ONE-STOP CENTERS CORE PROGRAMS SERVICES DIRECT LINKAGE INTEGRATED SERVICE DELIVERY FOR JOB SEEKERS ONE-STOP PARTNERS AGENCY PARTNER MEETINGS ONE-STOP CAREER CENTER CERTIFICATION SOUTH DAKOTA ONE-STOP ORGANIZATIONS CERTIFICATION CHECKLIST

ONE-STOP CENTERS

The One-Stop delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-Stop partners administer separately funded programs as a set of integrated streamlined services to customers.

The system must include at least one Comprehensive One-Stop Career Center in each local area. The system may also have additional arrangements to supplement the Comprehensive Center with Affiliated Sites or Specialized Centers. One-stop operators may be a single entity, including a government agency.

Comprehensive One-Stop Center

Comprehensive One-Stop Career Centers are a physical location where job seekers and employers can access programs, services, and activities of all required one-stop partners. A comprehensive One-Stop Center must have at least one WIOA Title I staff physically present. As a single-area state, South Dakota must have at least one comprehensive physical center.

The Comprehensive One-Stop Center must:

- Provide access to services as described in Career Services <u>Policy 5.4</u>;
- Provide access to Employment and Training services available through WIOA Title I Statewide Funding;
- Identify as the American Job Center through the primary electronic resources, printed materials, and facility signage;
- Provide workforce and labor market information; and
- Provide physical and programmatic accessibility to individuals with disabilities; and
- Provide access to programs and activities carried out by One-Stop partners as identified in One-Stop Services List <u>Form 3.2</u>

Customers must have access to programs and services during regular business days. Access to programs and services must be made available in one of the following methods:

- Having a One-Stop partner program staff member physically present at the One-Stop Center;
- Having a staff member from a different partner program trained to provided information to customers about the partner's program; or

- Making available a direct linkage through technology to program staff who can provide meaningful information or services.
 - Direct Linkage is providing direct connection at the One-Stop Center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer. Direct linkage cannot exclusively be providing a phone number, website, or information such as a pamphlet.

Affiliate Site

An affiliate One-Stop Center is a physical location that makes one or more of the one-stop partners' programs, services, and activities available to job seekers and employers. These sites supplement and enhance customer access to workforce services of the one-stop system. An affiliate site is not required to provide access to every required one-stop partner program or offer walk-in access to services during regular business days. An affiliate site cannot only offer employment services as described in the Wagner-Peyser Act. An affiliate site must be physically and programmatically accessible to individuals with disabilities.

Specialized Center

A Specialized Center addresses specific needs, including those of dislocated workers, youth, or key industry sectors, or clusters. It must be connected to the One-Stop Career Centers by having a process in place to make referrals to these centers and the partner programs located in them. A specialized center must be physically and programmatically accessible to individuals with disabilities.

Access Site

Partner locations across South Dakota that do not meet the definition of a Comprehensive Affiliate, or Specialized site yet provide access to one or more of the services of the One-Stop System, are considered Access Sites.

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CORE PROGRAMS

The four core programs of the One-Stop Delivery System authorized under WIOA include:

- 1. WIOA Title I (Adult, Dislocated Worker and Youth) programs administered by U.S. DOL .
- 2. Adult Education and Literacy Act programs administered by the Department of Education (DOE).
- 3. Wagner-Peyser Act employment services administered by U.S. DOL.
- 4. Rehabilitation Act Title I programs administered by DOE.

WIOA also authorized the Job Corps program, the YouthBuild program, Native American programs, and Migrant and Seasonal Farmworker programs.

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SERVICES

Services provided at the Comprehensive and Affiliate One-Stop centers:

- Career Services described in §678.430;
- Access to training services described in §680.200;
- Access to any employment and training activities carried out under sec. 134(d) of WIOA;
- Access to programs and activities carried out by the required One-Stop partners and other partners, including the Employment Service program authorized under the Wagner Peyser Act, as amended by WIOA title III (Wagner-Peyser Act Employment Service program);
- Workforce and labor market information.

Veterans and eligible spouses continue to receive priority of service for all DOL-funded job training programs, which include WIOA programs. Career services are further defined under the Adult & Dislocated Worker/Wagner-Peyser Career Services Policy. A detailed list of Title I and Title III services available to all job seekers can be found in Section 10.

