summary*	
<input type="checkbox"/>	At a minimum: a brief description of the characteristics of the local area; vision and mission of the local workforce area established by the District’s WIOA Unified State Plan; operational plan including the goals and strategies to achieve high performance; describe how partners were engaged in the planning process; and how stakeholders were able to comment and participate. <i>* This should only be one or two pages and is just a snapshot of the key points from within the Center Plan Narrative.</i>
Center Plan Narrative	
Location Description	
<input type="checkbox"/>	Provide the address, telephone number, hours of operation, accessibility (via public transportation, parking information, etc.) for the site, as well as customer traffic. Include any hours or services outside of regular business hours to accommodate customers’ work, childcare or transportation needs.
<input type="checkbox"/>	Describe the nature, location, and size of the site, including any unique characteristics, business conducted and how such activities respond to local and regional economic and workforce needs.
<input type="checkbox"/>	Include the type of certification (comprehensive, affiliates, or community access point) the applicant is seeking for the site.
Customer Target Groups	
<input type="checkbox"/>	Describe the target customers, including information about both jobseekers and employers, such as any special populations, demographics, or skill attainment.
Programs and Services	
<input type="checkbox"/>	Describe the specific career, training (ITAs, OJT, other), and employment services, including activities available, industry and occupation, and eligibility criteria for each.
<input type="checkbox"/>	Describe supportive services available, including those that may be offered by community-based partners, the processes for referring job seekers to external supportive services, and barrier remediation strategies. Supportive services must be offered in a manner consistent with DC WIC Policy, <i>Supportive Services and Needs-Related Payments</i> .
<input type="checkbox"/>	Provide details on the required and optional partner programs available through the site. Indicate whether the partner is co-located or accessible via “direct linkage,” days and hours on-site, number of staff, as well as how the site will allocate space, supplies and resources (cubicles, computers, printers, Internet, etc.). Also describe

Workforce System Center Plan Guidance

	how you will comply with the “direct linkage” requirements found in §678.305(d)(3)(ii)(a) (“direct linkage” cannot exclusively be providing a phone number or computer website or providing information, pamphlets, or materials).
<input type="checkbox"/>	Provide a strategy and plan to connect the center to the DC Business Services Team.
<input type="checkbox"/>	Include the priority of service procedures and describe how Veterans will be served.
<input type="checkbox"/>	Describe how screening will occur to appropriately assess, refer, and serve customers who need training, including ITAs and OJTs, at a minimum.
<input type="checkbox"/>	Provide a comprehensive resource and service map, including partner or other provider services for target customers, the ways in which services will be integrated and delivered, and a customer flow chart for both job seekers and employers and for both physical and virtual services.
Marketing and Recruitment	
<input type="checkbox"/>	Outline a marketing strategy, including signage, website(s), resource materials, etc. for creating awareness of services provided and connecting with all job seekers and employers in the local workforce area. Include a plan for increased enrollment in various programs and increased use of facilities.
<input type="checkbox"/>	Include how the site will ensure the required common identifier language and marks are used on signage, marketing materials, and other required materials.
<input type="checkbox"/>	Describe how job seekers and employers will be provided an orientation to the District’s workforce system.
<input type="checkbox"/>	Provide your cultural competency plan.
Physical and Programmatic Accessibility	
<input type="checkbox"/>	Describe how compliance with section 188 of WIOA, sections 504 and 508 of the Rehabilitation Act of 1973 (29 U.S.C. 701 et seq.), and the related regulations and policies regarding nondiscrimination and equal opportunity for all customers will be achieved to ensure physical and programmatic access to all services for all customers.
<input type="checkbox"/>	Provide a list of the supports offered at the center to enable effective communication (504 compliance for web content, TTD/TTY, ASL staff for virtual intake, the opportunity to have a virtual intake, etc.) and ensure connectivity to appropriate programs and services for people with disabilities and who are limited English proficient.
Organizational Structure and Site Management	
<input type="checkbox"/>	Describe the center organizational and management structure (include WIOA and Wagner-Peyser).
<input type="checkbox"/>	Describe how the Site Manager will be determined for the site and the roles and responsibilities of the Site Manager.
<input type="checkbox"/>	Describe how the center will organize functional teams, facilitate integrated partnerships, and incorporate services to jointly serve customers seamlessly, including targeted populations.
Staffing and Training Plan	
<input type="checkbox"/>	Describe the site staffing needs to accommodate the customer traffic, services provided, workload, and any unique needs of the site’s customers.
<input type="checkbox"/>	Provide the staffing plan for the center, including staff job titles and descriptions, functional alignment roles and responsibilities, and protocols for ensuring roles and responsibilities are clear at all stages of service delivery.
<input type="checkbox"/>	Describe any systems or procedures in place to assess staff members’ skills and core competencies and how training and capacity building will be routinely provided to enhance service delivery.
<input type="checkbox"/>	Describe the approach to ensuring staff are cross-trained to enable staff from differing programs to understand other partner programs’ services, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers.
Operational Plan	
<input type="checkbox"/>	Describe the communication procedure for keeping staff, partners, the One-Stop Operator and the DC WIC in the information loop.
<input type="checkbox"/>	Provide a center operational policies and procedures manual including the following: location name, address,

