

Vermont's One-Stop American Job Centers Certification Process

- 1. Purpose.** This document establishes the specific requirements that Vermont's federally recognized comprehensive one-stop American Job Center (AJC) and affiliate one-stop AJCs will need to meet to ensure a minimum level of quality and consistency in services across the State. The criteria set forth below sets a standard expectation for seamless delivery of customer-focused services from the network of employment, education, training, and related service providers that help individuals overcome barriers to obtaining and maintaining employment.
- 2. Authority.** The federal Workforce Innovation and Opportunity Act of 2014 (WIOA) requires Vermont's State Workforce Development Board (SWDB) to establish objective criteria and procedures to use when certifying its one-stop AJCs (20 CFR 678.00, 34 CFR 361.800, and 34 CFR 463.800). The criteria will be used to evaluate the centers and delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. The SWDB will ensure that the criteria and procedures it adopts are consistent with the Governor's guidelines, guidance, and policies on infrastructure funding decisions. Certification of Vermont's one-stop AJCs is a prerequisite for centers to be eligible to receive infrastructure funding (WIOA sec. 121(g)(4)).
- 3. Definitions.**

Comprehensive One-Stop American Job Center (AJC): a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners (20 CFR 678.305(a)).

Affiliate One-Stop American Job Center (AJC): a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities (20 CFR 678.310(a)).
- 4. Process.** At least once every three years, the SWDB will assess the effectiveness, physical and programmatic accessibility, and continuous improvement of Vermont's one-stop AJCs and the one-stop AJC delivery systems using the criteria and procedures developed by the SWDB, outlined in section five (20 CFR 678.800). Additionally, the SWDB will review and update the criteria used in this certification process every two years as part of the review and modification of the Vermont state plan pursuant to 20 CFR 676.135 and 676.580.

Vermont's One-Stop AJC Operator, in coordination with the one-stop AJC's required partners, will submit an application to certify every comprehensive and affiliate center at least once every three years. The SWDB will review the application and determine if it shall

certify the center(s) for a period of not more than three years, and shall notify the one-stop operator accordingly.

- 5. AJC Status Determination.** The SWDB, through the two- and four-year WIOA state planning process, determines which centers will have the attributes of a comprehensive or of an affiliate AJC. As a designated single-state area, Vermont must have at least one comprehensive one-stop AJC, but the state plan may provide for more than one comprehensive one-stop center to fit the needs of the state. In addition, the state plan may provide for affiliate one-stop centers to supplement the comprehensive one-stop AJC(s) within a local area, or for a network of program partners or specialized centers to additionally supplement the services available. The design Vermont's one-stop AJC service delivery system must be described in the Memorandum of Understanding (MOU) executed with the one-stop AJC partners (20 CFR 678.300(f), 34 CFR 361.300(f), and 34 CFR 463.300(f)).
- 6. Criteria.** Taking into account any feedback from one-stop AJC customers, the SWDB shall evaluate the effectiveness of each AJC using a written application submitted by the one-stop AJC operator, considering the following factors:

 - a. Integration of available services across programs
 - b. Use of customer-focused processes in delivering services,
 - c. Alignment of workforce services provided with the needs of participants and employers,
 - d. Coordination of services among partner programs,
 - e. Physical and programmatic accessibility of all services,
 - f. Outreach to local employers to assist with meeting workforce demands,
 - g. Use of cross-training, expertise and information sharing, and other communication strategies to maximize referrals and co-enrollments,
 - h. Application of appropriate business and accounting protocols in program and facility management,
 - i. Coordination and partnership with Career Technical Education Centers,
 - j. Impact of performance measures on strategies to improve delivery of services, and
 - k. Any other factor the SWDB deems relevant.
- 7. Application.** Vermont's One-Stop AJC Operator must complete and submit the attached application to the SWDB at least once every three years. In addition to the written application, the Operator and other members of the one-stop AJC leadership will be available for an in-person interview and site visit, upon request of the SWDB.
- 8. Committee.** The Chair of the SWDB will appoint five members to a special, ad-hoc committee (AJC Certification Committee) to evaluate and certify the effectiveness, physical and programmatic accessibility, and continuous improvement of Vermont's one-stop AJCs. No committee member may also be involved in the operation of the AJC at the time of their service to the committee. The committee shall organize itself in a manner most conducive to performing its duty and rendering a timely decision. The committee shall notify the

Chair and Operating Committee of the SWDB, the Governor, the Commissioner of Labor, and the one-stop AJC operator of its findings and decisions within a reasonable timeframe. The decision of the AJC Certification Committee shall be the decision of the SWDB pursuant to 20 CFR 678.800.

