



# GUIDANCE: 2017 One-Stop Certification Procedures

Issued: September 18, 2017

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## **Background.**

1. Congress enacted the federal Workforce Innovation and Opportunity Act (WIOA) on July 22, 2014.
2. The U.S. Department of Labor (USDOL), U.S. Department of Education (USDOE), and Rehabilitation Services Administration (RSA) published in the Federal Register final implementing regulations (Final Rules) on August 19, 2016.
3. WIOA and its Final Rules contain requirements with respect to the One-Stop Delivery Systems (Systems), Comprehensive One-Stop Centers (Centers), Affiliated Sites in the System, Equal Opportunity, and One-Stop Certification of Centers and Systems.
4. Under WIOA, Local Workforce Development Boards (Local Boards) are charged with oversight of the System, including the performance of One-Stop Certification at least once every three (3) years, in accordance with criteria and procedures developed by the State Workforce Development Board (State Board).
5. Under WIOA, One-Stop Certification focuses on the Center, but also includes evaluations of how well the System meets the Equal Opportunity obligations under WIOA section 188.
6. WIOA and its Final Rules require that One-Stop Certification include evaluations of effectiveness that include how well the Center:
  - a. Integrates available services for participants and businesses;
  - b. Meets the workforce development needs of participants and the employment needs of local employers;
  - c. Operates in a cost-efficient manner;
  - d. Coordinates services among the one-stop partner programs;
  - e. Provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the Local Board.

7. WIOA and its Final Rules require that One-Stop Certification evaluations of effectiveness take into account feedback from one-stop customers.
8. WIOA and its Final Rules require that One-Stop Certification include evaluations of the effectiveness that address how well each Center and System take actions to comply with the disability-related regulations implementing WIOA section 188, set forth at 29 C.F.R. part 38, including but not limited to:
  - a. Providing reasonable accommodations for people with disabilities;
  - b. Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against people with disabilities;
  - c. Administering programs in the most integrated setting appropriate;
  - d. Communicating with people with disabilities as effectively as with others;
  - e. Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford people with disabilities an equal opportunity to participate in and enjoy the benefits of, the program or activity; and
  - f. Providing for the physical and programmatic accessibility of the Center to individuals with disabilities.
9. One-Stop Certification must evaluate continuous improvement, including how well the Center supports the achievement of the negotiated levels of performances for the indicators of performance for the Local Workforce Development Area (Local Area) described in WIOA section 116(b)(2) and the Final Rules. Other continuous improvement factors in One-Stop Certification may include:
  - a. Whether there is regular process for identifying and responding to technical assistance needs;
  - b. Whether there is regular system of continuing professional staff development; and
  - c. Whether there are systems in place to capture and respond to specific customer feedback.
10. WIOA requires that the State Board, in consultation with chief elected officials (CEOs) and Local Boards, develop statewide One-Stop Certification criteria and procedures.
11. Local Boards may establish additional criteria, or set higher standards for service coordination, than those set by the State Board's One-Stop Certification criteria.
12. WIOA requires Local Boards to certify Centers in order to be eligible to use infrastructure funds in the State funding mechanism under WIOA section 121(h).

13. This Guidance contains the procedures for One-Stop Certification in Iowa, which Local Boards must complete on or before December 31, 2017.

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## **1. Comment Period.**

1. Iowa Workforce Development (IWD) will post the draft One-Stop Certification criteria, procedures, and guidance for review and comment by Local Boards, CEOs, and one-stop partner programs.
2. Any comments must be submitted on or before September 11, 2017.
3. IWD will consider the comments received by Local Boards, CEOs, and one-stop partner programs, and make any changes to the One-Stop Certification criteria, procedures, and guidance deemed appropriate by IWD.

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## **2. Distribution to Local Boards.**

1. On or before September 18, 2017, IWD must distribute to the Local Boards the final One-Stop Certification criteria, procedures, and guidance.
2. On or before September 18, 2017, IWD must post online the State One-Stop Certification criteria, procedures, and guidance, as well as the agency's responses to any comments received on the draft One-Stop Certification criteria, procedures, and guidance.

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## **3. Local Board Completion of One-Stop Certification.**

1. WIOA requires the Local Board to perform One-Stop Certification, using the State criteria and procedures as well as any additional criteria or increased coordination requirements developed by the Local Board.
2. The Local Board must complete One-Stop Certification on or before December 31, 2017.
3. Only the Local Board is required by WIOA to vote on One-Stop Certification. CEOs do not need to vote on One-Stop Certification.
4. The Local Board must transmit its completed One-Stop Certification to IWD within seven (7) days of completion.
5. Using the completed One-Stop Certifications transmitted by Local Boards, IWD will develop reports for distribution to the State Board, Local Boards, CEOs, and one-stop partners to help identify strengths, areas of opportunity, statewide staff training needs, and where to devote technical assistance resources.

6. The Local Board may post its Region's final One-Stop Certification on [www.IowaWDB.gov](http://www.IowaWDB.gov).

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#### **4. Deadline for One-Stop Certification Completion.**

Every Local Board must complete One-Stop Certification on or before December 31, 2017.

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#### **Questions**

If you have any questions, please contact:

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