



Proposed Idaho One-Stop Policy American Job Center Certification

Approved April 5, 2018

Reference: WIOA Sec. 101(d)(6)(a); Sec. 121 (g); 20 CFR 678.800; 34 CFR 361.800 and 34 CFR 463.800; TEGL 16-16

History: New WIOA Policy

Introduction

WIOA requires that the state board set assessment criteria in the State Plan for the local boards to use to certify one-stop centers and one-stop delivery systems operated in the local areas. The law and regulations specify the operations of the one-stop centers and the types of criteria used to assess them.

The governance of Idaho's workforce system is centralized under the Idaho Workforce Development Council, which serves as both the state board and local board. Policies made at the state level have to be broad enough to allow flexibility in service delivery at the local level. While the one-stop delivery system is intended to be a local collaboration, Idaho proposes a statewide framework that addresses varying levels of partner coordination in different locations and still provides consistency in quality service delivery to its citizens across the state.

General Idaho Certification Criteria

One-Stop/American Job Center Network partner participants can belong to the system at the following levels:

- **Network Partner**
- **Affiliate Center**
- **Comprehensive Center**

These levels are generally described in the statewide Idaho American Job Center MOU. Only Affiliate and Comprehensive centers are required to be certified.

The WIOA regulations at 20 CFR 678.800; 34 CFR 361.800 and 463.800 specify the certification criteria must evaluate the one-stop centers and system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.

A narrative of the certification criteria and process is provided below.

One-Stop Affiliate Center

A one-stop affiliate American Job Center is a physical location where job seekers and employers can receive direct services. It is not necessary to have more than one-partner program at an affiliate site, and partner service provider locations are not required to become a certified affiliate. However, each location identified as an American Job Center (AJC) must be certified to ensure that service delivery standards are met.

Locations of one-stop affiliate AJCs should be available on Live Better Idaho and identified with the partner services provided at the location. The location must have at least one one-stop partner staff available in the center during all regular business hours. The services at the affiliate AJC location must be physically and programmatically accessible to individuals with disabilities and other individuals needing additional assistance, such as those with limited English proficiency.

The affiliate AJC must accept referrals from network partners for the services provided at that location and affiliate site partner staff must be able to make referrals for other one-stop partner services. Affiliate AJCs staff are encouraged to coordinate customer outreach with nearby AJC Network partners, as well coordinate with the comprehensive AJCs.

The affiliate AJC must also provide a mechanism for customer feedback as well as accepting complaints. Certification requires the publication of the partner program performance reports and a review of customer feedback and complaints submitted.

One-Stop Comprehensive Center

In addition to meeting the affiliate one-stop certification criteria, the comprehensive American Job Center meets all of the WIOA regulatory requirements, including a resource sharing agreement for the center's infrastructure and operating costs. Idaho is required to have at least one comprehensive center in each of its designated local areas: Service Delivery Area 6 – East Central Idaho and the Balance of State.

Certification Criteria Categories

The criteria requirements are also listed separately in a spreadsheet in the following categories.

- *Program Services*
- *Service Delivery*
- *Accessibility*
- *Common Branding*
- *Partner Coordination*
- *Customer Feedback*
- *Building Requirements*
- *Staff Development*
- *Continuous Improvement Evaluation*

The additional requirement category for the comprehensive one-stop certification is completion of the SDA MOU.

Certification Procedures

Initial certification will take place for Program Year 2018 after acceptance of the 2018 WIOA State Plan modification. Recertification will take place after adoption of the WIOA 2020 State Plan and in Program Year 2022 when the certification criteria will be modified again. Certification reviews may be staggered for any time during the two-year period between plan approval and modifications.

Managers of service locations seeking affiliate AJC certification may submit a request to the Workforce Development Council demonstrating their compliance with the certification criteria. The one-stop operator will submit requests for the comprehensive American Job Center certification.

Workforce Development Council One-Stop Committee will review the requests and self-assessments to grant provisional certification. They will note any deficiencies between the certified centers and the approval criteria and make recommendations for coming into compliance. The Committee will also oversee a process for onsite confirmation of the assessment, after which full certification may be granted. The Idaho One-Stop certification process will allow a provisional AJC certification until such time that the requirements can be fully met.

Annual Assessment for Accessibility for Individuals with Disabilities

The Workforce Development Council has an additional responsibility for annually assessing all one-stop centers for physical and programmatic accessibility, in accordance with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990.

To prevent duplication of efforts, the certification criteria also includes annual assessment requirements. The one-stop operator and the office managers for the American Jobs Centers are instructed to coordinate these assessments with the State Equal Opportunity Officer or other entities with similar requirements to physically inspect the one-stop centers.