

# VI WORKFORCE DEVELOPMENT BOARD POLICY DOCUMENT

Workforce System Guidance WIOA 209-17, Revision 1

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**TO:** WIOA Grant Recipients; Administrative Entities; One-Stop Partners

**SUBJECT:** ONE STOP CERTIFICATION & RECERTIFICATION

**DATE:** July 26, 2021

**References:** Workforce Innovation and Opportunity Act Section 121(e) (2); 121 (g) (1);  
20 CFR 678.800

**Purpose:** To establish general guidance for the certification and recertification of one-stop center(s)

**Background:** In accordance with the Workforce Innovation and Opportunity Act section 101 (d) (6) identifies one of the functions of the State Board as “the development and review of statewide policies affecting the coordinated provision of services through the State’s one-stop delivery system, including the development of objective criteria and procedures in assessing the effectiveness and continuous improvement of one-stop centers described.”

**Policy:** The Virgin Islands Workforce Development Board shall review One-Stop Centers for physical and programmatic accessibility in accordance with section 188, if applicable and the Americans with Disabilities Act of 1990; and continuous improvement of the centers and the one-stop system for the purpose of certification of the Centers. A Certification review will be conducted at least once every three (3) years. Only One-Stop Centers that have been certified through this process shall be eligible to receive infrastructure funding.

### *Certification Process*

The certification criteria and certification application are detailed in Attachment A and B of this document.

### *Recertification Process*

The recertification criteria are detailed in Attachment C of this document.

**Inquiries:** Questions should be addressed to the Workforce Development Board at [viswdb@dol.vi.gov](mailto:viswdb@dol.vi.gov) or contact 340-227-0061.

## **UNITED STATES VIRGIN ISLANDS ONE-STOP DELIVERY SYSTEM CERTIFICATION**

### *Certification Guidelines*

#### **Background**

The Workforce Innovation and Opportunity Act was signed into law on July 22, 2014, and is designed to help job seekers access employment, education, training and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

The Virgin Islands Workforce Development System seeks to create and maintain high-quality, high-performing One Stop Centers which provide a vast array of workforce development services and access to training opportunities; meet the needs of business and industry which address the challenges of recruiting, retaining, and developing talent; and strengthen the successful integration and implementation of partner programs. There are three functional categories to developing a high quality One Stop Center. They include: (a) Customer Service; (b) Innovation and Service Design; and (c) Systems Integration and High-Quality Staffing.

WIOA Section 101 (d) (6) and 121 (g) (1) specifies that the State Board shall establish minimum criteria for certification of one-stop centers and one-stop delivery systems. In order to receive infrastructure funding, centers must be assessed for effectiveness, physical and programmatic accessibility and continuous improvement and meet the minimum criteria established.

#### **Certification Process**

WIOA requires that there *must* be at least one physical comprehensive one-stop center in each local workforce development area. Affiliate or specialized sites may also exist in the local areas to supplement access to individuals in outlying locations or that target specific populations such as youth or industry specific services.

#### *Certification Steps*

1. Apply for certification as a comprehensive or affiliate site
2. The State Workforce Development Board reviews application and then conducts a site visit
3. Certification is granted in full; with provisions; or denied

#### **Comprehensive Site – Minimum Requirements**

- Provide universal access to all customers with basic job search and placement services;
- Be physically and programmatically accessible to individuals with disabilities;
- Have a resource room that is accessible to the general public;
- Provide basic, individualized career services and training services at that location;
- Use an integrated common intake process for shared customers;

- Have representation by the four WIOA Core partners with full access to their basic services on site at least on a part time basis;
- Provide basic employer services that support recruitment and engagement of job seekers

#### **Affiliate Site – *Minimum Requirements***

- Provide universal access to all customers with basic job search and placement services;
- Be physically and programmatically accessible to individuals with disabilities;
- Have a resource room that is accessible to the general public;
- Provide basic career services with referral capability to all other services as well as partner programs;
- Have representation by one or more of the WIOA Core partners;
- Demonstrated partnership with the Comprehensive One Stop Center

#### **Certification Application and Self-Assessment**

The attached application and self-assessment must be completed in full and submitted to the State Workforce Board within fifteen (15) days. The SWDB will review the application and conduct a site inspection within ten (10) days of receipt of the application. A formal response will be issued to applicant within five (5) days of the site visit. A separate application is required for each site seeking certification.