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DIRECT LINKAGE

Direct linkage means providing direct connection at the One-Stop Career Center, within a reasonable time, by phone or through a real-time web-based communication to a program staff member who can provide program information or services to the customer. It cannot exclusively be providing a phone number, website or providing information, pamphlets, or materials for access at a later date or time. While virtual services that do not meet this definition may be provided, they must supplement the "access" to services provided by other means, and cannot stand-alone as the only access provided through the One-Stop center.

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INTEGRATED SERVICE DELIVERY FOR JOB SEEKERS

WIOA provides the basis for an integrated workforce system. The DLR job service offices, or One-Stop Career Centers, offer a seamless customer-focused delivery network. The job service offices ensure universal access to all job seekers. Integrated Service Delivery encourages cohesive intake, case management, and reporting systems. It eliminates the sequence of service, streamlines the administrative process, and allows for braiding resources and WIOA programs.

During registration, appropriate program enrollment and services will be determined based on the information provided by the individual. When enrollment is maximized and participants have access to a variety of services, individual success increases. These individual successes lead to a stronger workforce and economy. Case managers benefit through a shared responsibility of service delivery.

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ONE-STOP PARTNERS

The required partners are the entities responsible for administering:

- Programs under WIOA Title I, including Adults, Dislocated Workers, Youth, Job Corps, YouthBuild, Native American programs, and Migrant and Seasonal Farmworker programs;
- Adult Education and Family Literacy services under Title II of WIOA;
- Employment Services under Title III, the Wagner Peyser Act;
- The Vocational Rehabilitation (VR) program authorized under Title I of the Rehabilitation Act of 1973;
- The Senior Community Service Employment Program authorized under Title V of the Older Americans Act of 1965;
- Career and Technical Education Programs at the postsecondary level authorized under the Carl Perkins Career and Technical Education Act of 2006;
- Trade Adjustment Assistance activities authorized under chapter 2 of Title II of the Trade Act of 1974;
- Jobs for Veterans State Grants (JVSG) programs;
- Employment and training activities carried out under the Community Services Block Grant;
- Employment and training activities carried out by the Department of Housing and Urban Development (HUD);
- Programs authorized under State Reemployment Assistance Benefits laws;

- Programs authorized under sec. 212 of the Second Chance Act of 2007; and
- Temporary Assistance for Needy Families (TANF) authorized under part A of the Social Security Act

Additional Partners

Other entities which may serve as One-Stop partners include:

- Other entities that carry out a workforce development program, including Federal, State, or local programs and programs in the private sector if the Local WDB and chief elected official(s) approve the entity's participation.
- Employment and training programs administered by the Social Security Administration, including Ticket to Work and Self-Sufficiency Program established under sec. 1148 of the Social Security Act (42 U.S.C. 1320b-19);
- Employment and training programs carried out by the Small Business Administration;
- Supplemental Nutrition Assistance Program (SNAP) employment and training programs, authorized under secs.
 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015 (d)(4));
- Client Assistance Program authorized under sec. 112 of the Rehabilitation Act of 1973 (29 U.S.C. 732);
- Programs authorized under the National and Community Service Act of 1990 (42 U.S.C. 12501 et seq.) and
- Other appropriate Federal, State, or local programs, including, but not limited to, employment, education, and training programs provided by public libraries or in the private sector.

Requirements of One-Stop Partners

Required One-Stop partner programs must provide access to programs, services, and activities through electronic means if applicable and practical. This is in addition to providing access to services through the mandatory comprehensive physical One-Stop Career Center and any affiliated sites or specialized centers. The provision of programs and services by electronic methods such as websites, telephones, or other means must improve the efficiency, coordination, and quality of One-Stop partner services. Electronic delivery must not replace access to such services at a comprehensive Once-Stop Center or be a substitute to making service available at an affiliated site if the partner is participating in an affiliated site. Electronic delivery systems must be in compliance with the nondiscrimination and equal opportunity provisions of WIOA.

Each required partner must:

- Provide access to its programs or activities through the One-Stop delivery system, in addition to any other appropriate locations;
- Use a portion of funds made available to the partner's program according to Section 7;
- Enter into an MOU with the WDB relating to the operation of the One-Stop delivery system that meets the requirements of §678.500(b);
- Participate in the operation of the One-Stop delivery system consistent with the terms of the MOU, requirements of authorizing laws, the Federal cost principles and all other applicable legal requirements; and;
- Provide representation on the State WDB as required and participate in Board committees as needed

The applicable career services to be delivered by required One-Stop partners are those services listed in §678.430 that are authorized to be provided under each partner's program. Basic career services are universally available to everyone entering the One-Stop Career Center. One-stop centers provide individualized services to customers based on each customer's needs, including the seamless delivery of multiple services to individual customers. **There is no required sequence of service**. Career services shall be provided through the One-Stop delivery system directly through the One-Stop operator/center or through contracts with service providers, which may include contracts with public, private for-profit, and private nonprofit service providers approved by the local board.

