




**DISTRICT OF COLUMBIA
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
WORKFORCE IMPLEMENTATION GUIDANCE LETTER (WIGL)**

POLICY & GUIDANCE **INFORMATION & UPDATES**

DATE: April 1, 2021

NO: DC-WIGL-2017-014-OneStopCertification-R-1

TO: LOCAL WORKFORCE DEVELOPMENT SYSTEM STAKEHOLDERS
AMERICAN JOB CENTERS
WIOA YOUTH SERVICE PROVIDERS
WIOA ELIGIBLE TRAINING PROVIDERS
DEPARTMENT OF EMPLOYMENT SERVICES (DOES)
OFFICE OF THE STATE SUPERINTENDENT OF EDUCATION (OSSE)
DEPARTMENT ON DISABILITY SERVICES (DDS)
DEPARTMENT OF HUMAN SERVICES (DHS)
UNIVERSITY OF THE DISTRICT OF COLUMBIA COMMUNITY COLLEGE
(UDC-CC)

FROM: Ahnna Smith 
Executive Director, Workforce Investment Council (DC WIC)

SUBJECT: ONE-STOP CERTIFICATION

PURPOSE:

To provide the criteria and procedures for One-Stop Certification in the District of Columbia.

REFERENCES:

WIOA sec. 121(g)(1); WIOA sec. 121(g)(2); WIOA sec. 121(g)(5); WIOA sec. 188, set forth at 29 CFR part 38; US Department of Labor Training and Employment Guidance Letter (TEGL) 16-16; 20 CFR 678.300; 20 CFR 678.305; 20 CFR 678.315; 20 CFR 678.310; 20 CFR 678.320; 20 CFR 678.800; DC WIOA Unified State Plan; District of Columbia Workforce Investment Council Policy Manual; DC-WIGL-2017-012-AmericanJobCenterCommonIdentifier; All policy guidance to be housed at <http://dcworks.dc.gov>

DEFINITIONS:

The Mayor of the District of Columbia performs duties assigned to the Governor and the Chief Elected Official under WIOA.



The DC Workforce Investment Council (DC WIC) performs all duties and tasks assigned to the State Workforce Development Board and to the Local Workforce Development Board under WIOA.

The Department of Employment Services (DOES) is the WIOA fiscal agent for the District of Columbia, delivers WIOA Title I adult and dislocated worker services and both delivers and procures WIOA Title I youth services.

One or more One-Stop Operators (OSOs) are competitively selected by the DC WIC, as required by 20 CFR 678.605, to coordinate all Comprehensive and Affiliate One-Stop Centers and Community Access Points.

BACKGROUND:

WIOA requires the establishment of local One-Stop Centers that enable jobseekers and employers simplified access to the employment and training services of multiple partner agencies and organizations. Each local workforce development area must include at least one Comprehensive One-Stop Center (described in 20 CFR 678.305) and may also provide one or more programs, services, and activities through Affiliate One-Stop Centers (described in 20 CFR 678.310 and 678.315) or through a network of Community Access Points, such as a library or a community-based nonprofit organization (described in 20 CFR 678.300(d)(2) and (3) and 678.320).

The DC WIC is charged with certifying each One-Stop Center and Community Access Point in the District, subject to approval by the Mayor. The certification requirements are described in 20 CFR 678.800. The DC WIC may certify as many One-Stop Centers and Community Access Points as are necessary to provide effective access to employment and training services for jobseekers and employers in the District of Columbia.

WIOA requires local workforce development areas to review and update certification criteria every two years and evaluate and certify One-Stop Centers, and Community Access Points at least once every three years, considering effectiveness, customer satisfaction, physical and programmatic accessibility, and continuous improvement. The DC WIC seeks to ensure a high level of quality and consistency of services provided at all local One-Stop Center and Community Access Points and will work with the OSO and DOES to ensure standards are being met.

