3.1 ONE-STOP SYSTEM

I. Overview

WIOA creates a comprehensive workforce investment system known as the One-Stop System. The One-Stop System is intended to be customer-focused, to help Americans access the tools they need to manage their careers through information and high quality services, and help business find skilled workers.

A. One-Stop System Goals
   i. To increase the employment, retention, and earnings of participants
   ii. To increase occupational skill attainment by participants
   iii. To improve the quality of the workforce
   iv. To reduce welfare dependency
   v. To enhance the productivity and competitiveness of the nation

B. Seven Principles of One-Stop Service Delivery
   i. Streamlining services through better integration
   ii. Empowering individuals
   iii. Offering universal access
   iv. Increasing accountability
   v. Creating a role for the private sector
   vi. Providing flexibility from state partners
   vii. Improving Youth programs

C. The Workforce Innovation and Opportunity Act Includes Five Titles
   i. Title I Workforce Investment Systems
   ii. Title II Adult Education and Literacy
   iii. Title III Workforce Investment-Related Activities
   iv. Title IV Rehabilitation Act Amendments of 1998
   v. Title V General Provisions

II. The One-Stop

A. One-Stop Operators

The One-Stop Operator is responsible for general operation of the One-Stop Center as required in 29 U.S.C. § 2864 (c)(2)(A)), 20 CFR § 463.620(a), and 20 CFR § 361.620(a).

Overall operation of the One-Stop Center includes entering into agreements with the partners collocated in the center; cost allocation plan(s); service mix and flow; planning and monitoring center operations; and coordination with other service providers in the service area.

The One-Stop Operator is also responsible for developing a strategic operations or business plan for the center including the development of a common mission and goals. The One-Stop Operator should ensure that the center is guided by customer needs, customer satisfaction, and customer

success. The plan should include strategies for training of center staff to insure integration of service delivery to provide seamless access to services for all customers. The One-Stop Operator must ensure that the core services specified in U.S.C. § 2864 (d)(2) are provided at the center and provide access to the other activities, and that programs provided under WIOA by the mandatory partner programs are available in the area. The One-Stop Operator must ensure that the One-Stop Center and services are accessible to all customers including individuals with disabilities

B. One-Stop Partners

i. Required partners are:

1. Programs authorized under Title I of WIOA serving Adults, Dislocated Workers, Youth, and veterans, as well as Job Corps, Native American programs, and migrant and seasonal farm worker programs
2. Programs authorized under the Wagner-Peyser Act
3. Adult education and literacy activities authorized under Title II of WIOA
4. Programs authorized under parts A and B of Title I of the Rehabilitation Act
5. Welfare-to-Work programs authorized under the Social Security Act
6. Senior community service employment activities authorized under Title V of the Older Americans Act of 1965 Postsecondary vocational education authorized under the Carl D. Perkins Vocational and Applied Technological Education Act
7. Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance authorized under the Trade Act of 1974
8. Local veterans' employment representatives and disabled veterans outreach programs
9. Employment and training activities under the Community Services Block Grant
10. Employment and training activities of the Department of Housing and Urban Development
11. Programs authorized under State unemployment compensation laws

ii. Optional partners may include:

1. Temporary Assistance to Needy Families authorized under the Social Security Act
2. Employment and training programs authorized under the Food Stamp Act of 1977
3. Work programs authorized under the Food Stamp Act of 1977
4. Programs authorized under the National and Community Service Act of 1990
5. Other appropriate federal, state, or local programs

C. Comprehensive One-Stop Centers

Within each LWDA there must be at least one designated Comprehensive One-Stop Center. A comprehensive site is a physical location where job seekers and employer customers can access the programs, services, and activities of all required one-stop partners, along with any additional

partners as determined by the LWDB. 20 CFR § 678.400(b) lists the federally funded program partners that must provide access to core services, intensive services, training, and participate in the creation and maintenance of One-Stop Centers and systems.

