

Local Workforce Development Boards (LWDB) 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 State Workforce Development Board (SWDB) must certify those one-stop sites (per *WIN 1016, Rev1*).

I. Certification Frequency

- a. LWDBs must conduct one-stop evaluation and certification not less than once every three years.
- b. LWDBs may direct “for-cause” site evaluation and certification as determined appropriate and warranted.
- c. For any new comprehensive, affiliate, specialized, or connection site, certification must be completed within **60 calendar days of the site being opened**.

II. Certification Teams

- a. One-Stop certification teams will be established by LWDBs and are responsible for conducting independent and objective evaluation of one-stop sites and making certification recommendations to LWDBs.
- b. 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 any 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.

III. On-Site Evaluation

- a. For each site to be certified, a locally determined cross-program committee or team with experience working and delivering services in said site will forward their completed assessment application to LWDB, which will be provided to the Certification team members prior to their on-site evaluation.
- b. Certification team members will evaluate one-stop sites and the one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement based on each site’s completed assessment tool.
 - i. Evaluations of effectiveness must include how well the one-stop center integrates available services for participants and businesses, meets the workforce development needs of participants and the employment needs of local employers, operates in a cost-effective manner, coordinates services among the one-stop partner programs, and provides access to partner program services.
 - ii. Evaluations of physical and programmatic accessibility must include how well the centers and delivery systems take actions to comply with disability-related regulations implementing WIOA sec. 188, set forth by 29 CFR part 38.

- iii. Evaluations of continuous improvement must include how well the one-stop center supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area. Other continuous improvement factors may include a regular process for identifying and responding to technical assistance needs, a regular system of continuing professional staff development, and having systems in place to capture and respond to specific customer feedback.

IV. Certification Team Recommendation

- a. The certification team using results of its site visit and responses from sites Assessment Application, 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 within **30 days of completing on-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 with a requirement 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.

V. Olympic Workforce Development Council Approval

- a. LWDB will present the Certification Team site recommendations for certification, provisional certification, or non-certification to the Olympic Workforce Development Council board for final approval.
- b. Certification approval must be notated within council meeting minutes.

VI. Appeals

- a. Should any comprehensive, affiliate, or specialized one-stop sites be determined not certified those sites have a right to appeal those determinations, in writing, to the LWDB. The appeals will follow the processes and procedures outlined in the Olympic Workforce Development Councils Dispute Resolution policy.

REFERENCES

Description of the One-Stop Delivery System Under Title I of the Workforce Innovation and Opportunity Act. Title 20, Chapter V Subpart A, B, F, and G [20 CFR § 678](#).

Guidance on Services provided through the Adult and Dislocated Worker Programs under WIOA and WP. Training and Employment Guidance Letter [\(TEGL\) 19-16](#).

Implementation of the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act. Title 29, Subtitle A, Part 38, [29 CFR Part 38](#).

One-Stop Assessment and Certification, [WorkSource System Policy 1016\(Rev1\)](#).

One-Stop Operations Guidance for the American Job Center Network, Change 1, Training and Employment Guidance letter [\(TEGL\) 16-16, Change 1](#).

One-Stop System Dispute Resolution and Appeals, [Washington System Policy 1025](#).

OWDC Dispute Resolution Policy 1400POL (Rev1).

WIOA Establishing One-Stop Delivery Systems, Workforce Innovation and Opportunity Act Final Law H.R. 803 (113-128) §121(e) and §188.