



STATE OF TENNESSEE
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
DIVISION OF WORKFORCE SERVICES
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Workforce Services Policy - One-Stop Certification

Effective Date: July 1, 2018

Duration: Automatic Annual Renewal

Local Workforce Development Boards (LWDBs) will become responsible for their own certification when this policy becomes effective on July 1, 2018.

Purpose:

To provide guidance to Local Workforce Development Boards on the process and procedures for evaluating and certifying American Job Centers (AJCs) under the Workforce Innovation and Opportunity Act (WIOA).

Scope:

Office of the Governor, Tennessee Department of Labor and Workforce Development (TDLWD); Division of Workforce Services (WFS); Tennessee Department of Economic and Community Development (ECD); Tennessee Department of Education (TNED); Tennessee Department of Human Services (DHS); State Workforce Development Board (SWDB); Title I – Adult, Dislocated Worker, and Youth Programs, Title II – Adult Education and Family Literacy Act Program(AE); Title III – Wagner-Peyser Act Program (WP); Title IV – Vocational Rehabilitation Program (VR); Regional Planning Council (RPC); Local Workforce Development Boards (LWDB); Local Workforce Development Areas (LWDA); American Job Center (AJC); One-Stop Operator (OSO); Workforce System Sub-Recipients (Sub-Recipients); Workforce System Partners (Partners)

Background:

AJCs are portals to Tennessee's workforce system that provide a broad array of career services, business services, and resources for job-seekers. AJCs are designed to have two (2) primary functions: help individuals acquire the skills necessary to gain meaningful employment and assist businesses to access talent to meet their needs. Under the Workforce Innovation and Opportunity Act (WIOA), state and local partners share common performance goals and are mandated to collaborate in the development and implementation of a One-Stop service delivery system where

services are customer-focused, resources are leveraged for maximum efficiency, and continuous improvement is the hallmark.

Tennessee's AJC Certification Policy requires:

- An evidence-based system of functional design;
- Effective service delivery models;
- Physical and programmatic accessibility in accordance with WIOA Section 188 and the Americans with Disabilities Act of 1990; and
- Evidence-based processes and procedures established by the State Workforce Development Board (SWDB).

The certification process assures the LWDBs shall oversee the delivery of employment and training programs of the highest level of effectiveness and sustainability within their communities.

I. Statewide Certification Criteria:

The LWDBs and their Chief Local Elected Officials (CLEOs) must ensure quality standards for AJCs are achieved prior to certification. LWDBs, with the approval of their CLEOs, will certify the comprehensive AJCs and affiliate sites within their Local Workforce Development Area (LWDA). The LWDB and the CLEO will provide a report to the Tennessee Department of Labor and Workforce Development (TDLWD) attesting to the certification of the AJCs.

LWDBs, with the approval of their CLEOs, may establish additional certification criteria beyond that designated by the SWDB. The SWDB and the LWDBs must review and update the AJC criteria every two (2) years, as part of the Combined State Plan and Local Plan modifications¹.

A. American Job Center Certification Criteria:

- Evaluate program effectiveness, including coordination of programs across partners;
- Evaluate AJC operation effectiveness, including coordination of fiscal processes, coordination of service delivery processes, and customer service levels;
- Evaluate program and programmatic accessibility-based on the Americans with Disabilities Act (ADA), WIOA Section 188, and equal opportunity (EO) requirements-including assessment of program accessibility and assessment of programmatic accessibility (including communications);
- Evaluate of continuous improvement as compared to negotiated performance levels, including credential attainment levels, corrective actions and continuous improvement planning, and provision of technical assistance;
- Evaluate of the Mobile AJC's effectiveness as an extension of the workforce system, including how it operates to service the system; and
- Assure quality of customer relations, operations, professional development, resource management, and TDLWD performance measures.

II. One-Stop Certification Process:

The LWDB must certify the effectiveness, physical and programmatic accessibility, and continuous improvement of the One-Stop Centers every three (3) years².

