



Administrative Policy

POLICY
NUMBER
93

Title:	One-Stop Career Center Certification Requirements
Program:	Workforce Innovation and Opportunity Act (WIOA)
Adopted:	February 2, 2017
Effective:	February 2, 2017

I. PURPOSE/SCOPE

The purpose of this policy is to provide the minimum certification standards to be used in each one-stop career center, to ensure consistent quality service delivery in all local workforce development areas (local areas).

II. BACKGROUND

Under the Workforce Innovation and Opportunity Act (WIOA), the vision for one-stop career centers is characterized by providing excellent customer service to job seekers and employers, customer-centered service delivery, and continuous improvement. Florida should strive to assure quality services are being delivered in the most efficient and effective ways possible, through full integration and coordination of one-stop career center partners and resources to support seamless service delivery.

WIOA (Public Law Number 113-128) specifies in section 101(d)(6) and 121(g)(1) that the State Board, CareerSource Florida, shall establish minimum criteria for certification of one-stop career centers and one-stop delivery systems. At least once every three years, local workforce development boards (local boards) must assess the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop career centers and the one-stop delivery system using the criteria established by this policy. Local boards must certify that their one-stop career centers and one-stop delivery system meets the minimum standards established by this policy. When the local board is the one-stop career center operator, CareerSource Florida must certify the local one-stop career centers and one-stop delivery system in that local area. Local boards not in compliance with this policy shall be ineligible to receive one-stop career center infrastructure funding.

III. AUTHORITY

[Workforce Innovation and Opportunity Act, Title I, Pub. L. No 113-128, §§101 and 121](#)

[Joint Rule for Unified and Combined State Plans, 20 CFR Parts 676, 677 and 678 published in vol. 81, no. 161 of the Federal Register \(81 FR 55792, August 19, 2016\).](#)

IV. HISTORY

This document supersedes guidance contained in Final Guidance OSPS-81.

V. POLICIES AND PROCEDURES

A. One-Stop Career Center and Delivery System Requirements

WIOA requires that there be at least one physical, comprehensive one-stop career center in each local area with access to partner (all required and any approved additional one-stop career center partners) programs, services, and activities. “One-stop career center partner” means any of the required partners who carry out the programs and activities described in Section 121(b)(1), WIOA Public Law. It also includes the additional partners described in Section 121(b)(12), WIOA Public Law who have the approval of the local board and chief elected official to participate as a partner in the local one-stop delivery system.

Required one-stop partner programs must provide access services through the mandatory comprehensive physical one-stop center and any affiliated sites or specialized centers. They must also provide access to programs, services, and activities through electronic means, if applicable and practicable. The use of electronic methods such as web sites, telephones, or other means must improve the efficiency, coordination, and quality of one-stop partner services. Electronic delivery must not replace access to such services at a comprehensive one-stop center or be a substitute to making services available at an affiliated site, if the partner is participating in an affiliated site. Electronic delivery systems must be in compliance with the nondiscrimination and equal opportunity provisions of WIOA sec. 188 and its implementing regulations at 29 CFR part 38.

The design of the one-stop delivery system must be described in the Memorandum of Understanding (MOU) executed between the local board and all one-stop career center partners, as described in Section 121(c)(2), WIOA Public Law.

B. Comprehensive One-Stop Career Center Requirements

Pursuant to the requirements set forth by WIOA and accompanying regulations, local boards shall ensure that each physical, comprehensive one-stop career center in their local area meets the following minimum standards:

1. Provides the career services described in section 134(c)(2), WIOA.

2. Provides access to training services as described in section 134(c)(3), WIOA, including serving as the point of access to training services for participants in accordance with section 134(c)(3)(G), WIOA.
3. Provides access to the employment and training activities carried out under section 134(d), WIOA, if any.
4. Provides access to programs and activities carried out by one-stop career center partners. For the purposes of this policy, access means having either program staff physically present at the location or having appropriate partner staff physically present at the one-stop career center to provide information to customers about the programs, services, and activities available through partners' programs, or providing direct linkage through technology to program staff who can provide meaningful information or services.
5. Provides access to the data, information, and analysis described in section 15(a) of the Wagner-Peyser Act and access to all job search, placement, recruitment, and other labor exchange services authorized under the Wagner-Peyser Act.
6. Provides knowledgeable staff, including trained career counselors, as outlined in [Administrative Policy 92](#), available for assistance. Professional team members providing direct customer service must comply with the minimum skill standards for front-line staff outlined in [Administrative Policy 92](#) and have a basic orientation to all required one-stop career center partners' programs. There must be at least one WIOA Title I person physically present.
7. Provides access to the general public during regular business days (Monday through Friday). After-hours access to services (physical or technology based) are encouraged.
8. Provides physical and programmatic access to individuals with disabilities.

