



Employment Security Department

WASHINGTON STATE

WorkSource System Policy Employment System Administration and Policy

Washington envisions a nationally recognized fully integrated One-Stop system with enhanced customer access to program services, improved long-term employment outcomes for job seekers and consistent, high-quality services to business customers. In order to achieve this vision, Employment System Administration and Policy sets a common direction and standards for Washington's WorkSource system through the development of WorkSource system policies, information memoranda, and technical assistance.

Policy Number: 1016, Revision 1

To: Washington WorkSource System

Effective Date: April 18, 2023

Subject: One-Stop Assessment and Certification

1. Purpose:

To communicate Washington's process and procedures for assessing and certifying one-stop sites under the Workforce Innovation and Opportunity Act (WIOA).

2. Background:

Title I of WIOA requires the State Workforce Development Board (SWDB), in consultation with local Chief Elected Officials (CEOs) and Local Workforce Development Boards (LWDBs), to establish objective criteria and procedures for the LWDBs to use to evaluate and certify one-stop sites for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement per the criteria in WIOA 121(e)(2), 20 CFR 678.800, and TEGL 16-16. The SWDB must review these criteria and procedures every two years as part of the review and modification of State Plans. The certification process establishes a minimum level of quality and consistency of services in one-stop centers across the state.

Per 20 CFR 680.100(a) and (b)(1) and supported by 34 CFR 463.320, WIOA Title I-B may not operate outside the One-Stop system, and the sites operated within that system must be certified. Per 20 CFR 652.202, Wagner-Peyser Employment Services offices may not exist outside of the one-stop service delivery system and states must co-locate employment services as reflected in 20 CFR 678.310 through 315. LWDBs must certify all one-stop sites in order to receive one-stop WIOA Title I infrastructure funds (WIOA sec. 121(g)(4) and (h)). In Washington, LWDBs certify all types of one-stops: comprehensive, affiliate, and specialized sites. In addition, Washington has also identified WorkSource connection sites as a service delivery option. Connection sites need to follow certification expectations detailed in section 3.a.v. below.

3. Policy:

a. **Local One-Stop Evaluation and Certification Criteria**

- i. LWDBs must evaluate one-stop sites and the one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. (In instances where the LWDB is the one-stop operator, the SWDB must certify those one-stop sites (refer to Section iii.2. below.)
 1. LWDBs must use a certification tool with an objective scoring method to determine whether to certify a one-stop site. The certification tool must be completed (for each site to be certified) by a locally determined cross-program committee or team with experience working and delivering services in said site and may include the one-stop manager/operator. The completed tool is then forwarded to the LWDB for next steps, including scheduling of a site visit by the certification team (see iii. below) no less than **60 days** from certification expiration.

LWDBs can establish additional criteria and set higher standards for service coordination than those set by the State. If they do, they must also review and update those additional criteria and standards every two years as part of the WIOA Local Plan update process. To that end, Attachment A, One-Stop Site Assessment and Certification Tool, is available for local use, if desired. LWDBs may create an alternative tool that includes all of the requisite elements below. Additional local criteria must be clearly identified in an addendum to either the One-Stop Site Assessment and Certification Tool or the designated local tool.

LWDBs must include in their one-stop certification tool all elements in the following to determine certification outcomes:

- [WIOA Law](#) Section 121(e)(2) and Section 188,
 - [20 CFR 678.800](#),
 - [29 CFR Part 38](#), and
 - [TEGL 16-16](#) parts 4 (American Job Center Network), 5 (Partner Roles and Responsibilities in the American Job Center Network), and 9 (American Job Center Certification)
2. The certification team must complete a site visit as part of their evaluation.
 3. Identification of the one-stop definition must match with the services delivered from that one-stop site.

ii. **Certification Frequency**

1. LWDBs must conduct one-stop evaluation and certification not less than once every three years.
2. LWDBs may direct “for-cause” site evaluation and certification as determined appropriate and warranted.

For example, DOL or the state complete a site visit, note something is not in alignment with policy, law, rule, or guidance and ask for further action to address issues. It may also be to address a complaint, concern, or issue related to quality of services. LWDBs have the authority to conduct site evaluations and certifications when there is a cause or reason to do so.

