



Wednesday Webinars

One-Stop Center Certification

Diana Robinson

January 25, 2017



Purpose of Webinar



- Discuss the WIOA Requirement for One-Stop Certification
 - Workforce Innovation and Opportunity Act Section 121(g);
WIOA Joint Final Rule Subpart F, 678.800
 - Required Consultation (IWIB, CEO, LWIB)
 - Criteria
- Update on the Work of the Policy Group
 - Participants
 - Content
 - Obtain feedback – “Are we on the right track?”
- Address One-Stop Operator Procurement
- Highlight next steps

Background



- WIOA requires State workforce boards, in consultation with Chief Elected Officials (CEOs) and local boards, to certify One-Stop Centers.
- DOL extended timeline, Illinois created policy work group.
 - IWIB members, CEOs, Board chairs/members
 - Core agency partners – Employment Security, Community College Board, Department of Human Services – Rehabilitation Services
 - Local Workforce Area directors

Approach



- Balance compliance with continuous improvement, reflect principles in State Unified WIOA Plan
- Continue journey from co-location to service integration
- Focus on initial criteria: what should be in place by 7/1/17?
- Continuous improvement benchmarked on Kentucky
- First time for this certification process in Illinois
- Other considerations: State agency autonomy, collective bargaining, resource constraints

Criteria



- Work group has identified criteria and suggested indicators
 - 3 broad areas
 - Effectiveness
 - Accessibility and Infrastructure
 - Continuous Improvement
 - Provide high level review now, opportunity for further refinement
 - Plan to have criteria/indicators submitted to IWIB Executive Committee by early February
 - Develop tools to support certification

Effectiveness Criteria



- Governance
- Professional Staffing
- Responsiveness to Needs of job Seekers
- Responsiveness to Needs of Businesses
- Performance
- Program Coordination
- Operational Coordination
- Service Hours
- Equal Opportunity Awareness

Effectiveness: Governance



- Ensure key documents are in place and current
 - MOU
 - CEO agreement
 - LWIB certification
 - Board
- One-Stop Operator in place by 7/1/17
- Functional organizational chart

Effectiveness: Professional Staffing



- Trained, professional staff key to One-Stop Center effectiveness
- Focus on basics:
 - Job descriptions
 - Ensure regular evaluations occur
 - Staff training offered
- Each agency has own procedures, reporting lines – limits to what certification criteria can require

Effectiveness: Responsiveness to Needs of Job Seekers



- MOU and service matrix detail services offered, how integrated, how referrals made
- Services offered in various ways: through center, online, community access points
- Certification challenge: how document that all available services are offered?
- Job seeker activity and feedback addressed under “Continuous Improvement”

Effectiveness: Responsiveness to Needs of Business



- Focus on Business Service Team
 - Available business services identified
 - Staff are knowledgeable and engage with employer community
 - Updates and information provided to LWIB
 - Timely, customized business service proposals developed
- Will need feedback from CEO, LWIB and businesses on their needs, expectations of One-Stops for successful business services

Effectiveness: Performance



- Requires that **performance reporting systems** are in place
 - Each center supports negotiated performance levels of the local workforce area
 - Core agency partners share performance information with center management

Effectiveness: Program Coordination



- Interagency collaboration and coordination
 - Center staff collaborate across programs to meet customer needs
 - Staff trained on assessing initial needs

Effectiveness: Operational Coordination



- Focus on streamlined, efficient services and administration
 - All customers appropriately oriented to services
 - On-site staff meet regularly, suggest improvements
 - “Resource room” material effective and current
 - Service matrix, website, resources all aligned

Effectiveness: Service Hours



- LWIB involved in setting center hours
- Services are available outside of regular business hours

Effectiveness: Equal Opportunity Access



- Center staff and partners familiar with and ensure physical and programmatic access
 - Assistive technology
 - Language and literacy barriers
 - On-site barriers addressed
 - Reasonable accommodation (programmatic and physical)

