
Executive Summary

Workforce Services Policy –

Workforce Services (One-Stop Delivery System) – WIOA

1. What is the purpose of the policy?

The purpose of this policy is to provide local boards and other workforce system subrecipients with instruction and guidance on developing a seamless statewide one-stop delivery system through development of American Job Centers (AJCs).

2. What does a One-Stop Delivery System accomplish?

The One-Stop Delivery model:

- Strengthens the ability of the State of Tennessee's regions and local areas to functionally align investments in workforce, education, and economic development.
- Places greater emphasis on achieving results for:
 - Job seekers by providing supportive services and training to ensure career success.
 - Businesses by offering access to programs to train skilled workers from their already existent workforce.
- Reinforces the partnerships and strategies necessary for one-stop centers to provide job seekers and workers with high quality career services, education, training, and supportive services by defining the operation of the One-Stop Center and ensuring access to all services needed in a centralized location.
- Provides guidance on staff needed for comprehensive and affiliate centers
- Provides Access Points defined as spaces for a program to operate and facilities which provide access to public computers equipped with internet access.
- Encourages partners (e.g. Vocational Rehabilitation Programs) to co-locate within American Job Centers.
- Encourages extended hours (such open hours during evenings and weekends) that provide job seekers and employers to access to AJCs during hours that they are available

- Outlines responsibilities of TDLWD and partner agency responsibilities
- Provides a common system to manage both AJC and partner staff efforts.
- Establishes the guidelines and requirements for Site Leads who will have direct, functional supervision over the daily activities of staff providing WIOA Adult and Dislocated Worker services.

3. Which providers does this policy affect?

- Comprehensive Centers
- Affiliate Centers
- Access Points
- Local Workforce Boards

4. How is the One-Stop Delivery System different from the current system?

The One-Stop Delivery System demonstrates an improvement to services received by both job seekers and employers. This is accomplished by:

- Providing extended or weekend hours which will enable job seekers and employers to utilize the services during times that are most convenient to customers.
- Creating a Partner Consortium to supervise in their local LWDA.
- Coordinating and assigning work by function rather than by funding source.
- Encouraging partners to co-locate in their AJC either full-time or on an itinerant basis.
- Creating Resource Sharing Agreements and MOUs to maximize understanding of each partner's responsibilities within the workforce system.
- Assigning Operators, under the direction of LWDBs, who will ensure seamless service delivery within each center.

In sum, Operators will work with partners to develop procedures and protocols that promote effective, seamless service delivery for both job seekers and employers.