#### **Certification Determinations**

Applicants issued a certification approval will be considered an approved and certified site for a period of two (2) years. Applicants issued a provisional certification will have thirty (30) days to address the concerns detailed with the notice. Applicants issued a “non-certification” will be issued a detailed description of the deficiencies and an explanation as to why the certification team could not issue a certification or a provisional certification. The applicant may reapply for certification of the One Stop Center no sooner than six months after the issuance of non-certification.

#### **Recertification Determinations**

As part of the monitoring of the One Stop Center and recertification of the Center, the SWDB will complete a comprehensive review of the One Stop Center. The SWDB will notify the One Stop Center of the requirements to be recertified within 90 days of the recertification date and then require the One Stop Center to complete the Attachment C assessment document. (Attachment C is available in Excel format and is the required and recommended method of completing this review. It is a PDF documents in this policy for reference purposes.) The SWDB (or its designee) will then review on site and virtually monitor and evaluate the One Stop Center for compliance and authorize certification.

Should the center not meet the WIOA requirements, the Center will be granted a 30-day probationary status to address the requirements and meet compliance. There is nothing to prevent additional 30-day extensions as long as the Center and its Operator are working in good faith to meet and exceed the requirements.

Should the center still not meet the requirements the SWDB shall authorize a temporary One Stop Center and complete the necessary steps in cooperation with the Governor, VIDOL and the One Stop Operator to establish appropriate One Stop Center(s) in accordance with WIOA.

Questions about the Certification Process should be addressed to the Workforce Development Board at [viswdb@dol.vi.gov](mailto:viswdb@dol.vi.gov) or contact 340-227-0061.

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**INITIAL ONE STOP CAREER CENTER CERTIFICATION**  
*Self-Assessment*

**The Career Center**

*Does the One Stop Center. . .*

1. Have facilities that accommodate customer service for individuals? \_\_\_Y \_\_\_N
2. Have facilities that accommodate customer service for groups: \_\_\_Y \_\_\_N

If yes, describe ability to accommodate employer functions in the center, as well as, but not limited to staff meetings and trainings that occur from all residents of the center and employer functions for example interviewing, training, orientation meetings and assessments.

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If no, please describe process to secure space to facilitate meetings.

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3. Have a common reception/single point of contact? \_\_\_Y \_\_\_N
  - a. Have professional staff directing customers appropriately and immediately upon entry into the One Stop Center \_\_\_Y \_\_\_N
  - b. Has staff been trained in customer service with knowledge of the partners' services and the resource area? \_\_\_Y \_\_\_N
4. Provide for adequate space for itinerant staff functions? \_\_\_Y \_\_\_N
5. Provide adequate space for employer interviewing functions? \_\_\_Y \_\_\_N
6. Have a fee schedule established for services? \_\_\_Y \_\_\_N

*Does the resource area . . .*

1. Provide customers with a self-help area to research employment and training opportunities? \_\_\_Y \_\_\_N
2. Have staff knowledgeable of the resources and services available? \_\_\_Y \_\_\_N
3. Have self-help material? \_\_\_Y \_\_\_N
4. Provide introductory computer assistance to enhance customers' knowledge and skills in accessing technology? \_\_\_Y \_\_\_N
5. Provide local Labor Market Information and employment opportunities? \_\_\_Y \_\_\_N
6. Provide self-assessment or career decision-making tools? Check those that apply:

