

ONE-STOP SYSTEM

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

A Comprehensive One-Stop Career Center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required One-Stop Partner. It must have at least one Title I staff person physically present. In South Dakota, Comprehensive One-Stop Career Centers include those locations with the four WIOA core programs co-located in one building. Core programs include those listed in WIOA §3 (13).

Affiliate Site

An Affiliated One-Stop Career Center is a site that makes available to job seeker and employer customers one or more of the One-Stop partners' programs, services, and activities. An affiliate site provides access to every required One-Stop partner program. Wagner-Peyser Act employment services cannot be a stand-alone affiliate site. In South Dakota, Affiliate One-Stop Career Centers include those locations that do not meet the Comprehensive One-Stop Career Center definition but have a combination of three or more WIOA core programs and WIOA required partners co-located in one building.

Specialized Center

A Specialized Center addressed specific needs, including those of dislocated workers, youth, or key industry sectors, or clusters. It must be connected to the Comprehensive One-Stop Career Center and any appropriate Affiliated Site by having process in place to make referrals to these centers and the partner programs located in them. A Specialized Center must include other programs besides Wagner Peyser Act employment services, local veterans' employment representatives, disabled veteran's outreach program specialists, and Reemployment Assistance Benefits.

Access Sites

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

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.

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.

SERVICES PROVIDED

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.

ACCESS TO PROGRAMS AND SERVICES

Customers must have access to these programs, services, and activities during regular business days. "Access" to each partner program and its services means:

- Having a program staff member physically present at the One-Stop Career Center;
- Having a staff member from a different partner program physically present at the One-Stop Career 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.

- All comprehensive One-Stop Career Centers, Affiliated Sites and Specialized Centers must be physically and programmatically accessible to individuals with disabilities.

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.

REQUIREMENTS OF THE 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 One-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.

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