

State of Alaska
Department of Labor and Workforce Development

Division: Alaska Workforce Investment Board	Policy: 100-2017
Subject: One Stop Operator Certification	Pages: 3
Reference: <ul style="list-style-type: none"> • Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Sections 121(a) and 121(e)(2) • 20 CFR 678.800 – One-Stop Certification 	Effective: May 23, 2017
Approved:  _____ Allison, Biastock, AWIB Executive Director 5/23/17 Date	
 _____ Larry Bell, AWIB, Chair 5/23/2017 Date	

1. Purpose:

To communicate Alaska’s process and procedures for evaluating and certifying one-stop sites under the Workforce Innovation and Opportunity Act (WIOA).

2. Background:

Title I of WIOA requires the State Workforce Development Board (SWDB), in consultation with local Chief Elected Officials and Local Workforce Development Boards (LWDBs), to establish criteria and procedures to be used to evaluate and certify one-stop sites for effectiveness, customer satisfaction, physical and programmatic accessibility, and continuous improvement. LWDBs must certify one-stop sites in order to receive one-stop infrastructure funds. In Alaska, the Alaska Workforce Investment Board (AWIB) certifies two types of one-stop sites: comprehensive sites and affiliate sites. This policy applies to both types of sites.

3. Policy: One Stop Site Evaluation and Certification Criteria and System Requirements; One Stop Operator Evaluation and Certification Process and Frequency; Certification Teams; Certification Determination; Non-certification; Appeals.

a. One-Stop Site Evaluation and Certification Criteria and System Requirements

As a part of the certification process, site operators must complete the *Application for One Stop Site Certification (Attachment A)* which contains a system requirements checklist and certification criteria approved by the AWIB. The AWIB must review the one-stop certification application and this policy every two years as part of the review and modification of the WIOA State Plan.

The AWIB can establish additional criteria and set higher standards for service coordination than those set by the State Department of Labor and Workforce Development. If the AWIB does so, they must also review and update those additional criteria and standards every two years as part of the WIOA State Plan update process. Any additional criteria must be clearly identified in addenda to the *Application for One Stop Site Certification*.

b. One-Stop Site Evaluation and Certification Process and Frequency

One stop sites will be evaluated and certified no less than once every three years. For comprehensive and affiliate sites, the certification process begins with the operator completing the *Application for One Stop Site Certification*, and submitting materials to AWIB staff. Comprehensive site certifications will also include a site visit by a certification team. Following the submission of a completed application, site visit (comprehensive sites only), staff interviews as determined necessary, and final responses to any follow up questions, the Evaluation Team will provide a written response to the operator within 30 days of completing the review process.

In support of the goal of continuous improvement, the one stop operator will provide an annual update to the AWIB during its first meeting of the calendar year. The executive committee may request specific information be included as part of the update. Any such request would be provided to the operator at a minimum of 30 days prior to the AWIB meeting.

c. Certification Teams

One-stop certifications teams are comprised of AWIB staff, and can include individuals who represent local partners; Department of Labor and Workforce Development (DOLWD); Department of Health and Social Services (DHSS); Department of Education and Early Development (DEED), with specific expertise serving populations with barriers to employment. Every attempt will be made to include at least one AWIB member on the certification team. Certification team members should be free of conflicts of interest. Certification teams may utilize experts from the state level or outside of the local area to ensure evaluations are objective. They may also utilize local experts who represent targeted populations but have no financial ties with the one-stop site.

d. Certification Determinations

One-stop certification teams will render written determinations within 30 days of completing the one-stop site evaluation process. There are three possible determinations: (1) certification, (2) provisional certification with a requirement that one-stop operators provide action plans and timelines for meeting certification standards, and (3) not certified or decertified. The written correspondence will include the determination that the certification team is recommending to the AWIB. The AWIB will affirm the results of the certification process at the first scheduled board meeting following the certification process. Job Centers deemed certified will receive a paper certificate following AWIB action.

Provisional certifications must be accompanied by detailed description of the issues/concerns identified so one-stop operators have sufficient information around which to develop required action plans and timelines for improvement/compliance.

e. Non-Certification

If an existing comprehensive one-stop site is ultimately not certified following a standard evaluation, the one-stop operator must have a plan to ensure continuity of service between the time a site is not certified and a new one-stop operator is procured.

A determination to not certify a one-stop site must be accompanied by a detailed description of the deficiencies, including an explanation as to why the certification team believed the deficiencies could not be addressed or resolved provisionally.

f. Appeals

Operators of comprehensive one-stop sites that are not certified may choose to appeal those determinations, in writing, to the AWIB. Those appeals will be subject to the processes and procedures outlined in locally required dispute resolution and appeal policies.

g. Definitions:

None.

h. Supersedes:

None.

i. Website:

j. Attachments:

Attachment A – Application for Alaska Workforce Investment Board One Stop Site Certification. The Application may be updated by DOLWD as deemed necessary. AWIB members will be notified via email if changes to the application are made. AWIB members are also required to review the application and this policy every two years.

Attachment B – Job Center Site Certification Team Score Sheet