



ONE-STOP CERTIFICATION PROCESS

August 7, 2019

History of One-Stop Certification

- Timeline
 - March 22, 2017 One-Stop Certification Policy Effective
 - WIOA Policy 1.8 – Certification of One-Stop Centers
 - May 15, 2017 Applications for Certification of All Comprehensive Centers to be Submitted by One-Stop Operators (OSO)
 - June 15, 2017 Local Certification Teams to Make Recommendation to Local Workforce Innovation Boards (LWIBs)
 - June 30, 2017 LWIBs Notify Illinois Workforce Innovation Board (IWIB) of Certification Decision
 - July 1, 2018 One-Stop Delivery System Policy Effective
 - WIOA Policy 1.12 – One-Stop Delivery System

One-Stop Operator Roles

- Coordinate Service Delivery at all American Job Centers, Duties May Include:
 - Managing daily operations and partner responsibilities outlined in MOUs
 - Coordination and tracking of partner referrals
 - Assessing the needs of jobseeker, worker and employer customers including collecting customer feedback to identify areas of improvement
 - Ensuring services for businesses and individuals are available
 - Review center accessibility
 - Reporting to LWIBs on operations, performance and continuous improvement opportunities
 - Ensuring all program materials are current and available to customers and staff
 - Implementing LWIB policies
 - Adhering to all Federal and State regulations, guidance and policy
- LWIBs May Establish Additional Roles
- An entity serving as a one-stop operator, that also serves a different role within the one-stop delivery system, may perform some or all of these functions when it is acting in its other role, if it has established sufficient firewalls and conflict of interest policies and procedures.

Certification Process

- Steps to Certification
 - Develop written one-stop certification procedures (encouraged, but not required by policy)
 - Submit Notice of Intent to Apply for Certification for each center
 - Identify designated Illinois workNet[®] Centers in the local area
 - Select Certification Team
 - Determine Frequency of Certifications (no less than once every three years)
 - Initial certification completed in 2017 for Comprehensive Center(s)
 - All designated centers to occur in 2020
 - Conduct Certification
 - Desk Reviews
 - On-Site Observation
 - Recommendation by Certification Team
 - Certified, Provisional Certification or Not Certified

Certification Process

- Steps to Certification (continued)
 - LWIB Decision on Certification Recommendation
 - Accept Recommendation
 - Deny Recommendation
 - Notification of Denial/Revocation
 - Request New Certification be Conducted
 - Approve Other Level of Certification
 - Appeals Process
 - Instances resulting in No Certification
 - Contingency Plan for Continuation of Services
 - Follow-Up Actions
 - Plan to Completing Recommendations in Provisional Certification
 - Timeline for Completing Recommendations
 - Annual Report on Continuous Improvement
 - Inform Illinois Workforce Innovation Board of Status
 - Resubmission of Modified/Revised Certification, as applicable

Certification Process Involvement

- Who was involved in the Certification Process?
 - Completion of the Application for Certification
 - One-Stop Operators
 - WIOA Core and Required Partner Program Leadership
 - WIOA Core and Required Partner Front-Line Staff
 - Other WIOA Partners and Stakeholders
 - Certification
 - LWIB members
 - LWIB Staff

Key 2017 Outcomes Identified

- Notable Practices and Strengths
 - One-Stop Center improvements in serving customers
 - Strong working relationships among partners and with the community
 - Improved training opportunities for staff
 - Tracking and referral practices
- Opportunities for improvement
 - Effectiveness
 - Accessibility and infrastructure
 - Continuous improvement

What We Learned Since 2017

- What Continuous Improvement Opportunities were implemented as a result of the Certification Process?
 - Were more flexible business hours identified to meet customer needs?
 - Was there an increase in professional development for staff to increase their competencies?
 - Were changes made in how front-desk staff and counselors provide seamless and coordinated customer-centered services?
 - Did it result in changes to the One-Stop Operator Procurement Process?

What We Learned Since 2017

- Application of Service Integration versus One-Stop Center Certification
 - Service Integration applies to the entire local system
 - Certification is specific to each American Job Center/Illinois workNet[®] Center
 - Only Designated Comprehensive, Affiliate and Specialized Centers are required to be certified
 - All Other Centers may be certified
- Certification May Not Require all Criterion be Attained
 - LWIB Decision to Certify or Certify Pending Implementation
 - Currently no Mandated Criterion
- Definitions for Ambiguous Words
 - Frequently, Appropriate, Timely

Next Steps in One-Stop Certification

- Timeline
 - June 30, 2019 LWIBS to Complete the Following:
 - Consultations held among all Local Stakeholders
 - Designation of Centers – Comprehensive, Affiliate, Specialized
 - 2019-2020 Technical Assistance Provided
 - Webinars
 - Certification Guide
 - June 30, 2020 LWIBs to Complete the Following:
 - Regional/Local Plans Updated to Reflect Center Designations
 - Negotiations of MOUs Reflect Changes
 - Certification of ALL Designated Centers Utilizing Current Application

What Should Occur Going Forward

- July 1, 2020 New Application for Certification
 - New Criteria to Coordinate with Service Integration Requirements
 - Additional Information on Basis for Determination
 - Share Best Practices
 - Identify Areas of Concern
 - Provide Summary information on all Criterion and Basis
 - Include for Attained and Unattained

Questions or Comments

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