Accessibility and Infrastructure Criteria



- Physical Layout
- Center Location
- Center Appearance and Safety
- Common Identifier
- Program Services
- Direct Linkage
- Accommodations
- Technology

Accessibility and Infrastructure: Physical Layout



- Location and layout of center is accessible to all individuals
 - Complies with all federal and state law ADA requirements (e.g., door widths, ramps, accessible washrooms, etc.)
 - Resource Room offers privacy, access to needed technology
 - All technology is functional and adequate

Accessibility and Infrastructure: Center Location



- Customers can access the center by public transportation, driving or walking
 - LWIB has defined “reasonable distance” from public transportation stops
 - Signage is visible
 - Parking is available, including spaces for individuals with disabilities

Accessibility and Infrastructure:

Center Appearance and Safety



- Center is well-maintained and safe
 - Interior and exterior are clean and functioning
 - Staff are professional in appearance, wear center name badges
 - Emergency response plan shared with all center staff
 - Appropriate security is in place
 - Confidential information handled appropriately
 - New staff and partners oriented to center safety and security

Accessibility and Infrastructure:

Common Identifier



- Common identifier (American Job Center logo) visible from inside/outside the center
- Appears on center products and material

Accessibility and Infrastructure: Program Services



- All customers have opportunity to access all services consistent with WIOA, e.g. job search, resume writing, eligibility determination
- Local service matrix reflects all available services
- MOU describes coordination of services

Accessibility and Infrastructure: Direct Linkage



- WIOA requires “direct linkage”: all services are available on demand through a direct connection with the center, either through onsite staff or via technology
 - Staff understand “direct linkage” requirements
 - Needed technology is available
 - Service matrix identifies center-based staff
 - Individual employment plans include all appropriate services
 - Customers with disabilities must receive same services as other customers

Accessibility and Infrastructure: Accommodations



- Reasonable accommodations provided to all individuals with barriers to employment
 - For example, people with disabilities, those who have language or literacy barriers
 - Center staff knowledgeable about range of accommodations
 - ADA requirements
 - Spanish (or other language) and basic literacy materials available

Continuous Improvement Criteria



- Customer Feedback
 - Collects and analyzes activity and feedback from job seeker and business customers
- Evaluation of Internal Operations
 - An **evaluation approach** in place with key questions, data sources, methods to assess operational efficiency and effectiveness
- Improving Performance
 - Customer feedback, performance data informs decision-making
 - Agencies' goals shared with center managers
- Continuous improvement opportunities identified by Policy Work Group to be considered in the future

What's Next?



- Focus on *initial* certification for July 1. Many continuous improvement examples provided by other states, captured in longer document
- Refinement of criteria will continue
 - as on-site review tools are developed
 - As LWIBs implement the process
 - As State develops needed tools and supports
- Not a “gotcha” exercise, but ensures that a basic quality standards exists throughout Illinois
- Implementation procedures will recognize time constraints, opportunities for continuous improvement after July 1. Will set a reasonable threshold for approval and corrective action (not uncommon with WIOA).

Discussion?



- What isn't clear?
- What have we missed?
- What other information would you like?
- Please send your comments and feedback to Diana Robinson by February 1 at drobinson@niu.edu or 815.753.0912.



Wednesday Webinars

One-Stop Operator Procurement

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January 25, 2017



One-Stop Operator



- WIOA requires a LWIB to procure a One-Stop Operator and determine the functions of the Operator consistent with Federal law and regulations along with State policy.
- One-Stop Operators handle overall management of the One-Stop Center, coordination of partners, and service delivery

One-Stop Operator Selection



- The LWIB must select the Operator through a competitive process, as required by §121(d)(2)(A) of WIOA
- A competitive process must be conducted no less than every 4 years (§ 678.605)
- USDOL-ETA Training and Employment Guidance Letter (TEGL) 15-16 (January 17, 2017)