AGENCY PARTNER MEETINGS

In accordance with the South Dakota Workforce Innovation and Opportunity Act State Plan, local WIOA Core Programs and WIOA Required Partners meet on a quarterly basis. Additional community partners may also be involved in these meetings as deemed appropriate. Examples include: court service officers, correction agents, mental health counselors, transportation services, healthcare, insurance, childcare providers, businesses, economic development agencies, etc.

Potential Discussion Topics:

- Referral processes
- Intake processes
- List of services
- Policy changes
- Tour each other's agencies
- Job shadow each other's agencies
- Attend business tours
- Review each other's assessments
- Eligibility details
- Releases of information
- Opportunities for collaboration
- Local workforce needs, challenges, opportunities
- Individual Integrated Resource Team opportunities for common clients

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ONE-STOP CAREER CENTER CERTIFICATION

The Workforce Development Council (WDC), with the agreement of the Governor, designates and certifies the One-Stop Operator to ensure a consistent level of services provided across the One-Stop delivery system and measures the progress of One-Stop Career Centers, also termed Job Service Offices, toward specified goals and maintenance of quality standards.

Workforce development and training systems must offer current workers and the emerging workforce opportunities to acquire world-class skills that meet employer demands while increasing productivity. The workforce system must be comprehensive, flexible, innovative, employer-driven, customer-focused, and performance-based. The workforce system must also respond to customer needs and be adaptable to the rapid changes in the global economy. Technology will be used in the delivery of services to the extent it is feasible.

To ensure the One-Stop delivery system meets minimum quality standards, including the effective integration of services and requirements in WIOA, the WDC has developed minimum One-Stop Career Center certification criteria. This standard certification criterion promotes the objectives of South Dakota's WIOA State Plan. The WDC is authorized to certify Comprehensive and Affiliate One-Stop Career Centers in South Dakota no less than every three program years.

The certification process will include a review based on the One-Stop Certification checklist, the Americans with Disabilities Act (ADA) checklist located at ADAchecklist.org, and an Equal Opportunity monitor based on Element Seven of the Nondiscrimination Plan. The initial certification on July 1, 2017, did not include ADA or Equal Opportunity.

Process

The Director of Workforce Development will coordinate with the One-Stop Operator and the manager of the One-Stop Center to schedule the review. At least 30 days prior to the review a formal letter will be mailed to the One-Stop manager providing, but not limited to:

• A timeline of the review

- Scope of the review
- One-Stop Career Center Certification Checklist

Circumstances may dictate an announcement of the review to be shorter than 30 days. These exceptions are expected to be used sparingly and will be arranged in consultation with the One-Stop manager.

The exit meeting will provide a summary of the review. Additional technical assistance based on the review may be scheduled by the One-Stop Operator, manager, or labor program specialist.

Monitoring Reports

The Director of Workforce Development will issue a report to the One-Stop Operator and manager within 45 days of the exit meeting. The report will summarize the results of the monitoring activity with findings, required actions, areas of concern, suggestions, and positive practices as applicable.

Finding and Required Action

Findings are identified as issues or practices not compliant with the federal laws, regulations, and guidance, and state policies and procedures. Each finding will have a corresponding required action identifying the steps necessary to resolve the finding. If the required action for an ADA finding is not completed by the response due date identified in the monitor report, a plan of action to resolve the finding will be developed and included in the manager's resolution response.

Area of Concern and Suggestion

Areas of concern are issues, policies, or practices observed during the review that negatively impact the ability to effectively manage the grant or provide services to participants. They may also be red flags or risk areas that, if not corrected, could lead to an area of non-compliance in future monitoring reviews. Each area of concern will have a corresponding suggestion for improving the issue or practice. DLR managers and sub-recipients are encouraged, but not required, to implement the suggested action for improving the issue or practice.

Positive Practice

Positive practices are practices or outcomes identified during the review that are sufficiently effective or innovative to warrant highlighting in the report and may be shared with other One-Stop Career Centers.

Resolution

Within 45 days of the report issued by the Director of Workforce Development, the manager shall respond with supporting documentation regarding the findings and required action. A response to the areas of concern and suggestions may also be included if the manager chooses. If more time is needed to complete the required action, a corrective action plan should be included to identify steps and a timeline to correct the finding(s).

