

DC WIC Workforce System Technical Assistance Call

April 15, 2021



Introduction & Welcome

Technical Assistance Team

Deborah Russell

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DC Workforce Investment Council

Guest Speaker: John Chamberlin

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DC Workforce Investment Council



Session Agenda and Objectives

***Deborah Russell, Associate Director
of Performance and Impact***
DC Workforce Investment Council



Session Agenda and Objectives

- Give an overview of DC WIC workforce system guidance
- Provide an overview of recently released WIGL
 - DC-WIGL-2017-014-R-1: One-Stop Certification
- Q&A
 - Answer questions submitted prior to today's session and gather any additional questions for future response



Workforce Implementation Guidance Letters

- The WIGL process is a mechanism for the DC WIC to provide real time information and updates
- WIGLs posted at <http://dcworks.dc.gov/node/1202060>
- To be notified of new WIGLs, email contact information to dcworks@dc.gov



TA Calls

- Provide workforce system guidance, TA, and updates
- Audience:
 - Senior-level, mid-level, and frontline supervisors and staff involved with operation of the WIOA One-Stop system, performance reporting, activity by Eligible Training Providers, and the implementation of WIC policies and WIOA law
- **NOTE: TA call participation is mandatory for WIOA core partners and roll will be taken on the call. Please designate one person to represent your agency for each call.**
 - Department of Disability Services
 - University of the District of Columbia Community College
 - Department of Employment Services
 - Office of the State Superintendent for Education
 - Department of Human Services



TA Calls

- Previously-submitted questions will be answered on each call
- Questions submitted during calls will be addressed in call summaries
- To be notified of upcoming TA calls, email contact information to dcworks@dc.gov



One Stop Certification (DC-WIGL-2017-014-R-1)

Lauren Scott, WIOA Program Manager
DC Workforce Investment Council



One Stop Certification

Certification includes assessments of:

- One Stop effectiveness
- Physical and programmatic accessibility
- Continuous improvement

Certification of One Stops support commitments to integration and coordination through partner MOUs



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

Criteria and Process

- DC-WIGL-2017-014-R-1: One-Stop Certification
- Center plan
- Application for Certification
- On-site (physical or virtual) review
- Recommendation
- Board approval



One Stop Certification

DC-WIGL-2017-014-R-1: One-Stop Certification



**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)



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).



One Stop Certification

Community Access Points

Previously proposed establishing a separate certification process to invite non-government entities to formalize their role in the workforce system as Community Access Points. Questions and concerns were raised by WIOA Steering Committee members, particularly concerns that current data infrastructure, funding, and staffing would not be able to support this approach.

Given agency feedback, we will not pursue CAP certification this year, but have left open in the final guidance and materials the potential for revisiting this within the next three years. We will continue to evaluate and determine how this approach can expand access and create a more seamless experience for customers in furtherance of our WIOA Unified State Plan goal to ***Improve Community Access to Workforce and Education Services.***

The primary advantage of certifying one or more community access points is the possibility of leveraging the considerable resources and expertise of the District's nonprofit organizations, particularly in serving individuals with serious barriers to employment.



One Stop Certification

Other Updates

- Certified managers will be required to sign a Certification Agreement
- More emphasis will be placed upon virtual activities and contingency planning in times of emergency (i.e. pandemic)
- Application has been streamlined



One Stop Certification

Separate Center Plan for each location describing:

- Location description
- Customer target groups
- Programs and services
- Marketing and recruitment strategies
- Physical and programmatic accessibility
- Organizational structure and site management
- Staffing and training plan
- Operational plan
- Management information system
- Resource allocation
- Performance plan
- Recertification



One Stop Certification

Center Plan Guidance

District of Columbia – Workforce Investment Council	
Workforce System Center Plan Guidance	
Introduction	
<p>The District of Columbia Workforce Investment Council (DC WIC) Policy <i>DC-WIGL-2017-014-OneStopCertification-R-1</i> 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 <i>DC-WIGL-2017-014-OneStopCertification-R-1</i>.</p> <p>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.</p>	
<input checked="" type="checkbox"/>	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 stake-



One Stop Certification

Application for Certification



APPLICATION FOR CERTIFICATION OF ONE-STOP CENTERS

The Workforce Innovation and Opportunity Act (WIOA) established a national network of Comprehensive and Affiliate One-Stop Centers and Community Access Points that are customer-centered and tailored to meet the needs of local and regional economies. One-Stop Centers are designed to serve jobseekers and workers by increasing access to and opportunities for employment, education, training, and support services to help them succeed in the labor market and secure high-paying jobs. Additionally, One-Stop Centers assist businesses by recruiting, screening and training new workers and organizing training for their current workforce. Community Access Points are emerging nationally as an effective way to connect neighborhoods and hard to serve target populations to local workforce development services, by having processes in place to make referrals to One-Stop Centers and partner programs. The District selects one or more One-Stop Operator(s)(OSO) to coordinate and improve the connection between Centers, workforce system partners and customers.

This document describes how an entity may apply to become a certified Comprehensive or Affiliate One-Stop Center. All Centers must meet certification requirements, including assessments of their effectiveness, physical and programmatic accessibility, and plans for continuous improvement. Through the One-Stop certification process, the DC seeks to establish uniform standards for the One-Stop delivery system and will work with the OSO to ensure such standards are being met.

The DC WIC, with the agreement of the Mayor, is responsible for certifying and recertifying Comprehensive, and Affiliate Centers and any Community Access Points every 3 years. The Code of Federal Regulations at 20 CFR 678.800 and 34 CFR 463.800 defines the process and elements required for certification. See the full citations at: <https://www.law.cornell.edu/cfr/text/20/678.800> and <https://www.law.cornell.edu/cfr/text/34/463.800>.



One Stop Certification

Supporting Documentation

- Applicants should submit or reference sufficient documentation to support achievement of each criteria
- Ensure/maintain client confidentiality when submitting materials
- EXCESS COPYING OR PRINTING OF MATERIALS SHOULD BE AVOIDED
- OK to attach existing documents to submission
- Direct the Certification Team to materials in their existing locations online or in hardcopy during site visit
- Direct the Certification Team to visible evidence



One Stop Certification

On-Site (physical and/or virtual) Review

- Scheduled at a mutually convenient time/date.
- Conducted using the approved Center Plan and Application
- Recommend an initial brief meeting to discuss the review and its components.
- Recommend that the Applicant make relevant staff of all on-site partners available as needed.
- Review will not interrupt normal operations.
- Review should take less than one business day.



One Stop Certification

Recommendation to the DC WIC Board

- 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 Certification Team.
- A plan to meet all certification criteria must be approved by the DC WIC.



One Stop Certification

Key dates and activities

- **May 13, 2021:** Submissions will be accepted on a rolling basis. Applications should be submitted to Nenita Davis, Director of One-Stop Operations, at nenita.davis@dc.gov.
- **May 14 – June 15, 2021:** Site visits (in-person and/or virtual)
- **June 16 – June 30, 2021:** DC WIC Board vote, Applicants notified, and sign a Certification Agreement.
- **July 1, 2021:** Newly certified or recertified Centers will begin their duties



Q&A



Session Note – Q&A

- There weren't any previously submitted questions that we will be answering on the call today.
- For anyone who did not submit questions in advance of today's session, we will now open the phone lines up to take questions.
- Please include your name, organization, and program with your question.
- Answers to all questions submitted today will be provided in the call summary.



Contact Information

Please sign up for the DC WIC's mailing lists by submitting your contact information to dcworks@dc.gov.



THANK YOU!

We appreciate your interest and engagement and look forward to our continued work together!