¹ WIOA Section 102(c)(3)(A)

² WIOA Section 121(g)(1)

- A. It is required that the LWDB develop a Certification Review Team (CRT) to evaluate each center every three (3) years. The CRT must consist of all core partners and the process must be updated in the Local Plan.
- B. The One-Stop Operator (OSO) shall submit an application to the LWDB to request certification for each comprehensive and affiliate center. The One-Stop Certification application is included as an attachment to this policy.
- C. The LWDB staff serves as the primary contact for certification and will provide the CRT with the certification application and electronic materials to begin a desktop and on-site review. The CRT must review documentation such as memorandums of understanding, procedure manuals, and customer satisfaction surveys.
- D. Upon conclusion of the review, the CRT shall hold an exit meeting with the OSO and other relevant staff to communicate their findings.
- E. If it is determined that a center did not meet certification criteria then the OSO shall develop and provide the CRT a plan of action on any "required" criteria that were not met. The OSO shall have thirty (30) calendar days, from the conclusion of the exit meeting, to develop and submit a plan of action to the CRT.
- F. The OSO shall have thirty (30) calendar days, upon submission of the action plan, to complete all corrections identified therein. Once the OSO communicates in writing that the corrections were completed, the CRT will have thirty (30) calendar days to complete a follow-up review by using the same method as the initial evaluation.
- G. Upon completion of follow-up review, the CRT shall present the completed certification checklist and a letter signed by the CRT to the LWDB recommending which determination to assign to each center. Once the recommendation is approved by the LWDB, the LWDB shall obtain the signature of the CLEO(s) for final approval.
- H. Once the LWDB and CLEO approve the certification of a comprehensive or affiliate One- Stop Center, the LWDB Chair (or designee) electronically submits all executed letters, copies of the completed certification checklist, and all other necessary documentation to the SWDB.

III. Certification Procedures:

The procedures outlined below provide a general framework for the process employed to ensure the certification of the One-Stop System. The certification process will be implemented in a two-phased approach:

A. Phase 1:

At a minimum, at least one (1) AJC must be certified per each LWDA. Each LWDB shall conduct an assessment for the comprehensive One-Stop Center(s) in the LWDA, and must complete and submit it to the Workforce.Board@tn.gov no later than forty-five (45) days prior to the date of a SWDB meeting.

B. Phase 2:

Affiliate One-Stop certification is meant to ensure that the affiliate sites are in compliance with key WIOA statutory and regulatory requirements, as well as encouraging continuous improvement. Each LWDB shall conduct an assessment for each affiliate site in the LWDA, and must complete and submit it to the Workforce.Board@tn.gov no later than forty-five (45) days prior to the date of a SWDB meeting.

IV. Roles and Responsibilities of State and Local Boards:

The LWDB will assess whether the One-Stop Center meets the standards set forth in The One-Stop Certification Benchmarking Tool (Attachment A) and will then submit a completed and signed

version of the One-Stop Certification Benchmarking Tool (Attachment A) to the SWDB. Documentation supporting the One-Stop Certification Toolkit must be maintained by the LWDB in accordance with Workforce Services Policy Electronic Case Files. All supporting documentation must be made available to the TDLWD and the SBWD upon request.

The SWDB will review and validate the LWDB certification and relevant documentation. On-site and desktop reviews will be conducted to verify certifications, including required corrective actions if the certification standards are not met. The State will issue a review summary which will detail areas of non-compliance and corrective action steps.

One-Stop Centers that fail to achieve certification, after the validation review by the TDLWD, shall be deemed probationary. The LWDB will be required to provide a written corrective action plan to the TDLWD within thirty (30) calendar days of notification, outlining specific actions to be taken, parties responsible to oversee the corrections, and expected completion timelines. The TDLWD will review the Corrective Action Plan and respond within thirty (30) days.

Funding allocation will be affected in the event that corrective actions are not taken in accordance with an approved Corrective Action Plan.

V. Submission of Certification Documents:

The LWDBs must submit a copy of the comprehensive One-Stop Center Certification documents by email to Workforce.Board@tn.gov. Submission of the comprehensive and affiliate One-Stop Center certification documents must be received by the Workforce Board no later than forty-five (45) days prior to the date of a SWDB meeting.

The TDLWD will confirm receipt of the certification documents within two (2) business days of receipt. The review will consist of a desktop review of submitted materials and may include an on-site review of the facility and operations. Submissions will be reviewed for completeness, adherence to provided guidelines, content, and overall quality by a review committee of workforce development professionals from the TDLWD and other partner agencies.

The results of the certification review will be made available to the LWDB and the CLEOs. An initial certification status of 'certified' or 'probationary certification' will be assigned to the One-Stop Center. Technical assistance will be made available for those One-Stop Centers in need of additional support to obtain a fully certified status.

VI. One-Stop Certification Checklist, Status, and Renewal:

	Assemble Certification Review Team
	One-Stop Operators Submit Certification Application
	Certification Review Team (CRT) Completes On-Site Review
	CRT Complete Review Report
	CRT Complete Exit Meeting
	One-Stop Operator Submits Correction Plan to CRT and Board
	One-Stop Operator Completes Corrections from Action Plan
	CRT Convene for Final Review
	Local Board Approval
	CLEO Signature

A. Certification Determinations:

Upon the completion of the certification review, there are certification determinations that will be assigned to each center.