In accordance with the common identifier guidance provided in DC-WIGL-2017-012, each Comprehensive and Affiliate One-Stop Centers in the District are known as an American Job Center of the District of Columbia (AJCDC). Community Access Points must clearly indicate that they are “a part of the American Job Center of the District of Columbia network.”

CERTIFICATION CRITERIA

Comprehensive One-Stop Center: In order for a Comprehensive One-Stop Center to be certified, the following criteria must be met:

1. Jobseeker and business customers must have access to **all Required One-Stop Partner programs, services, and activities**. “Access” to each partner program and its services means: (a) having a program staff member physically present at the Comprehensive Center; (b) having a staff member from a different partner program physically present at the Comprehensive Center who is appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or (c) making a direct linkage using technology. A “direct linkage” means providing direct connection at the Comprehensive Center, within a reasonable time, by phone or through a

real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage” does not consist of merely providing a phone number or computer Web-site address or providing information, pamphlets, or materials.

2. All Comprehensive One-Stop Centers **must provide**: (a) all Career Services, described in § 678.430; (b) access to all training services described in § 680.200; (c) access to any employment and training activities carried out under sec. 134(d) of WIOA; (d) access to programs and activities carried out by one-stop partners listed in §§ 678.400 through 678.410, including employment services offered by DOES; and (e) workforce and labor market information.
3. Customers must have access to these programs, services, and activities **during regular business hours**, defined as forty (40) hours per week. Comprehensive One-Stop Centers are encouraged to be open during non-traditional hours to accommodate customers’ work, childcare, or transportation needs. Hours of operation must be provided to the DC WIC, AJCDC partners, and posted on the door or in view of the outside entrance. Changes in a Center’s location or hours require prior written DC WIC approval.
4. A Comprehensive One-Stop Center must be **physically and programmatically accessible** to individuals with disabilities as described in 29 CFR part 38, the implementing regulations of WIOA at sec. 188.
5. A Comprehensive One-Stop Center **must have** at least one staff person physically present to deliver all WIOA Title I adult, dislocated worker and youth services.
6. Every Comprehensive One-Stop Center must have a **Site Manager**. The Site Manager must have a job description that is inclusive of overseeing the day to day operations of the Center and coordinating with the OSO.
7. At a minimum, two **functional teams** (as described in TEGL 16-16) that are overseen by the Site Manager must be in place in every Comprehensive One-Stop Center. If staffing is limited, individuals may have multiple roles.
 - a. A joint **Welcome Team** to determine degrees of job readiness and social service needs and help jobseekers immediately connect to the right mix of services that will prepare them for work, concurrently deliver education and social services and help them get and keep a job. The Welcome Team will coordinate with the Career Development and AJC Business Services teams to provide services.
 - a. **The Career Development Team** assists customers that require more than informational and self-directed services. Career Development includes career services offering significant staff assistance, training and skills development, and supportive services.
 - b. **Other interagency functional teams** may be established. For example, entities are encouraged to consider establishing teams focusing on customer assessments and customer employment retention.
8. **The Business Services Team** provides certain career and customized services to local area employers. Business Services include business outreach, recruitment and referral to job

vacancies, job candidate qualification review, provision of information on economic and workforce trends, job development, and business development. Every Center must have a plan in place to deliver business services and connect to the DC Business Services Team.

9. **Staff Development and Capacity Building** must be provided to ensure individuals working with customers have the skills and knowledge needed to provide exemplary customer service. Staff must attend and complete DC WIC-approved training, which may be coordinated by the OSO.
10. **A separate Center Plan** must be submitted for each One-Stop Center. The Plan will be reviewed and is subject to negotiation and approval by the DC WIC. The Plan must include, but is not limited to, detailed descriptions of:
 - a. Location Description
 - b. Customer Target Groups
 - c. Programs and Services
 - d. Marketing and Recruitment Strategies
 - e. Physical and Programmatic Accessibility
 - f. Organizational Structure and Site Management
 - g. Staffing and Training Plan
 - h. Operational Plan
 - i. Management Information System
 - j. Resource Allocation
 - k. Performance Plan (see paragraph 11 below)
 - l. Recertification
11. **Performance.** Each Center Plan shall include the proposed performance outcomes for that Center. The proposed performance outcomes shall be reviewed and approved by the DC WIC prior to final approval of each Center Plan. If a certified Center fails to meet performance outcomes, the DC WIC may require the entity to enter into a performance improvement plan.