If findings are sufficiently resolved, after review and evaluation of the response and supporting documentation, the Director of Workforce Development will seek certification from the Workforce Development Council (WDC).

If findings are not sufficiently resolved, the Director of Workforce Development may require additional action(s) before seeking certification from the WDC.

Appeal Process

The One-Stop Center Manager or One-Stop Operator may appeal the items identified in the Monitoring Report(s). This appeal must be made in writing to the DLR Cabinet Secretary within 30 days of the final determination. The letter should not exceed one page and must explain the reason for the appeal. The Secretary will provide a final response to the appeal in writing within 30 days.

WIOA Law §121(b)(1), §134(c)(2)(C) 20 CFR §678.300 - §678.310, §678.400 - §678.425, §678.600 Participant Individual Record Layout

SOUTH DAKOTA ONE-STOP ORGANIZATIONS

PROGRAM	FEDERAL AGENCY	SOUTH DAKOTA AGENCY	
WIOA Title I Adult	U.S. Department of Labor	Department of Labor and Regulation (DLR)	
WIOA Title I Dislocated Worker	U.S. Department of Labor	Department of Labor and Regulation (DLR)	
WIOA Title I Youth	U.S. Department of Labor	Department of Labor and Regulation (DLR)	
WIOA Title I Youth Build	U.S. Department of Labor	Not currently in SD	
Reentry Employment Opportunities (REO)	U.S. Department of Labor	Not currently in SD	
WIOA Title III Wagner-Peyser Act Employment Services	U.S. Department of Labor	Department of Labor and Regulation (DLR)	
Trade Adjustment Assistance (TAA)	U.S. Department of Labor	Department of Labor and Regulation (DLR)	
Jobs for Veterans State Grants (JVSG)	U.S. Department of Labor	Department of Labor and Regulation (DLR)	
Reemployment Assistance Benefits (RA)	U.S. Department of Labor	Department of Labor and Regulation (DLR)	
Migrant Seasonal Farmworker (MSFW)	U.S. Department of Labor	Department of Labor and Regulation (DLR)	
National Farmworker Jobs Programs	U.S. Department of Labor	Black Hills Special Services Cooperative	
Job Corps	U.S. Department of Labor	U.S. Forest System	
Native American Programs	U.S. Department of Labor	Cheyenne River Sioux Tribe, Lower Brule Sioux Tribe, Oglala Sioux Tribe, Rosebud Sioux Tribe, Sisseton-Wahpeton Oyate Sioux Tribe, & Yankton Sioux Tribe	
WIOA Title II Adult Education and Literacy (AEL)	U.S. Department of Education	Department of Labor and Regulation (DLR)	
WIOA Title IV Vocational Rehabilitation (VR)	U.S. Department of Education	Department of Human Services (DHS)	
Career and Technical Education Program (CTE)	U.S. Department of Education	Board of Technical Education	
Temporary Assistance for Needy Families	U.S. Department of Health and Human Services	Department of Social Services (DSS)	
Supplemental Nutrition Assistance Program	U.S. Department of Agriculture	Department of Social Services (DSS)	
Senior Community Service Employment Program (SCSEP)	U.S. Department of Health and Human Services TO U.S. Department of Labor	Department of Labor and Regulation (DLR) National Indian Council on Aging (NICOA)	
Housing and Urban Development Employment and Training Program (HUD)	Department of Housing and Urban Development	Not currently in SD	

CERTIFICATION CHECKLIST

LOCAL OFFICE REVIEWED:		DATE:		IENSIVE	
PROVISION OF SERVICES:			DESCRIPTION/COMM	IENTS	
Eligibility determination for WIOA Title I Adult, DW, Youth	□ YES				
	□ NO				
Outreach, intake, and orientation to information and services available through the one-stop delivery system	□ YES				
	□ NO				
Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills	□ YES				
gaps), and supportive service needs	□ NO				
	□ YES				
Development of an individualized employment plan	□ NO				
Provision of direct linkage referrals to and coordination of	□ YES				
activities with other programs and services, including programs and services within the one-stop delivery system	□ NO				
 Provision of workforce and labor market information Job vacancy listings Job skills to meet job vacancy listings Information regarding in-demand occupations, earnings, skills requirements, and opportunities for advancement 	□ YES □ NO				
 Non-traditional employment Provision of information on: Eligible training providers Performance and cost information on eligible providers of training by the program Providers of adult education Eligible providers of Youth workforce investment Providers of vocational rehabilitation services activities 	□ YES □ NO				
Provision of information regarding how the State is performing on the performance accountability measures	□ YES □ NO				