9. Assessment. In evaluating Vermont’s one-stop AJCs and determining if the SWDB shall certify their continued operation, the AJC Certification Committee may consider:

1. The written application submitted by the one-stop AJC operator,
2. Customer and partner feedback, if available, and
3. Findings resulting from a site visit or in-person interview conducted with members of the AJC leadership team.

The Committee may formulate and use a scoring rubric, if it chooses, to aid in its deliberation and decision-making. The decision to certify, conditionally certify, or not certify the AJC will be made based on the totality of information available about the operation of the AJC. The committee may consider and accept action or improvement plans to satisfy any criteria or element of its evaluation. While written or oral feedback on the one-stop AJC is encouraged, the committee need only document whether the AJC meets the criteria for operation set forth in Section 5, unless it chooses to conditionally certify an AJC for a period of not more than 90 days. A description of changes or improvements required to become certified must be submitted in writing to the One-Stop AJC Operator if the committee chooses to conditionally certify the AJC.

10. Modification. This process and application may be modified at any time in accordance with the SWDB’s “WIOA Governing Document.” At a minimum, the SWDB will review and update the criteria described in Section 5 every two years as part of the review and modification of the Vermont state plan described in Section 3.

11. Effective Period. This process takes effect upon signature and remains in effect until superseded by action of this Board, or by state or federal law.

Frank Cioffi, Chair
Vermont State Workforce Development Board

Date

Application for Certification: One-Stop American Job Center (AJC) in Vermont

Directions: Please complete this application, using the space provided and not more than 5 additional written pages. Submit completed application via email to: Dustin Degree; Dustin.Degree@vermont.gov.

1. Applicant Information

Name:
Organization:
Phone Number:
Email Address:
Mailing Address:

2. One-Stop AJC Information

Physical Address:
Mailing Address:
Main Phone:
Additional Contact Information:
Partner Programs Serving this Site:
AJC Site Manger:
This site is a: <input type="checkbox"/> Comprehensive AJC <input type="checkbox"/> Affiliate AJC

3. **Services.** Please attach a description of services provided by each partner program.

4. One-Stop AJC Operator and Partner Program Assurances

Please check the box if this AJC meets the following requirements.

- This AJC and the programs and services provided through it comply with applicable physical and programmatic accessibility requirements set forth at 29 CFR part 38, including:
 1. Providing reasonable accommodations for individuals with disabilities;
 2. Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;
 3. Administering programs in the most integrated setting appropriate;
 4. Communicating with persons with disabilities as effectively as with others;
 5. 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; and
 6. Providing for the physical accessibility of the one-stop center to individuals with disabilities.

- As of July 1, 2017, this center and the programs and services provided through it will include the “American Job Center” identifier or “a proud partner of the American Job Center network” on all products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the one-stop delivery system.

Please answer the following questions by typing your responses directly into the document.

1. Describe how this AJC’s organizational and operational structure promotes collaboration and alignment across programs.
2. Provide examples of how staff employ customer-focused processes to meet the needs of all customers (e.g. outreach, front-desk welcoming, communication protocols, referrals and “soft transitions,” follow-up, feedback).
3. What tools or strategies are used to ensure that the workforce development services provided by the center and program staff match the real-time needs of participants and employers?
4. Highlight some of the ways that services are made physically and programmatically accessible to all customers.
5. How are staff trained and cross-trained to ensure competency in (a) partner program eligibility and services, (b) eliminating barriers to employment, (c) best practices in service delivery and case management, (d) data and performance reporting, and (e) state and federal compliance requirements?
6. What information about local employers and employer needs is collected across programs? How is it used, shared, and maintained?
7. How do you use data and performance measurements to improve delivery of services and achieve better outcomes for customers?
8. What are some of the ways that program partners work together to leverage resources, create efficiencies, and maximize impact of your work?
9. Identify any areas of improvement and steps that you anticipate taking in the next 12 months to improve the effective coordination and alignment of one-stop programs.
10. What support, resources, or involvement do you need from the State Workforce Development Board to help strengthen this one-stop AJC or Vermont’s one-stop AJC system?

You may exclude your answer to the following (optional) question from response page limit.

- 11.** (Optional) What else would you like the SWDB to know about the operation of this center or the functioning of Vermont's workforce development programs as they relate to the one-stop AJC system?