- Approved signifies that certification is approved and 100% of the criteria has been met.
- Conditional Approval signifies that certification is conditionally approved. Less than 100% of the criteria has been met with a requirement that OSOs provide action plans and timelines for meeting certification standards.
- Denied signifies that certification is not approved because at least seventy-five percent (75%) of the criteria has not been met.

B. Renewal of Certification:

The LWDBs must conduct assessments of the effectiveness, accessibility, continuous improvement, and quality assurance of One-Stop Centers every three (3) years using the TDLWD criteria. Subsequent certification rounds will build upon the 2018 certification standard; LWDBs will have to provide evidence of continuous improvement to maintain certification. Certification reports subsequent to June 30, 2020 will coincide with the submission of the Local Plan review updates.

LWDAs will become responsible for their own certification when this policy becomes effective on July 1, 2018.

VII. Monitoring:

The One-Stop certification process shall be monitored in accordance with established State and local monitoring policies and guidance documents. Please refer to the 2018 Monitoring Guide for more information.

VIII. Appeals Process:

The following steps outline the appeal process if a LWDB wishes to contest a decision made by the TDLWD concerning One-Stop certification.

- A. An appeal must be made in writing and filed with the CLEO within fourteen (14) days following notification of the decision.
- B. The appeal must contain a clear statement that provides specific justification of the appeal.
- C. The LWDB will have sixty (60) days to review the appeal and make a recommendation to the SWDB. The review will take into account the information in the original request, including supplemental information provided in the appeal, to determine if the criteria set forth in this policy have been met.

The final decision rests with the SWDB.

IX. Technical Assistance:

The TDLWD will provide technical assistance to One-Stop Centers which will be comprised of subject matter experts from partnering agencies along with dedicated WIOA program staff.

X. American Job Center Branding and Shared Outreach:

The AJC branding will be used by approved One-Stop Centers to ensure recognition of the statewide, seamless workforce system. Brochures, flyers, advertising media and announcements, stationery, business cards, and name tags used by the One-Stop Center staff will reflect this AJC branding. Signage outside and inside all comprehensive and affiliate centers will also reflect this AJC branding. More information can be found in the AIC Style Guide.

XI. Relocation and Closure of One-Stop Centers:

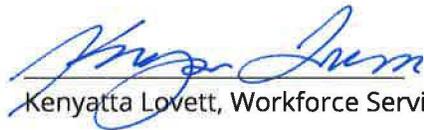
All LWBDs must comply with the federal requirement that states at least one (1) comprehensive site must be located in each LWDA. Any plan for potential comprehensive or affiliate center closure or relocation requires LWDBs to immediately notify the TDLWD Commissioner. Furthermore, any relocation or closure requires notification of all Local Elected Officials (LEOs) and State officials affected by the action. The LWDB and the TDLWD Commissioner will work together to evaluate the potential closure or relocation and seek alternative means to continue services in the affected area. The final decision to close or relocate a comprehensive or affiliate One-Stop Center will be a joint decision between the LWDB and the TDLWD Commissioner. Requests for relocations or closures of AJCs must be submitted in writing to the TDLWD prior to taking action.

References:

Americans with Disabilities Act of 1990, WIOA Section 102(c)(3)(A), WIOA Section 121(g)(1), WIOA Section 188

Contact:

For any questions related to this policy, please contact the Program Integrity Unit at Workforce.Board@tn.gov.



Kenyatta Lovett, Workforce Services Assistant Commissioner

Revised: February 4, 2020

One-Stop Certification Toolkit

The following documents provide helpful instruction to aid in the certification process of One-Stop Operators:

- The Tennessee Combined State Plan
- The Local Plan for the Local Workforce Development Area in question
- Policy (16-12) - One-Stop Design and Delivery System Policy
- Policy (17-8) - Auxiliary and Americans with Disabilities Act
- Guidance - Memorandum of Understanding/One-Stop Service Delivery and Infrastructure Funding Agreement
- Manual - The American Job Center Style Guide

These documents—along with other policies, guidance, and manuals—can be accessed on the Tennessee Department of Labor and Workforce Development’s website using the following link:

<https://www.tn.gov/workforce/general-resources/program-management/program-management-redirect/workforce-services-redirect/wioa-technical-assistance.html>