- Software (ONET, Woofound, etc.)
  - Books
  - Videos
  - Workshops
  - Web based tools
7. Provide job search /interviewing information? If yes, check those that apply:
- Software
  - Books
  - Videos
  - Web based tools
8. Have job and career information? Check those that apply:
- State & local resources
  - Consumer guide information
  - Government explorer information
  - Web based tools
  - Other \_\_\_\_\_
9. Provide directories/general reference? Check those that apply:
- Telephone books
  - Public Assistance guides
  - School/Educational information
  - High school/GED information
  - College Guides
10. Provide additional tools to help the customer obtain a job? Check those that apply:
- Newspapers
  - Business and trade magazines
  - Personal computers
  - Word processing software
  - Employer listings
  - Temporary employment opportunities
  - Full internet connection
  - Other \_\_\_\_\_
11. Provide child friendly area at the One Stop Center(s) \_\_\_\_Y \_\_\_\_N
12. Serve as the focal point of the One Stop Center \_\_\_\_Y \_\_\_\_N
13. Have adequate personal computers available? \_\_\_\_Y \_\_\_\_N

### **Service Delivery Features**

1. Is Employment Services, which is supported by Wagner-Peyser funding, delivered at the One Stop Center? \_\_\_\_Y \_\_\_\_N

2. Does the One Stop Center utilize a single point of entry? \_\_\_Y \_\_\_N
- a. If all the partners are not collocated at the One Stop Center please describe mechanism used to provide the customer with seamless service delivery

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3. Are services integrated to the extent possible to ensure seamless service delivery? Provide a brief synopsis of the status of service integration among partners.

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- a. How is non duplication of services identified among the partners?

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- b. What is the process of sharing information among partners for the seamless delivery of services practiced?

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4. Do telephone greetings incorporate a common local area identity? \_\_\_Y \_\_\_N
5. Does the One Stop Center have a system of management and staff development in place so that staff are able to provide a customer friendly service delivery system that supports the integration and principles of WIOA? \_\_\_Y \_\_\_N
- a. Has cross informational training been conducted with all One Stop Partner staff? \_\_\_Y \_\_\_N
6. Is the One Stop Center floor plan functionally designed to capitalize on teaming and partnering opportunities to provide services? \_\_\_Y \_\_\_N

a. Describe how the customer moves through the system:

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- b. Is the customer flow explained by services or funding streams? (Circle One)

- c. Please describe the referral system between programs:

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7. Do all collocated partners know and understand the series delivered from the One Stop Career Center? \_\_\_Y \_\_\_N
  - a. Is there a process established that informs partners of changes in services? \_\_\_Y \_\_\_N
8. Does the One Stop site design reflect integrated use of spaces such as conference rooms, testing rooms, classrooms, common “break” rooms, shared storage and other facilities? \_\_\_Y \_\_\_N
9. Does the One Stop Center conform to the intent of the Americans with Disabilities Act? \_\_\_Y \_\_\_N
  - a. If not, please explain what accommodations are made for individuals with disabilities:

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- b. Do all partner services conducted within the One Stop make accommodations for individuals with disabilities? \_\_\_Y \_\_\_N
  - c. If not, please explain how One Stop Operator ensures adherence:

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**Customer Service Features for the Job Seeker**

*Does the One Stop Center provide . . .*

1. Outreach, intake and orientation to the One Stop Career Center? \_\_\_Y \_\_\_N
2. Initial assessment of skill levels, aptitudes and abilities? \_\_\_Y \_\_\_N
3. Job Search and placement assistance and career counseling? \_\_\_Y \_\_\_N
4. Labor Market Information, employment statistics and job skills necessary to obtain jobs, local in-demand occupations and earnings and ill requirements? \_\_\_Y \_\_\_N
5. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under WIOA and that are available in the local area? \_\_\_Y \_\_\_N
6. A telephone or internet connection for job search/referrals? \_\_\_Y \_\_\_N
7. Provision of information regarding filing claims for unemployment compensation? \_\_\_Y \_\_\_N
8. Provision of information relating to the availability of supportive services, including childcare and transportation, and referral to such services as appropriate? \_\_\_Y \_\_\_N
9. Information regarding the performance of the One Stop Center to include performance of partners who are collocated in the One Stop Center, in a format that is easily viewed and understandable by the customer? \_\_\_Y \_\_\_N