3. The certification process must be completed prior to **July 1, 2023**, for each one-stop site:
 - that has not been previously certified, or
 - whose certification is over 3 years old.
4. For any new comprehensive, affiliate, specialized, or connection site, certification must be completed within **60 calendar days** of the site being opened.
5. Annual Progress report - In support of the pursuit of growth, continuous improvement, and the performance excellence goals of the one-stop delivery system, on at least an annual basis, the LWDB (or the SWDB, if the LWDB is the one-stop operator) will ensure a report is provided for each certified site and recorded in LWDB meeting minutes, detailing the site's current status and progress toward reaching higher quality standards of:
 - Functional and programmatic integration
 - Performance and accountability
 - Service provision, including services provided, methods of access, hours of access, equitable service delivery, and affirmative outreach to populations with barriers
 - Customer satisfaction
 - Staff competence and staff training participation
 - Partnership
 - Employer engagement
 - Physical and programmatic accessibility

This report should include examples of best practices and identify areas for possible improvement for future reference. Annual progress reports may be shared with the larger workforce development system including the SWDB to assist in its evaluation process.

iii. Certification Teams

1. One-stop certification teams will be established by LWDBs and are responsible for conducting independent and objective evaluations of one-stop sites and making certification recommendations to LWDBs.

One-stop certification teams are comprised of LWDB members, staff, and individuals who represent local partners with specific expertise serving populations with barriers. Certification team members should be free of conflicts of interest. Certification teams may utilize experts from the state level or outside of the local area to ensure evaluations are objective. They may also utilize local experts who represent targeted populations but have no financial ties to the one-stop site. Certification teams may also consult the SWDB for technical assistance, if necessary.

2. Per 20 CFR 678.800(a)(3), the SWDB, rather than the local one-stop certification team, must certify one-stop site(s) where the LWDB is the one-stop operator. In this case, the one-stop site staff and leadership, which may include the one-stop operator, shall complete either Attachment A, One-Stop Site Assessment and Certification Tool, or the local area certification tool encompassing, at a minimum, the elements in Section 3.a.i.1., then forward to workforce@wtb.wa.gov for final evaluation and certification determination.

iv. Certification Determinations

One-stop certification teams (or the SWDB certification team, in instances where the LWDB is the one-stop operator) will render written determinations to the LWDB, local one-stop leadership, and the one-stop operator **within 30 days** after conducting one-stop site evaluations. There are three possible determinations: (1) certification, (2) provisional certification with a requirement that one-stop operators or one-stop leadership provide action plans and timelines for meeting certification standards, and (3) non-certification.

All certification determinations, regardless of the decision, must be reported in official LWDB meeting minutes (or SWDB meeting minutes, if the SWDB is the certifying unit).

A. Certification

The certification team (or the SWDB certification team, in instances where the LWDB is the one-stop operator), using results of its site visit and responses from the local certification tool (or Attachment A, One-Stop Site Assessment and Certification Tool) determines, in writing, that the site meets all the criteria to become certified or re-certified. This approval is communicated to the LWDB, the one-stop operator, if applicable, and one-stop leadership.

B. Provisional Certification

A provisional certification is rendered when the certification team (or the SWDB certification team, in instances where the LWDB is the one-stop operator) determines that the one-stop meets (all or most of) the elements listed in 3.a., but further improvement/correction is necessary prior to granting full certification. A provisional certification is to be in effect for no more than **180 days** and must be accompanied by a detailed description of the issues/concerns identified so the one-stop operator or one-stop leadership, in coordination with one-stop system partners, have sufficient information around which to develop a required action plan and timeline.

A corrective action plan with a timeline not to exceed **90 days** must be developed by the one-stop operator or one-stop leadership in partnership with local one-stop partners within **30 days** of the provisional certification and presented to the certification team and LWDB.

The one-stop operator or one-stop leadership, in partnership with local one-stop partners, shall give progress reports every **30 days** to the certification team. Upon completion of the corrective action plan, the certification team (or the SWDB certification

team, in instances where the LWDB is the one-stop operator), shall meet again to determine whether or not to grant certification.

C. Non-Certification

A determination **not** to certify a one-stop site must be accompanied by a detailed description of the deficiencies, including an explanation as to why the certification team (or the SWDB certification team, in instances where the LWDB is the one-stop operator) believed the deficiencies could not be addressed or resolved provisionally. The non-certification or rescinded certification determination must be reported in official meeting minutes of the LWDB (or SWDB, if the LWDB is the one-stop operator).

If an existing comprehensive one-stop site is ultimately not certified following a standard or “for-cause” evaluation, the LWDB, one-stop site staff and leadership, which may include the one-stop operator, must have a plan to ensure continuity of service in the local area. This plan must also include a timeline to shutter or revise services and re-designate the comprehensive one-stop.

If a comprehensive one-stop in the local workforce area (LWA) is not certified or loses its certification, immediate steps must be taken to assure another comprehensive, affiliate, or specialized one-stop in the local area will assume the services and responsibilities of a comprehensive one-stop in the LWA (and be certified as such **within 90 calendar days**).

Upon the determination to not certify or rescind certification of a one-stop, the LWDB must notify the SWDB of the result accompanied by a detailed description of deficiencies, a local plan to ensure continuity of service, and next steps. This ensures the SWDB can offer appropriate technical assistance. If the LWDB is the one-stop operator, the SWDB certification team makes the determination to not certify.