i. At a minimum, a Comprehensive One-Stop Center must provide the core services specified in U.S.C. § 2864 (d) (2) including the following:
    1. Determinations of whether individuals are eligible to receive assistance;
    2. Orientation to the information and other services available in the One-Stop system;
    3. Initial assessment;
    4. Job search and placement assistance;
    5. Career counseling;
    6. Labor market information;
    7. Eligible Training Provider and Local Board program performance;
    8. Information relating to the availability of supportive services in LWDAs and referral to such services;
    9. Information on filing unemployment compensation;
    10. Assistance in establishing eligibility for:
        a. Welfare-to-work activities authorized under the Social Security Act, 42 U.S.C §603(a)(5) (as added by the Balanced Budget Act of 1997 § 5001) available in the LWDA; and
        b. Programs of financial aid assistance for training and educational programs that are not funded under this Act and are available in the LWDA; and
    11. Follow-up services.

ii. One-Stop Centers must also provide access to other programs and activities carried out by the One-Stop partners. Physical c~~C~~o-location of programs is encouraged to the extent possible. Once a site is established, the site must utilize the term "One-Stop" as the common identifier. When selecting the site location, consideration must be given to customer accessibility. The site must be accessible for those disabilities and those who speak languages other than English. A written agreement must detail management of the One-Stop and is to be reviewed upon change in key staff. Co-located partners must have a written agreement or Operating Plan describing roles and responsibilities of each partner at the site. For those who are collaborating partners off-site, roles and responsibilities will be defined in an addendum to the co-located partner agreement.

All collaborating partners, those on and off-site, must have the appropriate staff trained in the services provided by other partners, know who the contact person for each partner is, and be able to seamlessly refer clients or participants to the appropriate entity within each partner program. Space must be made available at the site for visiting partner programs

whenever feasible. All partners, those on and off-site, must have a resource area available to customers that is staffed, have information on all partners in the local system, and meets customer needs.

~~The site used for co-location must be accessible for those with disabilities and those who speak languages other than English.~~

D. Affiliate One-Stop Centers

As described in 20 CFR §678.310, an Affiliate One-Stop is a site that provides access to one or more of the one-stop partners' programs, services, and activities. Affiliate sites may be established in LWDAs to enhance and broaden the impact of the LWDA's service delivery network. As such, an affiliate site does not need to provide access to every required one-stop program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level, and formalized in the MOU.

III. Seamless Service Delivery

The One-Stop network is often described as a "seamless" system of service delivery where information and access to services are available to the customer regardless of the site of original contact. This is accomplished by collaboration of entities responsible for separate workforce development funding streams and through integration of programs and resources at the community level. All partners have an obligation to provide core informational services so that individuals may access the One-Stop System regardless of where they enter, including information regarding access or linkages to training services and the programs and activities carried out by One-Stop partners.

IV. One-Stop Certification Process

The Local WDB is responsible for the designation and certification of all comprehensive and affiliate sites. In accordance with 20 CFR §678.800, the State Board, in consultation with the Local WDBs and Chief Local Elected Officials, must develop the minimum criteria and procedures to certify comprehensive and affiliate one-stops throughout the state of Georgia. This criterion must evaluate one-stop centers and the one-stop delivery system for effectiveness as defined in 20 CFR §678.800(a)(2) and shall include, at a minimum, customer satisfaction, physical and programmatic accessibility, and continuous improvement.

Local WDBs must complete one-stop certification for each location which provides at least one core program as either a comprehensive or affiliate site based on the criteria set forth by the State Board. Local WDBs may establish additional criteria.

A. ~~A.~~ The process of certification shall include the following:

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i. At least every two years, the State Board will, in consultation with LWDBs and CLEOs, review and approve the certification criteria and issue One-Stop Certification Guidelines for Local WDBs to complete.
ii. Local WDBs shall determine any additional certification criteria in addition to the mandated State certification criteria. The Local WDB or appropriate Local WDB committee must meet and vote to add such criteria.
iii. Based off of the minimum criteria and procedures outlined in the One-Stop Certification Guidelines, Local WDBs or the appropriate Local WDB committee must complete and approve the certification for all one-stops.
iv. Local WDBs must certify all comprehensive and affiliate one-stop sites at least once every three (3) years.
v. If a Local WDB is the operator of a one-stop, this site must be certified by the SWDB. Local WDBs must notify OWD staff of this in advance of certification deadline or as otherwise stated by OWD.
vi. If a one-stop site is unable to be certified, the Local WDB must follow appropriate procedures outlined in the One-Stop Certification guidelines to notify OWD of the failed certification.

B. One-Stop sites must be certified by Local WDBs in order to utilize the state negotiated infrastructure cost formula.