

Northeastern Workforce Development Board (NWDB) General Policies and Procedures ONE STOP CERTIFICATION CRITERIA	
Policy 019	EFFECTIVE DATE: 12/9/2021 <i>Revised: 09/14/2023</i>
Approved by: Northeastern Workforce Development Board	Executive Director: <i>Jalan Williamson</i>

REFERENCE/AUTHORITY:

- WIOA Section 101(d)(6)(A) and 121(g)
- WIOA Sections 20 CFR § 678.800, 678.130(f)(1), and 679.370(q)
- TEGL 16-16

PURPOSE: The purpose of this policy is to provide guidance to one-stop system partners regarding responsibilities pertaining to one-stop certification requirements and the criteria required to evaluate and certify Maine’s comprehensive and affiliate one-stop centers.

BACKGROUND: The certification process promotes a level of quality and consistency of services in one-stop centers across Maine. The certification criteria set standard expectations for customer-focused, seamless, services from a network of partners that help individuals overcome barriers to becoming and remaining employed.

To be eligible to receive infrastructure funding, local area one-stops/CareerCenters must be assessed and certified by the Northeastern Workforce Development Board (NWDB) at least once every three years using criteria established under WIOA Section 121(g) and identified by the State Workforce Board (SWB) in consultation with the chief elected officials (CEOs) and local workforce boards, as outlined in this policy.

The SWB, in consultation with CEOs and local workforce boards, will review the certification criteria at least once every two years and update it as necessary to assure continuous improvement of the system.

The SWB will ensure the one-stop certification criteria is in alignment with the State Unified Plan and that any revisions to the certification criteria will be formalized in a policy issuance and included as a part of the State Unified Plan or any modification to the State Unified Plan.

DEFINITIONS:

- **Comprehensive One-Stop** – One-stops are also referred to nationally as American Job Centers and in Maine as CareerCenters. A comprehensive one-stop is a workforce system access point at which employers, workers, and job seekers have access to the services of all required workforce system partners’ programs. Each local area must include at least one comprehensive one-stop.

- **Affiliate One-Stop** – An affiliate one-stop is an access point at which employers, workers, and job seekers can access one or more of the one-stop partners’ programs, services, and activities. Find CareerCenter locations at: <https://www.mainecareercenter.gov/locations/index.shtml>

GENERAL POLICY:

Current One Stop Centers

(The following sites are subject to change. Check the board’s website to identify the existing and current sites <https://www.northeasternwdb.org/about/one-stop-partners/>)

Comprehensive One Stop Center:

Tri County CareerCenter
45 Oak Street, Bangor, ME. 04401

Affiliate Sites:

Dover-Foxcroft Higher Education Center
50 Mayo Street, Bangor, ME. 04426

Katahdin Higher Education Center
1 Dirigo Drive, Suite 2, East Millinocket, ME. 04430

Machias CareerCenter
53 Prescott Drive, Suite 1, Machias, ME. 04654

Presque Isle CareerCenter
66 Spruce Street, Suite 1, Presque Isle, ME. 04769

Ellsworth- to be determined

WIOA Mandated Criteria: The criteria identified in this guidance will be used to evaluate one-stop centers for effectiveness, customer satisfaction, physical and programmatic accessibility, and alignment and integration of resources for the purpose of continuous improvement.

Evaluation Criteria must include assessment of how well each one-stop center:

- Integrates available services for participants and businesses in a way that is tied to locally negotiated performance goals;
- Meets the workforce development needs of participants and employers through provision of services and leverage of resources;
- Operates in a cost-efficient manner;
- Coordinates services among and between one-stop programs in a way that is seamless to the customer and eliminates duplication of services;
- Provides access to partner program services to the maximum extent possible; including providing services outside of regular business hours where and when there is a workforce need identified by the local board.

- Ensures equal opportunity for all individuals, including individuals with barriers to employment, to participate in or benefit from one-stop center services;
- Takes action to comply with disability-related regulations implementing WIOA Section 188 set forth in 29 CFR 38, including:
 - Making reasonable accommodations for individuals with disabilities;
 - Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against individuals with disabilities;
 - Administering programs in the most integrated setting appropriate;
 - Communicating with persons with disabilities as effectively as with others;
 - Providing appropriate auxiliary aids and services, including assistive technology devices and services to afford individuals with disabilities equal opportunity to participate in, and enjoy the benefits of, program activities; and
 - Providing for the physical and programmatic accessibility of the one-stop center to individuals with disabilities.
- Achieves or exceeds State negotiated levels of performance and other performance measures established by the local board for the local area;
- Has a process for identifying and responding to technical assistance needs of staff and partners;
- Has a system of ensuring professional staff have the requisite knowledge, skills, and abilities required to administer services, including a system for provision of continuing professional development activities on behalf of professional staff, as necessary;
- Has a system in place to capture and respond to customer feedback and to ensure customer-centric service delivery and customer satisfaction (workers, job seekers, and employers); and
- Has a system in place to assess itself in regard to these requirements and to implement continuous improvement.

Additional State Criteria per the State Workforce Board, local boards must also evaluate one-stop centers on the effectiveness of outreach strategies and efforts, including:

- Outreach to employers to provide information about the types of services, information and sector initiatives offered by and through the system;
- Outreach to individuals who cannot easily access the services at the physical one-stop centers, including:
 - Individuals in remote areas;
 - Individuals with disabilities;
 - Individuals with limited English proficiency or literacy; and
 - Individuals who are currently incarcerated and preparing for release.

Assessments will be conducted using a specific evaluation tool designed to review and evaluate the above criteria.

Local Area Criteria: The NWDB expects the One Stop Operator (OSO) to conduct annual self-assessments assuring universal access to the workforce system in the Northeastern region. The NWDB expects a summary reporting the status of universal access and access points to the workforce system as noted above. The OSO will update the One Stop Partners on a quarterly basis allowing for feedback and suggestions.

Deadlines: The NWDB must provide documentation of evaluation and re-certification of local area one-stops (comprehensive and affiliate) to the Bureau of Employment Services by **September 29, 2023**.

The State Workforce Board must review and revise (as appropriate) the criteria identified in this guidance on or before **June 18, 2024**.

Questions may be directed to:

Galan Williamson, Executive Director
Northeastern Workforce Development Board
26 Franklin St., P.O. Box 737
Bangor, ME 04402-0737
gwilliamson@northeasternwdb.org
(207)-907-0014