




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

POLICY & GUIDANCE **INFORMATION & UPDATES**

DATE: July 28, 2017

NO: DC-WIGL-2017-014-OneStopCertification

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: DIANE PABICH 
Interim Executive Director, Workforce Investment Council (WIC)

SUBJECT: ONE STOP CERTIFICATION

1. Purpose.

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

2. 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
20 CFR 678.305
20 CFR 678.310
20 CFR 678.800
34 CFR 463.800
US Department of Labor Training and Employment Guidance Letter (TEGL) 16-16
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>



3. Definitions.

WIGL – Workforce Implementation Guidance Letter

WIC – District of Columbia Workforce Investment Council

DOES – District of Columbia Department of Employment Services

AJC – American Job Center or One Stop Center

LWDA – Local Workforce Development Area

LWDB – Local Workforce Development Board (the DC WIC)

WIA – Workforce Investment Act

WIOA – Workforce Innovation and Opportunity Act

USDOL – United States Department of Labor

R – Revised. When updates are made to WIGL letters, the R will serve as an indicator that a revision has been made, along with a revision number if multiple adjustments are made.

4. Background.

The Workforce Innovation and Opportunity Act (WIOA) requires the establishment of local One Stop Service Delivery systems that enable jobseekers and employers to access the employment and training services of multiple partner agencies and organizations. As the state and local workforce investment board, the DC WIC is charged with establishing and overseeing the One Stop Service Delivery system in the District.

Each local system must include at least one physical, comprehensive One Stop Center, as defined in 20 CFR 678.305. The DC WIC may choose to establish multiple comprehensive One Stop Centers and also provide partner programs, services, and activities through affiliate sites (as defined in 20 CFR 678.310) or through a network of eligible One Stop partners that provide at least one or more of the programs, services, and activities at a physical location or through an electronically or technologically linked access point, such as a library (as described in 20 CFR 678.320). The DC WIC must certify each comprehensive and affiliate One Stop Center and partner access point separately (in accordance with 20 CFR 678.800), and select a One Stop Operator(s) to coordinate the local One Stop Service Delivery system activities (in accordance with 20 CFR 678.600).

Through the One Stop certification criteria and processes described herein, the DC WIC seeks to ensure a minimum level of quality and consistency of services at all local One Stop Centers, and will work with the designated One Stop Operator(s) and the Department of Employment Services, as the State Administrative Entity for the District, to ensure such standards are being met. In accordance with the common identifier guidance provided in DC-WIGL-2017-012, all comprehensive and affiliate One Stop Centers in the District will be known as DC American Job Centers (DCAJC), and all other partner access points must clearly indicate that they are “a part of the DC American Job Center network.”

5. Guidance.

The Code of Federal Regulations at 20 CFR 678.800 and 34 CFR 463.800 defines the criteria and procedures required for One Stop Center certification. A location must be



certified in order to be eligible to use infrastructure funds in the State funding mechanism described in §463.730. The DC WIC, with the agreement of the Mayor, is responsible for reviewing and updating One Stop certification criteria every 2 years, and must assess One Stop Centers using these criteria at least once every 3 years. WIOA requires local workforce development areas to evaluate One Stop Centers for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.

EVALUATION OF EFFECTIVENESS

The evaluation of effectiveness will be based on how well the One Stop Center:

- Integrates available services 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; and
- 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 LWDB.

The evaluation will take into account feedback from One Stop customers.

EVALUATION OF ACCESSABILITY

The evaluation of accessibility is based on how well the One Stop Center ensures equal opportunity for individuals with disabilities to participate in or benefit from One Stop Center services. These evaluations include criteria assessing how the One Stop complies with the disability-related regulations implementing WIOA sec. 188, set forth at 29 CFR part 38, such as how the center:

- Provides reasonable accommodations for individuals with disabilities;
- Makes reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;
- Administers programs in the most integrated setting appropriate;
- Communicates with persons with disabilities as effectively as with others;
- Provides appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity; and
- Provides for the physical accessibility of the One Stop Center to individuals with disabilities.