1. Change in certification status

If the LWDB changes the status of a one-stop or the services to be delivered at the one-stop, a new certification must be completed within **90 calendar days** of the change.

Identification of the one-stop definition must match with the services delivered from that one-stop.

v. Connection Sites

Connection sites are self-service-only entry points designed to enhance and supplement customer access to information. This can be publicly available computer(s) with Internet access, the ability to connect to job search services, unemployment, online learning, skills development, etc.

- Must be accessible to the general public during regularly scheduled, posted days and hours
- Must be physically and programmatically accessible to individuals with disabilities per WIOA Sec. 188 and 29 CFR Part 38.13(a)

- Must follow branding expectations consistent with WorkSource Standards and include the AJC tagline
- Must be formally recognized by the LWDB
- Title I and Title III staff may not be permanently home-based at a connection site
- Any services, except self-services, delivered at a connection site must be provided by staff who are permanently assigned to a comprehensive, affiliate, or specialized site

Connection sites must be evaluated no less than once every 3 years by the above standards. If using the One-Stop Assessment and Certification Tool (Attachment A), only cover page, Sections III, IV, and V must be completed. **In the instance of connection sites only, evaluations are to be completed by site staff but can be certified by either staff of the LWDB or by a certification team.*

NOTE: Please refer to the [Washington State Workforce Plan](#) for further guidance and definitions.

vi. Appeals

Operators of comprehensive, affiliate, or specialized one-stop sites that are not certified may choose to appeal those determinations, in writing, to the LWDB (or the SWDB in those cases where LWDBs are the one-stop operator). Those appeals will be subject to the processes and procedures outlined in locally required dispute resolution and appeal policies (or WIOA Title I Policy 5410 in those cases where the SWDB is the certifying body). In addition, a copy of the appeal must be forwarded to the SWDB.

b. State Workforce Development Board evaluation requirements and criteria

- Establish objective criteria and procedures for LWDB to use when certifying one-stop centers including:
 - Evaluation of minimum hours of operation per 678.305(c) “hours of access to services” of one-stop comprehensive sites as part of its evaluation of effectiveness described in 20 CFR 678.800(b).
 - Utilize data from monitoring each LWDB on equal opportunity and nondiscrimination, accessibility, and complaints, to inform evaluation requirements and criteria as part of the review process.
- Must review and update criteria (above) every 2 years as part of the review and modification of the WIOA State Plan.

4. **Definitions:** (quotes from TEGL 16-16 and 20 CFR 678.300-325)

- **Access** - Access to each partner program and its services means:
 - (1) Having a program staff member physically present at the one-stop center;
 - (2) Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
 - (3) Making available a direct linkage through technology to program staff who can provide meaningful information or services.

- (i) A 'direct linkage' means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer.
 - (ii) A 'direct linkage' cannot exclusively be providing a phone number or computer website or providing information, pamphlets, or materials.
- **Comprehensive One-Stop** - (20 CFR 678.305 and 34 CFR 361.305) a physical location where job seeker and employer customers can access the programs, services, and activities of ALL required one-stop partners in (WIOA Sec. 121(b)(1)(B), along with any additional partners as determined by the LWDB. Each LWDB must have at least one certified comprehensive one-stop in the local area.
 - Must have at least one WIOA Title I-B (from each of the Adult, Dislocated Worker, and Youth formula programs) and at least one Title III-Employment Services staff person physically present during all hours of operation.
 - Must provide:
 - Career services described in 20 CFR § 678.430 and TEGL 16-16;
 - Access to training services described in 20 CFR § 680.200;
 - Access to any employment and training activities carried out under WIOA Sec. 134(d);
 - Access to programs and activities carried out by one-stop partners listed in [§§ 678.400](#) through 410, including the Employment Service programs authorized under the Wagner-Peyser Act, as amended by WIOA Title III; and
 - Workforce and Labor Market information.
 - Customers must have access to these programs, services, and activities during regular business days; LWDB may establish other service hours at other times to accommodate the schedules of individuals (customers) who work on regular business days.
 - Must be physically and programmatically accessible to individuals with disabilities, per 29 CFR 38 and WIOA Sec. 188

*Per TEGL 16-16 'providing' career services does not mean that EACH required partner must provide these services directly on-site in the comprehensive one-stop. However, it does mean that some career services must be provided directly on-site. Career services may be provided through access to one-stop partner programs and activities which, per 20 CFR 678.305(d), may be delivered in one of three ways:

- Having a program staff member physically present at the comprehensive one-stop site;
- Having a staff member from a different partner program physically present at the comprehensive one-stop site and *appropriately trained* to provide information to customers about the programs, services, and activities available through all partner programs; or
- Making available a direct linkage through technology to a program staff member who can provide meaningful information or services. (See the definition of Access above).