## Customer Service Features for the Employer

*Does the One Stop Center provide . . .*

1. Assistance in finding qualified workers? \_\_\_Y \_\_\_N
2. Labor exchange information? \_\_\_Y \_\_\_N
3. Interview facilities at the One Stop Center(s)? \_\_\_Y \_\_\_N
4. State and/or federal information on Americans with Disabilities Act? \_\_\_Y \_\_\_N
5. Local, State or Federal Labor Market Information? \_\_\_Y \_\_\_N
6. Information regarding consultations on workplace accommodations for persons with disabilities? \_\_\_Y \_\_\_N
7. Information on and referral to business start-up, retention and expansion services? \_\_\_Y \_\_\_N
8. Information on and referral to sources for developing customized training programs? \_\_\_Y \_\_\_N
9. Local, State, and Federal information on and referral to workplace safety, Labor Laws and consultation programs? \_\_\_Y \_\_\_N
10. Rapid response to mass layoffs and plant closing? \_\_\_Y \_\_\_N
11. Information about training options such as on-the-job training, work experience and apprenticeship programs? \_\_\_Y \_\_\_N
12. State and Federal information on Work Opportunity Tax Credits for new hires? \_\_\_Y \_\_\_N
13. Public assistance information for employers to determine employee eligibility of subsidized day-care, Medicare, Medicaid, TANF, SNAP and other short or long term assistance available? \_\_\_Y \_\_\_N

## Case Management System

1. Is the Virgin Islands Electronic Workforce System (VIEWS) being used as the primary mechanism for case management in the center? \_\_\_Y \_\_\_N
  - a. Is this system being used by all partners for case management? \_\_\_Y \_\_\_N

If not, please explain how shared customer cases are co-managed between partners:

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## Continuous Improvement and Customer Satisfaction

*Does the One Stop Center . . .*

1. Utilize the data generated through the state developed system of measuring customer satisfaction for both employers and job seekers for the purpose of monitoring customer service levels and implementing service improvements? \_\_\_Y \_\_\_N

- Utilize data generated through other sources (site or partner specific) to gauge satisfaction of job seeker and employer customers and use results as the basis for continually improving the operation of the Center(s)? \_\_\_Y \_\_\_N

**One Stop Partners**

Please list all the Core Partners that have a physical presence in the One Stop Center(s)

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Please list all the Non-Core Partners that have a physical presence in the One Stop Center(s)

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Please explain strategy for engaging additional partners to participate in One Stop Center services:

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**Youth Services**

- Is the One Stop Center equipped to provide pre-employment workshops specifically designed around the needs and interests of youth? \_\_\_Y \_\_\_N
- Are there Youth specific activities provided by youth professionals available at the One Stop Center(s)? \_\_\_Y \_\_\_N

**Memorandum of Understanding**

- Is there a fully executed Memorandum of Understanding between the State Board and the One Stop Partners? \_\_\_Y \_\_\_N
- Has the One Stop Operator completed a Memorandum of Understanding with any community partners providing services at the One Stop Center? \_\_\_Y \_\_\_N

**Business Plan**

- Is the employer related services part of a combined partner business plan? \_\_\_Y \_\_\_N
- Are staff and partners knowledgeable about the business plan? \_\_\_Y \_\_\_N
- Does it include marketing? \_\_\_Y \_\_\_N
- Has a customer satisfaction baseline been established? \_\_\_Y \_\_\_N
- Have the Effectiveness in Serving Employers Performance Goals under WIOA been selected? \_\_\_Y \_\_\_N

6. Are there regularly scheduled meetings between partners held to ensure that there is strategic coordination when approaching employers on behalf of the One Stop Center and not based on individual partner needs? \_\_\_Y \_\_\_N

a. If no, how is streamlining of business engagement approached?

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**Branding**

1. Is there a brand that represents the local One Stop Center that is recognizable by the community? \_\_\_Y \_\_\_N

a. If yes, is the brand being used by all One Stop partners? \_\_\_Y \_\_\_N

b. If no, are there any plans to develop a local One Stop brand?

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