C. Certification of One-Stop Career Centers and Delivery Systems

Local boards are responsible for conducting the evaluation/assessment and certification of the local one-stop career centers and one-stop delivery system unless the local board has designated itself as the one-stop career center operator. In that case, the State Board, CareerSource Florida, shall conduct the assessment/evaluation and certification according to that local board's certification policy.

D. One-Stop Career Center and Delivery System Evaluation/Assessment Criteria

All one-stop career centers and one-stop delivery systems must be evaluated and certified at once every three years to determine: 1. effectiveness, and; 2. physical and programmatic accessibility in accordance with section 188, WIOA; and, 3. continuous improvement. Local boards shall conduct the evaluation (with the above exception) using the criteria

established in this policy and any additional criteria adopted by the local board. The minimum required elements for certification are addressed below.

1. Effectiveness

The criteria and procedures to evaluate effectiveness shall address the following:

- A. Establishment of at least one physical, comprehensive one-stop career center having at least one WIOA Title I staff person physically present. The comprehensive one-stop career center must provide career services and access to training services. Services provided by other one-stop career center partners (at a minimum, adult education and vocational rehabilitation) at the comprehensive one-stop career center must be accessible and available either by a person, by electronic or virtual service delivery or by other means without the customer having to go to another physical location.
- B. Establishment of a cost allocation plan that distributes common costs of operating each one-stop career center among all partner programs that participate in each one-stop career center. Also, in accordance with [Administrative Policy 86, Indirect Cost Rate Proposal Preparation for Local Workforce Development Boards](#), each one-stop career center operator, as a sub recipient of federal funds, is required to have an approved indirect cost rate agreement negotiated with the local board, or with DEO if the local board is also the one-stop career center operator.
- C. Execution of MOUs with all partner programs participating in the one-stop career center.
- D. Establishment of operating procedures allowing access, by a person, by electronic or virtual service delivery or by other means, to one-stop career center services to individuals who cannot access those services during regular business days, Monday through Friday, except holidays.
- E. Establishment of policies and procedures that provide one-stop career center customers the opportunity to provide feedback on services provided and customer satisfaction.

2. Physical and Programmatic Accessibility

The criteria and procedures to evaluate physical and programmatic accessibility shall, at a minimum, address the following:

- A. Assurance that each one-stop career center is compliant with the Americans with Disabilities Act (ADA).
- B. Establishment of a policy and procedure for providing reasonable accommodations for persons with disabilities consistent with DEO Guidance Paper AWI FG 04-042,

March 6, 2008 or later revisions issued by DEO.

- C. Demonstration that each one-stop career center has been reviewed or monitored by a third party for ADA compliance at least once every three years.
- D. Establishment of a policy and procedure for providing free language services to customers that have a limited ability to read and/or speak the English language.

The local area shall create objective criteria and procedures for assessing the physical and programmatic accessibility for all individuals for each of its one-stop career centers. Such criteria shall take into consideration the most efficient utilization of funding, staffing, infrastructure, and other resources to best serve its customer population.

3. Continuous Improvement

The criteria and procedures for continuous improvement shall address the following:

- A. Demonstration of compliance with all CareerSource Florida statewide branding, local branding, and national branding standards and practices.
- B. Demonstration of compliance with staff training and skills certification pursuant to [Administrative Policy 92](#).
- C. Established procedures to capture and respond to job seeker and employer feedback.

The local area shall create objective criteria and procedures for assessing continuous improvement of each of its one-stop career centers, taking into consideration the most efficient utilization of funding, staffing, infrastructure, and other resources to best serve its customer population.

E. 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. [CareerOneStop](#) (Career Infonet).
- m. [Occupational Network](#) (O*NET Online.)
- n. [State Eligible Training Provider List](#) (ETPL).

F. Posters Required by Federal and State 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](#).

G. Process for Certification

Certification must be completed by the local board prior to July 1, 2017, and reviewed at least every three years thereafter. A statement of certification must be submitted as a component of the local plan. If certification is not completed within the required timeframe, the one-stop career centers and one-stop delivery system for the local area become ineligible to receive one-stop career center infrastructure funding.

VI. ATTACHMENTS/RESOURCES

1. "Vision for the One-Stop System," U.S. Department of Labor, Employment and Training Administration 4-15 available at http://wdr.doleta.gov/directives/attach/TEGL/TEGL_04-15_Acc.pdf.
2. "Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide," U.S. Department of Labor, Employment and Training Administration 1-15 available at <http://www.dol.gov/oasam/programs/crc/TEN%201-15.pdf>.
3. [Indirect Cost Rate Proposal Preparation for Local Workforce Development Boards Administrative Policy 86](#)