AJCDC performance shall be measured and reported monthly, Center by Center, to the OSO within fifteen (15) calendar days after the end of each month, who shall share Center performance with Center partners. AJCDC performance shall also be reported on a quarterly basis and cumulatively at the end of each program year, Center by Center, to the DC WIC within thirty (30) calendar days after the end of each quarter and program year, through the OSO. AJCDC performance reports must include: (a) the unduplicated number of individual job seekers served each month; (b) the unduplicated number of jobs attained by job seekers each month; (c) the indicators established to measure effectiveness in serving employers; and (d) the indicators established to measure customer satisfaction. These numbers are for all persons using the One-Stop Center whether or not they become WIOA registered participants. Wagner-Peyser registrations and employment outcomes may be used to track job seekers served and jobs obtained.

A summary of performance expectations follows:

PY 21: Benchmark and report current levels of overall job seeker customer usage, jobs attained, and business services performance, Center by Center.

PY 22: Aim for a negotiated level of improvement in job seeker customer usage, jobs

attained, and business services performance, Center by Center. Benchmark and report customer satisfaction.

PY 23: Aim for a negotiated level of improvement in job seeker customer usage, jobs attained, business services performance, and customer satisfaction, Center by Center.

PY 24: Consider changes in Center Plans and certification based in part upon demonstrated performance.

Affiliate One-Stop Centers: In order for an Affiliate One-Stop Center to be certified, the following criteria must be met:

1. Affiliate One-Stop Centers must include **at least one required one-stop partner program**. Affiliate One-Stop Centers do not need to provide access to every required one-stop partner program. However, WIOA Title III Wagner-Peyser employment services (which are currently delivered by DOES) cannot stand alone in a certified Affiliate One-Stop Center.
2. All Affiliate One-Stop Centers **must provide:** (a) all career services, described in § 678.430; and (b) access to all training services described in § 680.200.
3. Customers must have access to Affiliate One-Stop Center services **during regular business hours**, defined as forty (40) hours per week. Affiliate One-Stop Centers are encouraged to be open during non-traditional hours to accommodate customers' work, childcare, or transportation needs. Hours of operation must be provided to the DC WIC, AJCDC partners, and posted on the door or in view of the outside entrance. Changes in the Center's location or hours require prior written DC WIC approval.
4. An Affiliate One-Stop Center must be **physically and programmatically accessible** to individuals with disabilities, as described in 29 CFR part 38.
5. Partnerships with and co-location by other organizations, particularly DOES, DHS, OSSE and DDS-RSA, are encouraged but are not mandated.
6. Every Affiliate One-Stop Center must have a **Site Manager**. The Site Manager must have a job description that is inclusive of overseeing the day-to-day operations of the Center and coordinating with the OSO.
7. At a minimum, two **functional teams** (as described in TEGl 16-16) that are overseen by the Site Manager must be in place in every Affiliate One-Stop Center. If staffing is limited, individuals may have multiple roles.
 - a. A joint **Welcome Team** to determine degrees of job readiness and social service needs and help jobseekers immediately connect to the right mix of services that will prepare them for work, concurrently deliver education and social services and help them get and keep a job. The Welcome Team will coordinate with the Career Development Team to provide services.
 - b. **The Career Development Team** assists customers that require more than informational and self-directed services. Career Development includes career

services offering significant staff assistance, training and skills development, and supportive services.

