



INSTRUCTION NUMBER: WIOA 16-21

SUBJECT: OneStop Certification Standards Local Procedures

DATE ISSUED: June 30, 2017

DATE EFFECTIVE: June 30, 2017

DATE EXPIRES: Indefinitely

PURPOSE: To issue local guidance regarding the certification of SC Works centers and the SC Works delivery system.

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) requires that the State Workforce Development Board establish objective criteria and procedures for use by Local Workforce Development Boards (WDBs) in assessing one-stop centers at least once every 3 years. The criteria must be used to evaluate the one-stop centers and one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. In addition, the criteria must be reviewed and updated every 2 years as part of the review and modification of the State Plan.

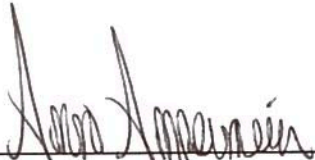
POLICY: Local WDBs are responsible for the assessment of their comprehensive SC Works centers and SC Works delivery systems against the attached standards. Assessment and certification of satellite/affiliate sites will be required in the next certification cycle to be determined by SCDEW. However, all SC Works centers must comply with applicable physical and programmatic accessibility requirements. In order to be certified, centers and delivery systems must meet or exceed the baseline measures for each standard. The attached documents includes proposed evaluation methods to be used for each standard.

ACTION: The Upstate Workforce Board is requiring the SC Works Operator to use the attached tool to evaluate Management, Job Seeker, and Business Services Standards. It is expected that the Operator will create a binder with a coversheet for each standard to include supporting documentation where applicable. Deadline dates will be coordinated by email from Upstate Workforce Board staff.

The Upstate Workforce board members will be split into three review committees: Management, Job Seeker and Business Services. Participation is requested, but is ultimately voluntary. The Upstate Workforce Board staff will coordinate the meeting time and provide copies of each standard to the review committee members prior to each meeting. During an in-person meeting, the standards will be reviewed against the baseline standards. Board members will have the opportunity to identify deficiencies, set a timeline to re-evaluate any standards, challenge supporting documentation, suggest wording changes, etc. Should the review committees be comfortable with the standards, a spokesperson should be appointed to make a recommendation to the full board.

After approval, Upstate Workforce Board staff will submit documentation of the assessment process and certification determination to the Workforce Support Unit at DEW no later than September 30, 2017. Should there be any deficiencies, a plan for corrections should be noted. Full certification is required by January 31, 2018. SC Works centers must be certified in order to be eligible to use infrastructure funds in the State funding mechanism. The same process will be used to certify satellite/affiliate sites and for re-certification as required.

INQUIRIES: Should you have any questions concerning this instruction, please contact Dana Wood at (864) 596-2028 (TTY: 711) or wood@upstateworkforceboard.org.



Ann Angermeier
Executive Director
Upstate Workforce Board

Source: state guidance 16-09 and 16-09 change 1

REPLACES LOCAL INSTRUCTION 11-04