



# Comprehensive & Affiliate One-Stop Certification

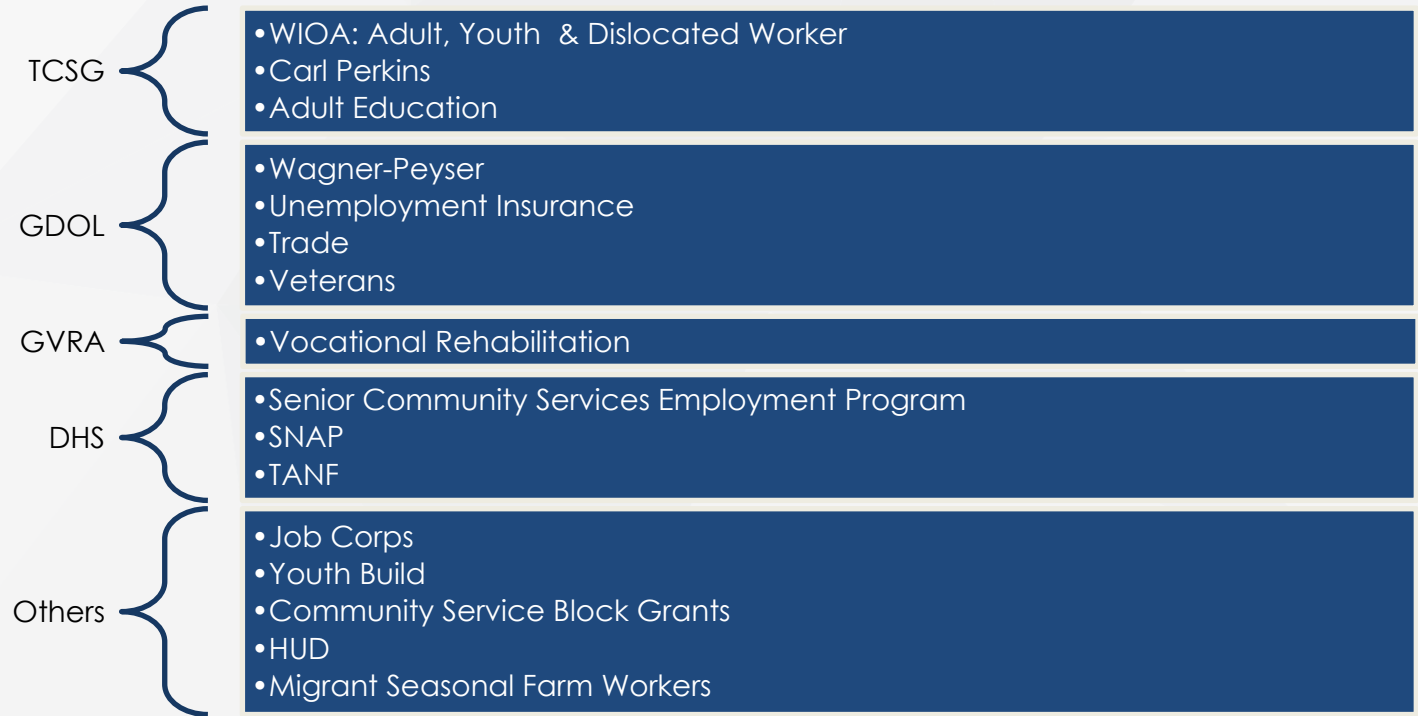


Connecting Talent with Opportunity

# Roles & Goals of the One-Stop System

- Primary mechanism for delivering WIOA-funded services
- Aims to provide a more effective, consistent approach to delivering services
  - Streamlining services through integration
  - Aligning public & private investments in workforce, education, and economic development
- Simplify access to information & services to ensure a customer-focused system
  - Empowers individuals
  - Increases employment, retention, and earnings of participants
  - Improves quality of the workforce
- Create shared ownership of customer experiences & performance outcomes to encourage improvements
  - Increases accountability
  - Enhances the productivity & competitiveness of Georgia & the nation
- Management of this system is the shared responsibility of the State WDB, Local WDBs, elected officials, & the partner organizations.

# Required Partners & Programs in Georgia



# Comprehensive Sites

- A physical location where job seekers & employer customers can access the programs, services, & activities of all required one-stop partners.
  
- A comprehensive one-stop center **must** have:
  1. At least one WIOA Title I staff person physically present & providing career services
  2. Access to training services
  3. Access to employment & training activities
  4. Access to programs & activities carried out by all required partners
  5. Workforce & labor market information

# Affiliates Sites

- A location that provides access to one or more of the one-stop partners' programs, services, & activities.
  - Established to enhance & broaden the impact of the LWDA's service delivery network
- An affiliate site does not need to provide access to every required one-stop program, but should be knowledgeable about those programs & services to refer individuals, as necessary
- Frequency of program staff's physical presence will be determined at the local level & formalized in the Memorandum of Understanding.
- Reminders:
  - The Adult, Dislocated Worker and Youth programs are separate programs. Those programs at a location together constitute an affiliate, even if the same partner organization provides them.
  - Wagner-Peyser cannot be a stand-alone office.
    - If Wagner-Peyser services are provided, the location automatically constitutes an affiliate.

