

**OFFICE OF WORKFORCE OPPORTUNITY
WIOA POLICY ISSUANCE – 16-01**

Effective Date: July 1, 2017

NH Works One-Stop Certification Policy

PURPOSE: To transmit the NH Office of Workforce Opportunity (OWO) policies and procedures for compliance with the federal requirement for the NH Works One-Stop Certification.

POLICY: It is policy that the OWO and the NH Works One-Stop Partners will comply with the requirements as established in the WIOA Act, Regulations, and TEGL 16-16 for a bi-annual one-stop certification review and approval process. This will occur every even odd year with the final report reviewed and approved by the State Workforce Innovation Board (SWIB).

PROCEDURES:

TEGL 16-16 clearly outlines the certification process:

American Job Center Certification. WIOA requires the State WDB, in consultation with CEOs and Local WDBs, to establish objective criteria and procedures to use when certifying its American Job Centers (20 CFR 678.800, 34 CFR 361.800, and 34 CFR 463.800). The certification process establishes a minimum level of quality and consistency of services in American Job Centers across a State. The certification criteria allow States to set standard expectations for customer-focused seamless services from a network of employment, training, and related services that help individuals overcome barriers to obtaining and maintaining employment.

The State WDB must establish objective criteria and procedures for the Local WDBs to use in evaluating the effectiveness, physical and programmatic accessibility, and continuous improvement of American Job Centers. Local WDBs must follow procedures and criteria established by the State WDB and certify its American Job Centers and its American Job Center network at least once every three years (20 CFR 678.800, 34 CFR 361.800, and 34 CFR 463.800); this includes comprehensive, as well as affiliate American Job Centers. Local WDBs may establish additional criteria relating to service coordination achieved by the one-stop delivery system. For example, this may include establishing more flexible business hours to meet the range of customer needs or increasing staff competencies to promote higher level service coordination to more vulnerable populations. Both the State WDB and Local WDB must review and update the criteria every two years as part of the review and modification of the State and local planning process. The Departments expect that all local area core program partners will complete the certification process using the State-developed criteria and procedures by the end of Program Year (PY) 2016 (June 30, 2017).

NH Works One-Stop Center Certification Process:

The established criteria will include:

- Effectiveness of NH Works, America's Job Center

- Comprehensive One-Stop Center
- Affiliate One-Stop Centers
- NH Works Memorandum of Understanding
 - Memorandum of Understanding renewal
 - On-site review with, at minimum, the NH Works Partners for the Comprehensive Center.
- Physical and Programmatic Accessibility
- Continuous Improvement of the comprehensive one-stop center and the one-stop delivery network
- Common Identifier for the Workforce Innovation and Opportunity Act

ACTION: All staff must be knowledgeable of the contents of this directive.