- c. ***Other interagency functional teams*** may be established. For example, entities are encouraged to consider establishing teams focusing on customer assessments and customer retention.
8. **The Business Services Team** provides certain career and customized services to local area employers. Business Services include business outreach, recruitment and referral to job vacancies, job candidate qualification review, provision of information on economic and workforce trends, job development, and business development. Every Center must have a plan in place to deliver business services and connect to the Business Services Team.
9. **Staff Development and Capacity Building** must be provided to ensure individuals working with customers have the skills and knowledge needed to provide exemplary customer service. Staff must attend and complete DC WIC-approved training, which may be coordinated by the OSO.
10. **A separate Center Plan** must be submitted for each Affiliate One-Stop Center. The Plan will be reviewed and is subject to negotiation and approval by the DC WIC. The Center Plan must include, but is not limited to, detailed descriptions of:
 - a. Location Description
 - b. Customer Target Groups
 - c. Programs and Services
 - d. Marketing and Recruitment Strategies
 - e. Physical and Programmatic Accessibility
 - f. Organizational Structure and Site Management
 - g. Staffing and Training Plan
 - h. Operational Plan
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11. **Performance.** Each Center Plan shall include the proposed performance outcomes for that Center. The proposed performance outcomes shall be reviewed and approved by the DC WIC prior to final approval of each Center Plan. If a certified Center fails to meet performance outcomes, the DC WIC may require the entity to enter into a performance improvement plan.

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PY 23: Aim for a negotiated level of improvement in job seeker customer usage, jobs attained, business services performance, and customer satisfaction, Center by Center.

PY 24: Consider changes in Center Plans and certification based in part upon demonstrated performance.

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. The DC WIC may pilot a community-based access strategy. Based upon the success of the pilot, Community Access Points may be formally certified thereafter. The OSO would coordinate and improve the connection between Centers and customers served by access points.

CERTIFICATION PROCESS

Center Plan: An entity seeking to certify a Comprehensive or Affiliate One-Stop Center must submit a Center Plan as described above. The DC WIC will review all Center Plans and will provide the applicant with a written determination. If a Center Plan is denied, the DC WIC will provide the reason(s) for denial and suggestions for changes. An applicant may submit a revised Plan to the DC WIC at any time, which will re-initiate the certification process.

Application for Certification: An entity may submit one or more applications to certify a Comprehensive or Affiliate Center. Each criterion in the application must first be self-evaluated by the applicant, indicating whether or not the location satisfies the requirements, by checking “Attained” or “Pending Attainment.”

- If “Attained” is selected, the applicant must provide the “Basis for Determination” by marking each indicator for which evidence is provided or marking “Other” and referencing additional evidence that is being provided.
- If “Pending Attainment” is selected, the applicant must describe the necessary minor improvements that will be put in place to fully meet the criterion.

A substantial majority of the criteria must be met and a plan to meet all certification criteria must be approved by the DC WIC.

Site Review: Once a Center Plan is approved and the application is received, the DC WIC Certification Team will conduct a physical or virtual site review. The review will be conducted using the approved Center Plan and application and will include monitoring, telephone or electronic interviews with site and partner staff, interviews with at least one jobseeker and business customer,

and review of other materials and information necessary to verify certification criteria has been met.

Certification: The Certification Team will provide a recommendation to the DC WIC Board and the DC WIC Board shall vote on the certifications. All Center certification decisions are subject to review and approval by the Mayor.

Certification Agreement: The DC WIC will enter into a Certification Agreement with each One-Stop Center and Community Access Point that is certified.

RECERTIFICATION CRITERIA AND PROCESS

The criteria and process for recertification shall be similar to the initial certification process, with the exception that an entity seeking recertification must demonstrate successful past performance and compliance with the Certification Agreement. If one or more past requirements have not been met, a DC WIC- approved performance improvement plan must be in place and on track.

Organizations may request technical assistance from the DC WIC to assist with the certification process.

ATTACHMENTS:

Application for Certification of One Stop Centers
Center Plan Guidance

INQUIRIES:

Inquiries regarding this guidance should be directed to the DC WIC Executive Director.

EXPIRATION:

Continuing.