



ADMINISTRATIVE POLICY

FG OSPS-81

FLORIDA DEPARTMENT of
ECONOMIC OPPORTUNITY

TITLE:	One-Stop Career Center Credentialing
RESPONSIBLE OFFICE:	One Stop and Program Support
EFFECTIVE:	December 3, 2013

I. PURPOSE/SCOPE

This Consultation Paper describes minimum credentialing standards required to ensure consistent quality service delivery in One-Stop Career Centers across the State of Florida.

II. SUMMARY/INTRODUCTION

The Workforce Investment Act of 1998 describes the minimum requirements for the establishment of a one-stop system where information about and access to a wide array of job training, education, and employment services is available for customers at a single neighborhood location. The Florida Workforce Innovation Act of 2000 further delineates requirements associated with the establishment of the one-stop system in the State of Florida. The initial requirements associated with one-stop credentialing were developed in 2004 and then revised in 2006 based on recommendations made by Workforce Florida's One-Stop Committee. These recommendations were formally approved by Workforce Florida Inc. (WFI). The impetus of additional review and updates done in 2013 was to place One-Stop Career Center Credentialing and Staff Credentialing processes into two separate policy documents.

III. REVISION INFORMATION

This document supersedes AWI FG 02-032; however, those sections dealing with staff training requirements will remain in effect until new guidance is adopted.

IV. AUTHORITY

Workforce Investment Act of 1998; Workforce Innovation Act of 2000; Florida Statutes s. 445.009; Florida Americans with Disabilities Accessibility Implementation Act; Florida Statutes s. 553.501-553.513 as amended; Florida Civil Rights Act of 1992, Florida Statutes 760.01–760.11, as amended; TEIN 16-99, subject: Workforce Investment Act of 1998 Section 188 Interim Final Rule and Accessibility Checklists for One-Stop Delivery Systems; Title VI of the Civil Rights Act of 1964.

V. DEFINITIONS

1. Full Service One-Stop Career Center – A location where program and activities of all One-Stop Career Center mandated partners are accessible pursuant to sec. 134 (c) of Public Law 105-220 and where core services and all job search, placement, recruitment, and other labor exchange services authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) are provided . The full service One-Stop Career Center must provide access to intensive services and training services including serving as the point of access to individual training accounts for training services to participants.
2. Satellite One-Stop Career Center – A One-Stop Career Center that offers access to limited employment and training services, and/or offers services specific to the needs of a particular target group(s).

VI. PROCEDURES/POLICY

Each Regional Workforce Board (RWB) must maintain, in its region, at least one One-Stop Career Center (full service center) that offers all of the required programs, services, and activities described in ss. 134(c) of the Workforce Investment Act of 1998, as outlined below.

A. One-Stop Career Center Programs, Services and Activities' Requirements

1. The following programs and activities must be available in at least one One-Stop Career Center in each region. If there is no physical presence available, referrals to such programs and activities must be provided.
 - a. [Workforce Investment Act \(WIA\) Adult and Dislocated Worker Programs.](#)
 - b. [WIA Youth Activities.](#)
 - c. [Wagner-Peyser Activities.](#)
 - d. [Adult Education and Literacy Activities.](#)
 - e. [Vocational Rehabilitation services.](#)
 - f. [Senior Employment Services.](#)
 - g. [Carl D. Perkins Vocational and Applied Technology Education Act services](#) (Vocational Education).
 - h. [Trade Programs.](#)
 - i. WIA [Veterans' Workforce Activities](#), when available.
 - j. Local Veterans' Employment Representative (LVER) and Disabled Veteran Outreach Program (DVOP) activities.
 - k. [Community Service Block Grant Activities](#), when available.
 - l. [Department of Housing and Urban Development: Employment and Training Activities](#), when available.
 - m. [Reemployment Assistance.](#)
 - n. [Migrant Seasonal Farm Worker \(MSFW\) Services](#), when available.
 - o. [Welfare Transition \(WT\) Program.](#)
 - p. [Job Corps](#), when available.
 - q. [Indian and Native American Programs](#), when available.

2. The following programs and activities are optional:
 - a. [Supplemental Nutrition Assistance Program](#), when available.
 - b. [Department of Education's Farmworker Jobs and Education Program](#), when available.
 - c. Other support services offered through community agencies.

B. Staff Training Requirements

Staff hired by the RWBs to directly serve customers must complete Florida's Workforce Professional training requirements.

C. Labor Market Information

The following Labor Market Information ([LMI](#)) should be available to users in all One-Stop Career Centers, including those that are not full-service centers, in order for them to make informed decisions.

- a. [Resource Guide](#) - displays the Systems, Publications, and Reports available from the Labor Market Statistics Center.
- b. [Wage Conversion Posters](#).
- c. [Career Comics](#) - describes careers in ten occupational areas with their job responsibilities, training/education needed, and wages.
- d. [Career Posters](#) - career, education, and wage information for taking "job journeys" in leading industries.
- e. [Occupational Highlights](#).
- f. [Industry Profiles](#) - Florida's targeted industry clusters.
- g. [Job Vacancy/Hiring Needs Survey Reports](#) - a snapshot of occupational demand in local areas.
- h. [Education and Training Pay Flyer](#) - the relationship between unemployment/employment and education and training, and the impact of education on potential earnings.
- i. [Employment Projections Data](#) - forecasts of future employment levels for industries and occupations in Florida.
- j. [Occupational Employment Statistics and Wages](#) - estimates of employment and wages for specific occupations.
- k. [Florida's Research and Economic Information Database Application \(FREIDA\)](#).
- l. [Florida's Career Information Delivery System \(CHOICES\)](#).
- m. [CareerOneStop](#) (Career Infonet).
- n. [Occupational Network](#) (O*NET Online.)
- o. [State Eligible Training Provider List \(ETPL\)](#).