Attachment 2

Certification Criteria Characteristic	Criteria Element	The system has fulfilled this criteria element.	If this criteria is not fulfilled, please explain why?
Infrastructure	The system is aligning its technology and data systems across the core programs.		
Infrastructure	This technology and data systems alignment support statewide activities that include TANF, Voc Rehab, and Adult Basic Education programs.		
Infrastructure	The system has identified processes to ensure equitable contribution of infrastructure costs in one-stop center(s) among partners.		
One-Stop Design	The system supports integrated intake, case management and reporting systems across the core programs.		
One-Stop Design	The system has aligned core programs to meet the WIOA Requirements for integrated planning and service delivery.		
One-Stop Design	The system has revised business services and employer engagement activities to align with WIOA. This ensures Wagner-Peyser staff have the capacity to provide services to all individuals.		
One-Stop Design	The system has incorporated work-based learning – including OJT and Registered Apprenticeship in the service delivery strategy.		
One-Stop Design	The system has formed partnerships with the key industries to adequately carry out the job-driven aspects of WIOA.		
One-Stop Design	The system has identified ways to support the changing role of TANF as a one-stop partner. This includes coordination of services and enrollment.		
One-Stop Design	The system has addressed one-stop center co-location and accessibility issues.		
One-Stop Design	The system has revised policies around service strategies to support career pathways to middle class jobs.		

Certification Criteria Characteristic	Criteria Element	The system has fulfilled this criteria element.	If this criteria is not fulfilled, please explain why?
One-Stop Design	The system has revised policies around service strategies to address the needs of long-term unemployed individuals.		
One-Stop Design	The system has adequate policies for determining and providing supportive services.		
One-Stop Design	Frontline staff have adequate skills to assist diverse customers - including TANF and people w/disabilities - with job training and placement.		
One-Stop Design	The system has revised its service strategy to ensure 75% of Youth formula resources are expended to serve out-of-school youth.		
One-Stop Design	The system can ensure that at least 20 percent of its Youth formula funds are expended on work-based training activities.		
One-Stop Design	The system runs a summer youth jobs program.		
One-Stop Design	The system has incorporated Adult Education and Literacy into the regional planning process and local program design.		
One-Stop Design	The system includes Vocational Rehabilitation as a partner program.		
Performance Accountability	The system has adequate MIS for collecting, sharing and reporting cross-program information - including costs of career services and training services.		
Performance Accountability	The system is positioned to implement the required WIOA outcome measures.		
Performance Accountability	The system has issued assessments measures beyond those mandated by the statute. This includes any assessment of effectiveness of its employer services.		

Certification Criteria Characteristic	Criteria Element	The system has fulfilled this criteria element.	If this criteria is not fulfilled, please explain why?
Performance Accountability	The system emphasizes labor exchange job listings and other Wagner-Peyser functions in key industry sectors and other growth industries.		
Performance Accountability	Labor Market Information is easily accessible to customers and staff and in a user-friendly format.		

Included with this assessment is a listing of all system sites, types of sites (comprehensive, affiliate, or access point) partners and programs present in the local area, including a description of the continuous improvement planning taking place in the respective location.

Tennessee One-Stop Certification Notice of Intent to Apply

By signing and submitting this Application For Certification, the undersigned is attesting that all of the required Tennessee American Job Center certification criteria detailed in Workforce Services Policy 19 – One-Stop Certification, issued October 2016, have been satisfied for the transition activities through June 30, 2018. Further, the undersigned understands that a desk review and an on-site visit will be conducted prior to the recommendation for certification to verify compliance with the criteria outlined in Workforce Services Policy 19.

Additionally, attached to this Notice of Intent to Apply is a completed Self-Assessment. This evaluation includes a listing of all system sites, types of sites (comprehensive, affiliate, or access point) partners and programs present in the local area, including a description of the continuous improvement planning taking place in the respective locations.

Tennessee American Job Center Site

Typed Name and Title of Submitter

Signature and Date

Typed Name and Title of Chief Local Elected Official

Signature and Date



I. Certification Process

WIOA requires that there must be at least one physical One-Stop career center in each local area. Additional locations may also provide access to workforce system services and may include specialized centers serving targeted populations, such as youth or dislocated workers, or industry-specific centers. To achieve the goal of increased access, Tennessee recognizes three levels of sites that can be certified within the one-stop service delivery system.

The Certification Application is one step in the ongoing pursuit of growth, quality improvement, and performance excellence. Attainment of certification provides assurance to the public that the Tennessee public workforce system has achieved a high standard and consistently maintains and improves upon that standard.

