

Sarah Buxton  
Workforce Development Division  
Vermont Department of Labor  
5 Green Mountain Drive  
Montpelier, VT 05602

June 28, 2019

Dear Ms. Buxton,

Thank you for your application for recertification of Vermont's One-Stop American Job Center.


On June 25, 2019, members of the Policy Committee (Committee) of the Vermont State Workforce Development Board (SWDB) conducted a site visit of the One-Stop and met with members of the One-Stop leadership team.

Following the site visit and review of the recertification application, the Committee found that the One-Stop meets the minimum standards of effectiveness, as defined by criteria in Sec. 6 of the SWDB's Vermont's One-Stop American Job Centers Certification Process.

**The Committee voted unanimously to recertify the One-Stop for a period of two years (July 1, 2019- June 30, 2021), with a formal review by the SWDB after one year (June 2020).**

The Committee notes that continued certification of the One-Stop is contingent upon improvement in several key areas as described in the attachment to this letter. The Committee will conduct a formal one-year review to confirm appropriate progress on the areas of improvement.

Sincerely,



Dustin A. Degree, Executive Director,  
Vermont State Workforce Development Board

6/28/19

Date

CC: Governor Phil Scott  
Commissioner Lindsay Kurrle  
SWDB Chair Adam Grinold  
SWDB Operating Committee

The Committee notes that continued certification of the One-Stop is contingent upon improvement in several key areas as described below:

1. The One-Stop operator and required partners shall collaborate with partners including the Vermont Division of Vocational Rehabilitation and the Vermont Assistive Technology Program and Advisory Council to continue to improve the physical and programmatic accessibility of the One-Stop.
2. The Committee recognizes the efforts of all One-Stop required and non-required partners to train and cross-train staff to share program/service information and best practices, however, the Committee understands that these trainings and cross-trainings are necessary on an ongoing, cyclical basis.

The One-Stop operator and required and non-required partners shall develop and implement a plan to ensure that trainings and cross trainings are scheduled on a cyclical basis to ensure that all staff regularly receive up-to-date information.

3. The Committee recognizes the work of the One-Stop operator and required partners to complete its memorandum of understanding (MOU) last year. Though this is an important step, the Committee found that the co-location of required partners remains only partially implemented due to several barriers as indicated by One-Stop leadership.

The One-Stop operator and required partners shall convene to discuss co-location, including:

- The necessity and feasibility of physical colocation
- The potential benefits of virtual colocation
- The short-term and long-term steps to implement co-location

If necessary, this convening may be facilitated by an outside consultant.

4. In order for the Committee to fulfill its charge to establish universal workforce system performance measures and identify necessary program data to be regularly collected for the purposes of maintaining a workforce program inventory, the One-Stop operator shall regularly report data and performance metrics to the Committee.

As the Committee continues to develop a workforce performance “dashboard” by which it may evaluate the effectiveness of the system as a whole, it may choose to include some or all of the reported One-Stop performance data as a metric.

5. The One-Stop operator shall develop and implement an improved mechanism for collecting client feedback. This feedback shall inform the continuous improvement of the One-Stop and shall be reported to the Committee on a regular basis.

The Committee expects the One-Stop operator to report on action and/or plans for action on the above items at the formal one-year review in June 2020.

Additionally, the Committee requests a six-month status report be submitted by the One-Stop operator before December 31, 2019.

Finally, the Committee may choose to receive updates on continuous improvement of the One-Stop at its regularly scheduled meetings.