D. Resource Requirements

1. Each RWB is responsible for ensuring that its local One-Stop Career Centers provide customer and staff access to the Internet.
2. Each RWB is responsible for ensuring that its local One-Stop Career Centers provide customer access to basic software programs as determined locally so customers may:
 - a. Complete technical skills self-assessments.
 - b. Create or update one or more résumés.
 - c. Learn more about interviewing skills.
 - d. Access the EmployFlorida Marketplace.
 - e. Access LMI.

3. Each RWB should provide knowledgeable staff to help customers use software programs, secure labor market information, and access other web-based resources.

E. Posters Required by [State](#) and [Federal](#) Law

Each full-service and satellite location must display the following posters required by law:

1. [Job Safety and Health Protection Occupational Safety and Health Act.](#)
2. [Equal Employment Opportunity Is The Law.](#)
3. [Fair Labor Standards Act.](#)
4. [Notice to Workers with Disabilities.](#)
5. [Family and Medical Leave Act.](#)
6. [Uniformed Services Employment and Reemployment Rights Act \(USERRA\).](#)
7. [Employee Polygraph Protection Act \(EPPA\).](#)
8. [Migrant & Seasonal Agriculture Worker Protection Act.](#)
9. [Employee Rights Under the National Labor Relations Act.](#)
10. [If You Have A Complaint.](#)
11. [Florida Law Prohibits Discrimination.](#)
12. [Reemployment Services.](#)
13. [Child Labor Laws.](#)
14. [Interpretive Services.](#)
15. [Worker's Compensation Works for You.](#)
16. [Florida Minimum Wage.](#)

F. Minimum Operating Hours

It is the expectation that all One-Stop Career Centers be open Monday through Friday, except holidays, special events and in emergency situations; however, there may be circumstances that warrant a different schedule.

Individual RWBs have the discretion to set their hours of operation; however, core hours should be established to ensure appropriate coverage. All RWBs must notify DEO of their core schedule (days) and hours. Hours should be posted at the entrance to each One-Stop Career Center. Should a One-Stop Career Center close during regular hours or deviate from previously-established hours, DEO must be notified immediately.

G. Signage

Each One-Stop Career Center must conspicuously display the State's Unified Brand consistent with the Brand Implementation Guidelines.

The international symbol for accessibility must be displayed at each Career Center entrance that is wheelchair accessible.

H. Complaint System

Each One-Stop Career Center is required to maintain a complaint system in accordance with DEO's Complaint Resolution System Handbook.

I. Limited English Proficiency/Translation Services

One-Stop Career Center providers must take reasonable steps to assure that Limited English Proficiency (LEP) persons receive the language assistance necessary to afford them meaningful access to the workforce programs and services. Every provider shall make arrangements for

appropriate interpreter and translation services. The language needs, the resources to provide effective language assistance to the applicant, claimant or participant, and the arrangements to access these resources in a timely fashion shall be promptly determined and prominently displayed in the client's file for future reference.

Section a, Title VI of the Civil Rights Act of 1964 states that “extra caution should be exercised when the LEP person chooses to use a minor as the interpreter. While the LEP person's decision should be respected, there may be additional issues of competency, confidentiality, or conflict of interest when the choice involves using children to interpret. The recipient should take care to ensure that the LEP person's choice is voluntary, that the LEP person is aware of the possible problems if the preferred interpreter is a minor child, and that the LEP person knows that a competent interpreter could be provided by the recipient at no cost.”

J. Service to Individuals with Disabilities

1. The DEO Office of Civil Rights is available to advise RWBs and service providers regarding disability-related requirements of federal and state law. Technical assistance is also available via the telephone or Internet through the Disability and Business Technical Assistance Center, Southeast Region (phone: 1-800-949-4232, website: <http://www.adasoutheast.org/>) and the Job Accommodation Network (phone: 1-800-526-7234, website: <http://askjan.org/>).
2. Americans with Disabilities Act (ADA) requires:
 - a. Access to appropriate auxiliary aids and services where necessary to ensure effective communication.
 - Auxiliary aids and services for persons who are deaf or hard of hearing include: qualified interpreters, note takers, computer-aided transcription services, written materials, telecommunications devices for deaf persons (TDD/TTY), and open and closed captioning.
 - Auxiliary aids and services for individuals with vision impairments include: qualified readers, taped texts, audio recordings, materials in Braille or large print, and staff assistance.
 - b. Reasonable accommodations to provide benefits, services, training, and/or employment offered, unless providing the reasonable accommodation would cause undue hardship, as defined in 29 CFR 37.4.
3. There are four checklists that each RWB should use to ensure they are in compliance with ADA requirements:
 - a. [Information Technology \(IT\) Equipment Accessibility Checklist \(TEIN 16-99\)](#).
 - b. [Software Accessibility Checklist](#).
 - c. [WIA Section 188 Disability Checklist](#).
 - d. [ADA Facility Accessibility Survey](#).

For the most part, completion of these checklists is a one-time exercise. The exception would be if there were any subsequent modifications or alterations to facilities or service delivery that impact access. The RWBs can review what will be monitored by DEO during regular quality assurance reviews via the tools posted on the [DEO website](#).