WIOA Section 121 (e)(2)

ONE-STOP DELIVERY.—The one-stop delivery system—

(A) at a minimum, shall make each of the programs, services, and activities described in paragraph (1) accessible at not less than 1 physical center in each local area of the State; and

(B) may also make programs, services, and activities described in paragraph (1) available—

(i) through a network of affiliated sites that can provide 1 or more of the programs, services, and activities to individuals; and

(ii) through a network of eligible one-stop partners—

(I) in which each partner provides 1 or more of the programs, services, and activities to such individuals and is accessible at an affiliated site that consists of a physical location or an electronically or technologically linked access point; and

(II) that assures individuals that information on the availability of the career services will be available regardless of where the individuals initially enter the statewide workforce development system, including information made available through an access point described in subclause (I);

(C) may have specialized centers to address special needs, such as the needs of dislocated workers, youth, or key industry sectors or clusters; and

(D) as applicable and practicable, shall make programs, services, and activities accessible to individuals through electronic means in a manner that improves efficiency, coordination, and quality in the delivery of one-stop partner services.

Comprehensive

Accessible to the general public during regular business days, as well as physically and programmatically accessible to individuals with disabilities

Portal site for electronic access

Provider of basic and individualized career services, and training services

Provider of business services

Representation of five mandated partners (WIOA Titles I-IV, TANF)

Additional related employment and training resources



Affiliate

- Accessible to the general public and physically and programmatically accessible to individuals with disabilities
- Portal site for electronic access
- Provider of basic career services
- Representation of one or more mandated partners
- Additional related employment and training resources
- Established working relationship as part of an integrated system

Access Point

- Accessible to the general public or targeted population that includes physical and programmatic access to individuals with disabilities
- Portal site for electronic access
- Established working relationship as part of an integrated system

Mobile Coach

- Accessible to the general public and physically and programmatically accessible to individuals with disabilities
- Portal site for electronic access
- Provider of basic career services
- Representation of one or more mandated partners
- Additional related employment and training resources
- Established working relationship as part of an integrated system

Sites seeking certification as a Comprehensive Center, Affiliate, or Access Point must, at a minimum, have the elements identified under each category above. Sites are required to submit an application and will receive an on-site visit from the Certification Review Team. Staff will answer questions about their site and how it functions to add value and provide customers with quality services as a part of the Tennessee Workforce system. Note: In areas where the LWDB functions as the Site Operator, per proposed 20 CFR 678.800(a)(3), the State Workforce Development Board (SWDB), rather than LWDB Certification Team, must certify the one-stop site to ensure that the process is conducted objectively. Following the onsite visit, interviews, and final responses to any follow up questions, the Certification Review Team will provide a written response 15 days following the next SWDB meeting indicating one of three outcomes:

1. Certification granted
2. Provisional Certification with plan and timeline for meeting standards
3. Not Certified or Decertified



APPLICATION FOR CERTIFICATION

Date _____

LWDA Mobile Coach _____

Type of Site Mobile Coach _____

Contact Person _____ Title _____

Phone _____ Email _____

Site to be certified 65 - East TN Career Coach

Address _____

City _____ State _____ Zip Code _____

Web site _____

Hours of Operation _____

Days of Operation _____

II. Checklist – System Requirements

The checklists below are to be used by sites and evaluators to help determine the extent to which system requirements are met and services and programs are present. Each application will vary in its responses based upon the level of certification being requested by the site and the agreements of the local partnership to best meet the needs of the locally-determined service delivery model.

	Yes	No – (please provide plan for complying with this requirement)
Compliance with Workforce System Policies		
ADA Accessibility		
Use of VOS for customer tracking		
Memorandum of Understanding for partners		
Workforce Brand used appropriately		
Wagner-Peyser services are co-located		

REQUIRED PROGRAM/PARTNER CHECKLIST

- A) In the column named "On-Site," indicate programs/partners that are currently located on-site in your facility by entering the average number of hours per week they are on-site.
- B) In the column named "Off-Site Electronic Connection," make a check mark for the programs/partners that are off-site but their basic career services are made available to customers through an electronic connection. Note: Not all customers will be able to use the electronic connection(s) without help from staff.
- C) For programs/partners that are off-site where an agreement is in place to provide their basic career services in another manner, check the last column and attach a narrative explaining how this is accomplished (*use a separate sheet*).