One-Stop Operator Selection



- ALL Existing and New One-Stop Operators **MUST** be Selected by July 1, 2017
- Sufficient Time should be Provided to Carry Out All Phases of Procurement
- Prior Contracts **NOT** Executed According to New Procurement Process **MUST** be Terminated and Executed in Accordance with WIOA Competitive Process

Who May Be An Operator



- A Public, Private or Non-Profit Entity
 - Educational Institutions, such as An Institution of Higher Education
 - A State Wagner-Peyser Employment Agency
 - A Community-Based, Non-Profit, or Workforce Intermediary Organization
 - A Private for Profit Entity
 - A Government Agency or Government Unit
 - Interested Organizations such as a Local Chamber of Commerce, Business or Labor Organization
 - Local Workforce Development Board, if approved by CEO(s) and the Governor
- A **Consortium** of no less than (3) or More Required Partners

Who CANNOT Be An Operator



- An Elementary or Secondary School,
Except Non-Traditional Public Secondary
Schools and Area Career and Technical
Education Schools

Roles of the One-Stop Operator



- Coordinate:
 - Service Delivery among Partners
 - Service Delivery among Physical and Electronic Sites
 - Services Across the Local Area System
- Provision of Basic Career Services such as Orientations, Information on Careers and Labor Markets, and Resource Rooms
- Implementation of Board Policies
- Reporting to Board on Operations, Performance Accountability, and Continuous Improvement
- Submission of Annual Staffing and Operational Budgets
- Other Roles as Identified by the Local Board

Roles of the One-Stop Operator



- Act as Primary Provider of Services at Physical Centers:
 - Manage such items as:
 - Hours of Operation,
 - Technological Resources such as Websites,
 - Case Management Information,
 - Business Networking Software,
 - On-Line Testing Sites
 - Daily Operations through Coordination with WIOA Fiscal Agent for Lease, Utilities, etc.
 - Partner Responsibilities as Defined in MOU
 - Services to Individuals and Businesses
- Follow Federal and State Regulations Pertaining to Handling of EO Responsibilities, Customer Complaints, and Physical and Programmatic Accessibility

Additional Roles for Consideration



- Provision of:
 - Career Services under the WIOA Adult and Dislocated Worker Programs
 - Youth Program Services
 - Other Services
- Fee for Service Activities
- Outreach and Recruitment of Customers and Voluntary Partners
- Staff and Partner Training
- Membership and/or Participation with Local Association and Workgroups
- Entering into Lease Agreements for the Physical Sites
- Specialized Site Management

One-Stop Operators May NOT:



- Convene System Stakeholders to Assist in the Development of the Regional and Local Plans
- Prepare and Submit Local Plans
- Be Responsible for Oversight of Itself
- Manage or Participate in the Competitive Selection Process for Operators
- Select or Terminate One-Stop Operators, Career Services, or Youth Providers
- Negotiate Local Performance Accountability Measures
- Develop and Submit Budget for Activities of the Local Board

Procurement Requirements



- Ensure a full and open competition
- Must comply with certain “acceptable processes”
 - Based on *principles* of OMB’s Uniform Administrative Guidance (Uniform Guidance – 2 CFR Part 200)
 - Sealed Bids
 - Competitive Proposals
- Abide by local procurement policies for the Competitive Process
- Use same policies and procedures used for Procurement of Non-Federal Funds

Considerations



- Conflict of Interest
 - If the Operator has multiple functions, there must be a clear delineation of duties via a written agreement with the Chief Elected Official(s) and the Local Board
 - “Less-Than Arms-Length” Relationships Must be Avoided
 - Disclosure Must be Made for Any Potential or Perceived Conflicts of Interest Arising from Relationships with Service or Training Providers
- Universal Services
 - The Operator MAY NOT create disincentives to service those with barriers
- Must Use the Most Restrictive Procurement Policy Applicable to the Procuring Entity
- Comply with Federal Regulations Relating to Calculation and Use of Profits