# Specialized Sites

- The One-Stop system may also have additional sites, which includes the designation of “specialized sites” to address specific needs, such as
  - Dislocated Workers
  - Youth
  - Veterans
  - Key industry sectors or clusters
  
- A location constitutes a specialized site if:
  - It is a stand-alone partner program office (e.g., GVRA);
  - It is time-limited (i.e., in response to a regional lay-off or WARN event); OR
  - It includes only one WIOA Title I program (i.e., Veteran or Youth only site)
  
- Does not require full certification, but must be physically and programmatically accessible to individuals with disabilities.

# What does “access” mean?

- The federal regulations define “access” as the following:
  - Having a program staff member physically present at the one-stop center;
  - Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; **OR**
  - Making available a direct linkage through technology to program staff who can provide meaningful information or services.
    - A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time web-based communication to a program staff member who can provide program information or services to the customer.
    - A direct linkage cannot exclusively be providing a phone number and/or website, or providing information, pamphlets, and/or materials.

# Technical College Campuses

- Some LWDAs provide WIOA Title I-funded career services at local technical college campuses, which “make[s] available to job seeker & employer customers one or more of the one-stop partners’ programs, services, and activities”
  - If the career services are provided out of office space that is rented or leased by a contractor or local WIOA Title I service provider for the sole purpose of providing WIOA Title I services, the location must be considered an affiliate site
- If **only** providing Adult Education & Carl Perkins activities, the location does not constitute an affiliate
- If a technical college is deemed an affiliate, LWDBs should use their own discretion when determining what is the “site” for the purposes of the cost sharing structure.
  - The site does not need to include the entire campus, may be a single room, building, or office



# Mobile Units

- Depending on how it is use, a Mobile Unit may be classified as either an affiliate or specialized site
  - Affiliate: If the Mobile Unit acts as another one-stop center that travels around the LWDA's service delivery area to bring services to participants
  - Specialized:
    - If the Mobile Unit changes function, even if it has a set schedule, to provide services and activities throughout the service delivery area.

# Requirements for Certification

- What is required of the State?
  - Establish minimum objective criteria & procedures to certify sites throughout the state, in consultation with the LWDBs and CLEOs
  - Review & update the certification criteria every 2 years
- What is required of Local Areas?
  - Every LWDA must have **at least one** comprehensive one-stop that provides access to all of the required partners' programs within that LWDA's geographic boundaries.
    - Most LWDA's choose to deliver service through a **network** of physical sites (i.e., affiliates).
  - The design of the LWDA's one-stop delivery system must be described in the local area's MOU
  - LWDBs must **recertify** sites at least once every 3 years
  - LWDBs **must** vote to adopt the State's minimum criteria & **may** approve additional certification criteria

# Certification Criteria Categories

- Customer Flow of Services
- Memorandum of Understanding
- Operational Details
- WorkSource Georgia Branding Identifier
- Customer Satisfaction
  - Job Seekers
  - Employers
- Continuous Improvement
- Accessibility & Equal Opportunity

# Certification Instructions

- If an LWDB determines additional certification criteria will be added to the mandated State certification criteria, the LWDB\* must meet & vote to add such criteria
- Identify prospective locations & schedule on-site inspections & interviews
  - These locations should only be those identified in the MOU
- Complete applicable certification packet for each prospective location and present to LWDB\* Complete Partner Presence (Form A) AND Accessibility & EO Certification (Form B) for every site
  - Depending on site designation, complete either
    - Comprehensive Certification (Form C); OR
    - Affiliate Certification (Form D)

\*If a LWDB is the operator of a one-stop, the site must be certified by the SWDB.

\*One-Stop sites must be certified in order to utilize the state negotiated infrastructure cost formula.

# Name that One-Stop!

- A location includes/provides:
  - All required programs with a set schedule of when all partner staff are available at the location
  - Wagner-Peyser employment services
  - Title I Dislocated Worker services set up next to a closing manufacturer
  - A mobile unit that changes function to provide services & activities throughout the service area
  - Technical college campus where a WIOA Title I provider rents or leases office space to provide services
  - GDOL career center with no WIOA services present
  - Stand-alone GVRA site
  - A veterans-specific site on a military base

# Resources: Federal & State Guidance

## ▶ State

- ▶ WIG LS-19-015: One-Stop Certification Guidelines (forthcoming)
- ▶ State Policies & Procedures Guide, *Section 3.1 One-Stop System*

## ▶ Federal

- ▶ TEGL 3-15: Guidance on Services Provided through Adult & Dislocated Worker Program
- ▶ TEGL 16-16: One-Stop Operations Guidance for the American Job Center Network

# Questions?

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