REQUIRED PROGRAMS/PARTNERS	ON-SITE (AVERAGE HOURS/WEEK)	OFF-SITE ELECTRONIC CONNECTION	OFF-SITE BASIC CAREER SERVICES MADE AVAILABLE IN ANOTHER MANNER
WIOA Title I Adult Services			
WIOA Title I Dislocated Worker Services			
WIOA Title I Youth Services			
Wagner-Peyser Title III			
Adult Education and Family and Literacy Title II (AE)			
Rehabilitation Act Title IV – Tennessee Vocational Rehabilitation (VR) Program			
Title V – Older Americans Act/Senior Community Service Employment			



Temporary Assistance for Needy Families			
Career and Technical Education Programs (postsecondary) Carl D. Perkins Act			
Trade Adjustment Assistance			
Veterans Employment Services - Jobs for Veterans State Grant			
Community Services Block Grant			
Housing & Urban Development Employment & Training			
Unemployment Insurance			

ADDITIONAL PARTNERS (not mandated)			
ADDITIONAL PROGRAMS/PARTNERS	ON-SITE (AVERAGE HOURS/WEEK)	OFF-SITE ELECTRONIC CONNECTION	OFF-SITE BASIC CAREER SERVICES MADE AVAILABLE IN ANOTHER MANNER
Ticket to Work and Self Sufficiency			
Tennessee Small Business Development Center			
Supplemental Nutrition Assistance Program Employment and Training			
Vocational Rehabilitation Pilot Projects			
Public Libraries			
Economic Development			
Local Government (City/County)			
Tennessee Employers			
<i>(please add partners as appropriate)</i>			



CAREER SERVICES CHECKLISTS

In the column named "On-Site," check the basic career, individualized career, and training services that are currently available on-site for all job seeking customers who come into a comprehensive center, affiliate or access point site.

BASIC CAREER SERVICES	ON-SITE
Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs	
Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment	
Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations	
Outreach, intake and orientation to the information and other services available through the one-stop delivery system	
Appropriate recruitment and other business services on behalf of employers, including small employers, which may include providing information and referral to specialized business services not traditionally offered through the one-stop delivery system	
Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation	
Eligibility determination	
Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs	
Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area	
Information, in formats that are usable by & understandable to one-stop center customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area	
Provision of information and assistance regarding filing claims for unemployment compensation	
Assistance in establishing eligibility for programs of financial aid assistance for training and education programs	
Translation Services	
Avaza Language Line	
<i>Please list addition basic services</i>	

III. Certification Criteria

The following quality standards are the criteria by which Tennessee’s Local Workforce Development Boards assess and certify One-Stop Centers, Affiliates, and Connection Sites. These scores will be used by the Certification Team as benchmarks for the site and help point to both areas of excellence and those in need of improvement. Each site is asked to work together with leadership and staff to develop responses to the following.

A. One-Stop Design

Functional and Programmatic Integration

It is critical for the workforce system and its partners to think and act as an integrated system. Our partners ensure that client services are aligned to common goals and the customer experience is seamless – regardless of funding streams. Each customer is mutually regarded as a shared customer, with all staff and programs operating at the site having a vested stake in that customer’s success. Integration of programs is incorporated into planning, intake, assessment, registration, and service processes, information sharing, resource decisions, actions, results, and analyses.

I. Rank on a scale of 1 to 5, where the site believes it is in its path toward meeting, or exceeding, the stated standard.

- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

II. Provide **clear evidence** and **examples** of current status and future plans with strategies and timelines to reach these standards.

Check the box where you think the site is with regard to Functional and Programmatic integration.

5 4 3 2 1

Describe your site’s approach to integrated service delivery and the use of functional teams to deliver career services to all customers.



Include a detailed diagram of customer flow, services available, assessment and referrals, and describe how the MIS is used to facilitate shared customer management across partner programs.

A large, empty rectangular box with a black border, intended for the applicant to draw a detailed diagram of customer flow, services available, assessment and referrals, and describe how the MIS is used to facilitate shared customer management across partner programs.

Please list any best practices to highlight and share for continuous improvement.

A large, empty rectangular box with a black border, intended for the applicant to list any best practices to highlight and share for continuous improvement.

Accessibility

Service Provision, including Services, Universal Access, and Outreach to populations with barriers

Improved availability, a welcoming atmosphere, inclusive settings, and high quality customer service benefit all customers. This extends services and outreach not just to individuals who walk in the door, but also to those who have become disengaged in the labor force. Integrated, quality services are provided to all customers within the center and via technology through online or phone access. Principles of universal design are considered when designs have inclusive space and materials available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.

- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

Check the box where you think the site is with regard to Service Provision to all customers, including Services, Access, and Outreach to populations with barriers.

5 4 3 2 1

Describe how the site works cooperatively with WIOA core partners to provide quality services to all customers. Describe your outreach to populations with barriers in the community and relationship with core program and community partners to effectively serve them.

Provide evidence that basic ADA requirements have been met, including processes to provide reasonable accommodations for individuals with disabilities.



