

Region VI Workforce Development Board 17 Middletown Road White Hall, WV 26554	WIOA One-Stop Designation, Certification and Monitoring
	Date July 9, 2020

Region VI Guidance Letter No. 24-16, R-1

To: All WorkForce West Virginia Center Supervisors and Staff
All Partners and Stakeholders of the Region VI Workforce Development Board One-Stop System

From: Region VI Workforce Development Board (WDB)

Subject: Comprehensive One Stop Designation, Certification and Monitoring

1. PURPOSE: To communicate requirements for the designation and certification of a Comprehensive One-Stop in the Region VI WDB under the Workforce Innovation and Opportunity Act of 2014 (WIOA).

2. REFERENCE: Workforce Innovation and Opportunity Act of 2014 (WIOA) Section 121, and 20 CFR, 678.300(c) and 678.305, and 678.800, and Workforce West Virginia WIOA Guidance Notice 5-16.

3. BACKGROUND: The Workforce Innovation and Opportunity Act of 2014 is designed to increase access to, and opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. This is accomplished by providing all customers access to high-quality one-stop centers that connect them with the full range of services available in their communities. Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs collaborate to create a seamless customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to the programs' services. WIOA requires local boards in each local area, with the agreement of the chief local elected officials, to establish a one-stop delivery system and conduct oversight of that system. The system must include at least one comprehensive physical center in each local area.

In Region VI, the Fairmont Workforce West Virginia Center has been designated as the single regional Comprehensive One-Stop Center by vote of the Region VI Workforce Development Board and the Region VI Local Elected Officials board at their quarterly meeting of March 9th and 10th, 2017, respectively.

4. POLICY: It is the policy of the Region VI WDB to evaluate and re-certify the designated comprehensive one-stop center and one-stop delivery system every 3 years based on criteria which must evaluate the effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. The Region VI WDB will review and update the evaluation criteria every 2 years.

Monitoring of the one-stop operator will be scheduled yearly.

5. ACTION: Evaluations of effectiveness through the monitoring process will include:

- how well the one-stop center integrates available services for participants and businesses;
- meets the workforce development needs of participants;
- meets the employment needs of local employers;
- operates in a cost-efficient manner;
- coordinates services among the one-stop partner programs;
- provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need as identified by the Region VI WDB;
- how well the one-stop center ensures equal opportunity for individuals with disabilities to participate in or benefit from one-stop center services, including how well the centers and delivery systems take actions to comply with the disability-related regulations implementing WIOA sec. 188, set forth at 29 CFR part 38.

The Region VI Workforce West Virginia One Stop System Partners and Stakeholders will be made aware of this policy. Each WDB and LEO Board Member will be given a copy of this policy.

3. EXPIRATION DATE: This policy will become effective July 9, 2020, and shall be in effect until revised or cancelled by the Region VI WDB.

Attachment: Region VI One Stop Operator Monitoring Tool

Attachment – Region VI One Stop Operator Monitoring Tool

REGION VI ONE-STOP OPERATOR MONITORING TOOL

Purpose: Role of the One-Stop operator codified at WIOA Title 1, Section 121(d); Title 20, Code of Federal Regulations, Part 678.620

Identifier	Objective	Meeting Expectations		Technical Assistance Required		Comments
		Yes	No	Yes	No	
Program Coordination	Assisting the Partner Network in coordinating the development of a training and communication plan for the One-Stop System comprehensive/affiliate cntrs -----					
	Convening Partnership meetings -----	----	-----	-----	-----	-----
	Leading and convening partners in the design and implementation of functional integration of the services of the One-Stop System	----	-----	-----	-----	-----
Resource Management	Working with the Partner Network and the RVI WDB to define and provide a means to meet common operational needs, such as training, technical assistance, and additional resources, etc					
Outreach Recruitment, and Marketing	Working with the Region VI WDB and Partner Network to recruit and integrate additional partners into the One-Stop System -----					
	Coordinate outreach to business/ job seeker customers (includes coordinating the development of marketing, outreach, and labor market information materials w/ support from and final approval of the RVI WDB -----	----	-----	-----	-----	-----
	Assisting the RVI WDB in coordination/ implementation of Rapid Response activities, & serving as the Region VI WDB representative to those activities	----	-----	-----	-----	-----
Communication and Information Dissemination	Promoting services available through the One-Stop System, including development of marketing /outreach materials w/ support and final approval from the RVI WDB -----					
	Represent the Reg VI WFWV One-Stop System at community meetings to promote services/discuss partnership opportunities	----	-----	-----	-----	-----

Identifier	Objective	Meeting Expectations		Technical Assistance Required		Comments
		Yes	No	Yes	No	
Partner Cross-Training	Facilitating sharing of data and information					
Continuous Improvement	Evaluating customer needs and satisfaction data to continually refine and improve service strategies, including exploring implementing a real-time customer feedback model -----					
	Serving as a liaison between the Region VI WDB and the Partner Network,	-----	-----	-----	-----	-----
Reporting	Customer Satisfaction Form results tracked/reported to Partner Network and Region VI WDB -----	-----	-----	-----	-----	-----
	Monthly activity reports submitted in timely fashion and with sufficient detail to show contract performance progress					
One-Stop Certification	Complying with all federal, state, and local policies governing the operations of a One-Stop Operator -----					
	Ensuring the Region VI WDB's policies and procedures are effectively communicated and carried out through the One-Stop System -----	-----	-----	-----	-----	-----
	Ensuring EEO requirement are met, including coordinating staff training, and assuring EEO posters and processes are in place	-----	-----	-----	-----	-----

Additional Comments:

Monitored by: _____ Date: _____