Provision of information and referral relating to the availability of support services or assistance	□ YES	
	□ NO	
 Services, as appropriate for an individual to obtain or retain employment: Group workshops Individualized career planning Short-term prevocational services Internships and work experiences Workforce preparation activities Financial literacy services Job search and relocation assistance English language acquisition and integrated education and training programs 	□ YES □ NO	
Access to training services as described in section 134(c)(3), including serving as the point of access to training services for participants in accordance with section 134(c)(3)(G)	□ YES □ NO	
12 months of follow up services to include workplace counseling	VES NO	
 Provides job search, placement, recruitment, and other labor exchange services authorized under the Wagner-Peyser Act: Business Services RA claims filing assistance 	VES NO	
 Strives to meet the workforce needs of businesses: Staff understand the skill needs of businesses; Identify appropriate strategies for assisting employers with workforce needs; Align business services with One Stop partners to create a unified voice. 	□ YES □ NO	
Access to programs and services through electronic means.	VES NO	

ORGANIZATION AND MANAGEMENT		DESCRIPTION/COMMENTS
Does the office facilitate integrated partnerships?	□ YES	
	□ NO	
Are services organized by function rather than the program?	□ YES	
(staff communication, cross-training, teams)	□ NO	
Procedures are in place to assure coordination of and avoid duplication among One-Stop delivery system partner	□ YES	
programs	□ NO	
Are activities completed to ensure communication regarding	□ YES	
policy, procedure implementation?	□ NO	
Is professional development offered to all One-Stop staff?	□ YES	
	□ NO	
Are all One-Stop staff informed kept up to date with Labor	□ YES	
Market Trends?	□ NO	
Are activities completed to ensure continuous improvement is	□ YES	
made to respond to specific customer feedback?	□ NO	
Strives for continuous improvement?	□ YES	
strives for continuous improvement?	□ NO	
Work or meeting space is available at the One-Stop Center for visiting partner programs, whenever feasible and available	□ YES	
	□ NO	
Are resources available to customers in the Resource Room? (computers, phone, pamphlets)	□ YES	
	□ NO	

American Job Center identified primary electronic resources,	□ YES	
printed materials, and facility signage?	□ NO	
Physical accessibility in compliance with Americans with	□ YES	
Disabilities Act standards.	□ NO	
Programmatic accessibility in compliance with WIOA Section 188.		
Reasonable accommodations, including assistive technology, are available for individuals with disabilities	□ YES	
if needed.Ability to effectively communicate with persons with disabilities.	□ NO	
Operates in a cost-efficient manner?	□ YES	
	□ NO	
Services are provided outside of normal business hours as	□ YES	
needed?	□ NO	

PROGRAMS AVAILABLE IN ONE-STOP CENTER		MOU IN PLACE	DESCRIPTION/COMMENTS
Title I WIOA Adult & Dislocated Worker	□ YES □ NO	□ YES □ NO	
Is a Title I staff member physically present?	□ YES □ NO		
Does this One-Stop office have a program other than Wagner- Peyser offered more than 50% of the time?	□ YES □ NO		
Title I WIOA Youth	□ YES □ NO	□ YES □ NO	
Wagner-Peyser	□ YES □ NO	□ YES □ NO	
SCSEP	□ YES □ NO	□ YES □ NO	
Vocational Rehabilitation	□ YES □ NO	□ YES □ NO	
Reemployment Assistance	VES NO	□ YES □ NO	
SNAP E & T	VES NO	□ YES □ NO	
TANF	VES NO	□ YES □ NO	
Trade Adjustment Assistance	VES NO	□ YES □ NO	
Adult Education	VES NO	□ YES □ NO	

Housing and Urban Development	□ YES □ NO	□ YES □ NO	
Career & Technical Education	VES NO	□ YES □ NO	
Jobs for Veterans State Grant	□ YES □ NO	□ YES □ NO	
Community Service Block Grant	VES NO	□ YES □ NO	
Second Chance Act	□ YES □ NO	□ YES □ NO	
Job Corps	□ YES □ NO	□ YES □ NO	
National Farmworker Jobs Program	□ YES □ NO	□ YES □ NO	
Native American Programs	□ YES □ NO	□ YES □ NO	
Other	□ YES □ NO	□ YES □ NO	

REVIEWER'S SIGNATURE:

TITLE:

DATE

WIOA §121, §134, §188 20 CFR §678.300-678.320, 678.800 TEGL 16-16, 36-11