Describe initiatives or strategies in developing universal access and provide tangible evidence of implementation or solution driven plan development. Address the following four specific areas of access:

1. Physical: Architectural or building
2. Information: all paper, printed or posted materials
3. Digital: software, Web-based programs and alternatives to print
4. Communication: verbal, non-verbal access for services, phone and other

Describe your wireless internet infrastructure.

How are the needs of populations with barriers met through staff-assisted and other means? Please include examples of outreach activities to reach targeted populations.

Describe your processes to assure effective communication with persons with disabilities. This includes providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.

Please list any best practices to highlight and share for continuous improvement.



Customer Satisfaction

Describe how the voice of the customer is listened to and how your site incorporates both job seeker and business customer feedback as part of continuous quality improvement? How are the voices of populations with barriers heard and brought to the table when designing services and facilities? How do you inform customers of how their feedback was reviewed and any action taken from their feedback? What metrics are used to show improvement and success? Please list any best practices to highlight and share for continuous improvement.

Partnership

The one-stop system is built upon a foundation of partners linked together to deliver a comprehensive array of services and reach the shared outcomes of employment, education, skills gains, and earnings. All core and required one-stop partners are present at the site and invested in the development and implementation of service delivery to connect customers to resources.

- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

Check the box where you think the site is with regard to Partnership.

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 1

Describe how the partnerships function at the site and the roles of each core partner from Title I- Adult, Dislocated Worker, and Youth, Title II - Adult Basic Education, Title III - Wagner-Peyser, Title IV - Vocational Rehabilitation, and TANF.



Describe how the partnerships function at the site with other required partners from postsecondary Career and Technical Education (Perkins Act), CSBG, HUD, Job Corps, National Farmworker Jobs Program, Re-entry programs, SCSEP, TAA, UI, VETS, SNAP E&T, etc.

Describe how the affiliate/specialized centers are linked to non-colocated partners to ensure alignment with community and regional strategies. This includes tracking and appropriate follow-up. Please give examples of how this functions and the results for customers.

Describe how leadership works together to set the vision and goals for the site and then implements service strategies to achieve shared objectives.



Please list any best practices to highlight and share for continuous improvement.



Employer Engagement

Business is one of our primary customers and one-stop partners work collaboratively to deliver value-added services and eliminate duplication. Business services staff from all one-stop partners have a comprehensive understanding of labor market conditions, economic development activities, skill needs of the workforce and are connected to regional and local business partnership activities and sector strategies. Employers' human capital needs are communicated to and acted upon by the workforce system. Business services are coordinated to the maximum extent possible to limit duplication and streamline the employer experience.

- 5 = achieved the standard and excelling
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- 1 = no progress yet

Check the box where you think the site is with regard to Employer Engagement.

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Describe how partners work to deliver seamless business services. How do business services staff use and share labor market information? What strategies are used to involve employers in identifying skill gaps and developing solutions to meet their workforce needs?

Describe how regional and local sector strategies are used to target services and resources to focus workforce efforts on investments and improve outcomes.



How are career pathways and training modalities such as industry-recognized credentials, apprenticeship, on-the-job training, and other work-based learning opportunities aligned with employers' needs and marketed to support talent development?

[Empty text box for response]

Please list any best practices to highlight and share for continuous improvement.

[Empty text box for response]

Human Capital

Each American Job Center will be a high-performance work place with staff equipped to demonstrate a visible passion for quality of service.

- 5 = achieved the standard and excelling
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Check the box where you think the site is with regard to Service Provision to all customers, including Services, Access, and Outreach to populations with barriers.

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Describe how centers will train and equip one-stop staff in an ongoing learning process and to ensure staff are cross-trained to increase staff capacity, expertise, and efficiency.

Describe how centers will staff the one-stop centers with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the one-stop center, and skilled in developing customers' skills for employment success.

Describe how staff from multiple organizations will be equipped through cross-training and information tools to enable them to respond seamlessly to customer needs.



Describe how staff are assigned to and identify themselves with functions or services as opposed to agencies, and functional supervision of partner staff is in place.

Describe the bottom-up communications within the workforce system. This includes regular staff meetings, business services team meetings, or partner meetings that discuss recent and relevant resources, conduct training, and facilitate collaboration.



B. Infrastructure

Identification of Shared Costs (including non-personnel)

- 5 = achieved the standard and excelling
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Check the box where you think the site is with regard to identifying shared costs and maintaining equitable contributions are being addressed in the MOU.