NOTE: Please refer to the [Washington State Workforce Plan](#) for further guidance and definitions.

LWDBs, in conjunction with partners and one-stop operators, must establish the means or methods of providing access to partner programs and document such means or methods in their Memoranda of Understanding (MOU).

- **Affiliate One-Stop** - (per TEGL 16-16, 20 CFR 678.310-320 and 34 CFR 681.310) Affiliate one-stop sites are access points accessible to the general public in addition to (not a substitute for) the comprehensive one-stop site. If part of the local service delivery strategy, affiliate sites must be implemented in a manner that supplements and enhances customer access to services and must be described and documented in the WIOA Local Plan and MOU. Affiliate sites must:
 - Make available to job seekers and employer customers one or more of the one-stop partners' programs, services, and activities.
 - Does not need to provide access to every required partner program, however, at a minimum, basic career services per 20 CFR 678.430(a) are accessible.
 - The frequency of program staff's physical presence in the affiliated site will be determined at the local level within the parameters of 20 CFR 678.310 through the local MOU process.
 - Per 20 CFR 678.315, Wagner-Peyser Act employment services cannot be a stand-alone affiliate site and an additional partner or partners must be physically present more than a combined 50 percent of the time the site is open.
 - Must be physically and programmatically accessible to individuals with disabilities, per WIOA Sec. 188, 29 CFR 38, and TEGL 16-16 Sec. 9.
 - States, in conjunction with the LWDBs, must examine lease agreements and property holdings throughout the one-stop delivery system in order to use property in an efficient and effective way. Where necessary and appropriate, States and LWDBs must take expeditious steps to align lease expiration dates with efforts to consolidate one-stop operations into service points where Wagner-Peyser Act employment services are co-located as soon as reasonably possible. These steps must be included in the WIOA State Plan.

NOTE: Please refer to the [Washington State Workforce Plan](#) for further guidance and definitions.

- **Specialized One-Stop** - Based on local workforce needs, the LWDB, in conjunction with partners and one-stop operators, may determine that a specialized center is appropriate to serve a particular population(s) and must follow 20 CFR 378.320 and TEGL 16-16. Specialized sites are access points in addition to (not a substitute for) the comprehensive one-stop site. If part of the local service delivery strategy, specialized sites must be implemented in a manner that supplements and enhances customer access to services and must be described and documented in the WIOA Local Plan and MOU. Any network of one-stop partners or specialized sites, as described in 678.300(d)(3):
 - Do not need to provide access to every required partner, however, at a minimum, basic career services per 20 CFR 678.430(a) are accessible.
 - Must be connected to the comprehensive one-stop and any appropriate affiliate site(s) per 20 CFR 463.300(d)(3) and have processes in place to make referrals to these sites and the programs therein;
 - Wagner-Peyser Act employment services cannot stand alone (per 20 CFR 678.315), and an additional partner or partners must be physically present more than a combined 50 percent of the time the site is open.
 - Must be physically and programmatically accessible to individuals with disabilities, per WIOA Sec.188, 29 CFR 38, and TEGL 16-16 Sec. 9.

NOTE: Please refer to the [Washington State Workforce Plan](#) for further guidance and definitions.

- **Connection Site** (see 3.v. above)

5. **References:**

- [WIOA Law](#) Section 121(e)(2) and Section 188
- [20 CFR 463.300](#) – What is the one-stop delivery system?
- [20 CFR 678 Subpart A](#) - Description of the One-Stop Delivery System (300-320)
- [20 CFR 678 Subpart B](#) – One-Stop Partners and their Responsibilities
- [20 CFR 678 Subpart F](#) – One-Stop Certification
- [20 CFR 678 Subpart G](#) – Common Identifier
- [29 CFR Part 38](#) Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA
- [34 CFR 463.320](#) - Are there any requirements for networks of eligible one-stop partners or specialized centers?
- [TEGL 16-16](#) – One-Stop Operations Guidance for the American Job Center Network - Parts 4 (American Job Center Network), 5 (Partner Roles and Responsibilities in the American Job Center Network), and 9 (American Job Center Certification)
- [TEGL 19-16](#) – Operating Guidance for the WIOA
- [WIOA Policy 5410](#) – Dispute Resolution and Appeals
- [Washington State Workforce Plan](#)

6. **Supersedes:**

- WorkSource System Policy 1016
- WIOA Policy 5612 (rescinded)

7. **Website:**

[Workforce Professionals Center](#)

8. **Action:**

Local Workforce Development Boards and their contractors must distribute this policy broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

9. **Attachments:**

[Attachment A](#) – One-Stop Site Assessment and Certification Tool (Word Version)

Direct Inquiries To:

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