EVALUATION OF CONTINUOUS IMPROVEMENT

The evaluation of continuous improvement includes how well the One Stop Center supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area described in sec. 116(b)(2) of WIOA and part 463. The

evaluation of continuous improvement also includes an assessment of the systems in place for:

- identifying and responding to technical assistance needs;
- continuing professional staff development; and
- capturing and responding to specific customer feedback.

6. Action Requested.

Local entities requesting certification (the “Applicant”) will complete and submit an application and business plan, through the One Stop Operator, to the DC WIC for approval, and must demonstrate that the location satisfies the certification criteria described in this policy. Entities may request technical assistance from the DC WIC to support the development of a business plan or in meeting the criteria. The WIC will identify a Certification Team to conduct all certification activities.

BUSINESS PLAN

The business plan must support the District of Columbia’s WIOA Unified State Plan, and must include, at minimum, detailed descriptions of the proposed operations as outlined below and further defined in guidelines to be released by the DC WIC:

- Customer Target Groups (both jobseekers and employers, and including any special populations)
- Marketing, Community Outreach, and Recruitment Strategies (including a plan for increased enrollment in various programs and increased use of facilities)
- Physical and Programmatic Accessibility (including how individuals with disabilities will be served)
- Cultural Competency Plan
- One Stop partners (including the ways in which services will be integrated, delivery structure, resource and service map, customer flow, and identification of a system for referral to training services and use of ITAs)
- Supportive Services and Barrier Remediation Strategies (including those that may be offered by community-based partners)
- Partner Engagement
- Business Services Functional Alignment Strategy
- Organizational Structure
- Management Structure (including site management)
- Staffing Plan and Case Management Caseload Strategy
- Staff Development and Capacity Building
- Sustainability Practices or Plan
- Resource Allocation Report (including identification of leveraged resources with various funding streams, educational grants, and other financial aid programs)
- Management Information System
- Performance Outcomes
- Performance Management Plan
- Monitoring and Evaluation Plan

- Customer Feedback Data (including a description of the process for obtaining and using feedback information)

The DC WIC will provide the Applicant with a written determination within 60 days of submittal of the business plan. If a business plan is denied, the DC WIC will provide the reason(s) for denial and suggestions to assist the Applicant with meeting the criteria for approval of the business plan. An Applicant may submit a revised business plan to the DC WIC at any time, which will re-initiate the certification process.

APPLICATION FOR CERTIFICATION

The application for certification is provided as an attachment to this letter. Each criterion in the application must first be self-evaluated by the Applicant, indicating whether or not the location meets 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.

At least 80% of the criteria must be met, and a plan must be in place to meet the remaining 20% within one (1) year of the date of certification. To facilitate the timely completion of the certification process, supporting documentation and evidence of the achievement of each indicator must be referenced in the “Applicant Comments and Reference to Supporting Documentation” section of the application, under the “Basis for Determination” of each criterion and either:

- included as attachments to the application where appropriate and reasonable, or
- made available for verification through a desk review or site visit.

ON-SITE REVIEW

Once a business plan is approved, the Certification Team will conduct a site review within 60 days of the date of approval. The review will be conducted using the proposed business plan and application and will include on-site monitoring, telephone or email interviews with site and partner staff, interviews with at least one jobseeker and business customer, and review of other materials and information as necessary to verify the Applicant’s achievement of the certification criteria. The DC WIC will provide the Applicant with a written determination within 30 days of the site review.

If the Certification Team determines that the criteria for certification have been satisfied, it will provide a recommendation to the WIC Board that the proposed One Stop Center be certified.

If the Certification Team determines that the criteria for certification have not been satisfied, it will provide a recommendation to the WIC Board that the proposed One Stop Center not be certified, and provide the Applicant with specific remedial actions that are



required to be taken to meet each of the criteria that were not met. An Applicant may resubmit an application for certification at any time. Within 30 days of receipt of a written response from the Applicant addressing the issues of concern and requesting reconsideration, the review process will be reinitiated. The DC WIC will establish an appeals process for the denial of certification.

7. Attachments.

Application for Certification of DC One Stop Centers

8. Inquiries.

Inquiries regarding this guidance should be directed to:

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9. Expiration.

Continuing.