Workforce System Center Plan Guidance

	hours of operation, contact information for site manager, partner programs and services available through the site, customer flow chart (how services are offered), complaint procedures, floor plan and emergency procedures to ensure the safety of individuals working in and using the center.
<input type="checkbox"/>	Describe the internal systems in place to track and improve operational efficiency and effectiveness.
<input type="checkbox"/>	Describe how the center will establish internal controls and firewalls to avoid conflicts of interest.
<input type="checkbox"/>	Describe the contingency plans and sustainability systems in place to avoid gaps in service or failure to meet other certification criteria in times of change (i.e., unexpected closures and delivery of services during the COVID-19 pandemic).
Management Information System	
<input type="checkbox"/>	Describe the role technology will play in accessing services and tracking information to enhance service delivery, including the data management systems (i.e., VOS, Data Vault, or other identified system-wide platform or tools) that will be used and how partners will interact with the system to provide and retrieve information to manage the District’s workforce system.
Resource Allocation	
<input type="checkbox"/>	Provide a detailed budget on the costs associated with administering and managing the site for the upcoming year, based on funding level information as of this point and provide projected budgets through June 30, 2024. This should include WIOA and Wagner-Peyser information, as well as any partner contributions agreed upon or anticipated in the Resource Sharing Agreement. Attach a proposed Resource Sharing Agreement.
<input type="checkbox"/>	State the percent of WIOA funds that will be administrative, program, staff costs, etc.
<input type="checkbox"/>	Identify leveraged resources and describe how you will create a diverse funding stream.
<input type="checkbox"/>	Describe the relationship between WIOA/Wagner-Peyser services and District local funds services.
Performance Plan	
<input type="checkbox"/>	Include the proposed annual center performance outcomes for the certification period, which shall be negotiated with the DC WIC prior to final approval of the Center Plan.
<input type="checkbox"/>	Describe how the center will support the achievement of the negotiated levels of performance for the local area described in sec. 116(b)(2) of WIOA and 20 CFR part 677.
<input type="checkbox"/>	Describe the process for obtaining and using customer feedback to continuously improve service delivery, operations and performance.
<input type="checkbox"/>	Describe your internal evaluation processes and procedures to foster continuous improvement. Also describe how you will monitor center activities to ensure compliance with the Center Agreement.
<input type="checkbox"/>	Describe how the center will communicate performance results to partners on a monthly basis and to the DC WIC on a quarterly basis.
Recertification	
<input type="checkbox"/>	If the center has previously been certified, please provide performance and customer service survey feedback information for past 3 program years, including how the information was collected and addressed.
<input type="checkbox"/>	Include data demonstrating that the performance outcomes for the current certification period have been met or exceeded.