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Please identify any policies and procedures that result in equitable contribution of infrastructure costs in one-stop center(s) among partners. (e.g. co-location with partners, infrastructure cost-sharing, pay-for-performance contracting)



Provide assurance that the One-Stop Operator has developed, and is maintaining, the One-Stop (AJC Partners) Memorandum of Understanding to include the Infrastructure Mechanism.

How is the one-stop center's co-location being addressed in the MOU as it relates to infrastructure and shared services costs in the comprehensive and/or affiliate site(s)? How does the MOU reflect efforts to reduce duplication by improving program effectiveness through the sharing of services, resources and technologies among partners?

Distribution of Infrastructure Costs

5 = achieved the standard and excelling

4 = significantly meeting standard with some work yet to do



- 3 = have some of the elements in place, some of the time
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- 1 = no progress yet

Check the box where you think the site is with regard to proper distribution of infrastructure costs among AJC core and required partners.

5 4 3 2 1

How is the one-stop center proportionately distributing costs among AJC partners that is based upon guidance provided in 2CFR Part 200, 20CFR 678 et. Al, "Uniform Administrative Requirements, Cost Principles, and Audit Requirement for Federal Awards" (or any corresponding similar regulation or ruling)?

How were the methodologies for distributing the costs for both infrastructure costs and shared services agreed upon by partners? Provide evidence of meetings and/or discussions that led to the approved partner budget reflecting the shared costs. Include the approved budget that is included in the MOU.

Describe how the one-stop center is aligning its technology data systems across partner programs thru the shared costs budget and/or other agreed upon arrangements.



Program and Fiscal Compliance

How prepared is the one-stop center to adopt and promote alignment of cross-program policies and operations that ensures fiscal compliance?

Describe how each partner in the AJC has demonstrated fiscal transparency and efficiency thru timely, detailed, and accurate reporting and payment of AJC costs (includes reconciliation of costs by partner programs).

How has the one-stop center reviewed its staffing and contractor staffing levels to identify adjustments needed to implement provisions under WIOA.



Outline how the infrastructure funding has helped to reduce overhead by streamlining and sharing financial, procurement, and facilities costs?

Provide assurance that services provided by the one-stop partners help to reduce duplication or increase financial efficiency are allowable under that partner's programs.

Performance

Performance and Accountability

Results and outcomes for the public investment in Tennessee’s workforce system are essential to the system’s relevance. The effectiveness of service to employers and job seekers is evident in system performance and service delivery decisions are based on data. On an ongoing basis, customer data from one-stop partners and regional economic data is collected, analyzed, and shared with all workforce system staff and community stakeholders. Plans for improvement, enhancement, or adjustment are established and acted upon.

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Check the box where you think the site is with regard to Performance and Accountability.

5 4 3 2 1

Describe how you measure, analyze, review, and improve workforce system performance through the use of data and information.

Describe how this data is shared with staff and stakeholders and what changes have resulted from use of data. How has data been used (example) to improve services?



What methods are in place for staff to provide feedback? How do you incorporate staff feedback as part of continuous quality improvement? How are staff informed that their feedback was reviewed and any action taken as a result? What metrics are used to show improvement and success?

Please list any best practices to highlight and share for continuous improvement.

One-Stop System Communication & Branding

I. Common Management Information System:

The centers will utilize common management information systems, including the Virtual One-Stop (VOS)/Jobs4tn.gov. This system is used for all data collection and reporting for all required partners located in comprehensive or affiliate AJCs. Shared information and data agreements will be utilized to support access to information and information sharing between the partners, as allowed by authorizing law and regulations.

II. Outreach and Branding:

The workforce system outreach and branding is a shared Workforce Services and LWDB responsibility. The AJCs' branding will be used to ensure recognition of the statewide seamless workforce system. Brochures, flyers, advertising media and announcements, stationery, business cards, and name tags used by the center staff will reflect the AJC. Signage outside and inside all comprehensive and affiliate centers will reflect the AJC branding.

More information can be found in the [AJC Style Guide](#). Please note that all products must adhere to the AJC branding guide requirements. All products must be procured according to proper standards; publications intended for the general public must be approved by the TDLWD.

III. Workforce System Communication Protocol:

To promote better coordination of the delivery of workforce services, all communication—regarding workforce system policy, guidance, and information—will flow from the TDLWD to the LWDBs, LWDAAs, and Regional Planning Councils. The Regional Planning Councils must inform comprehensive and affiliate center staff and required partners. Communications regarding partner program policy, guidance, and information will be communicated from the program authority at the state level to appropriate AJC staff responsible for program administration. This procedure ensures the local administrative entity and the Regional Planning Councils are simultaneously copied.