



## **One-Stop Certification Policy**

**Purpose:** The purpose of this policy is to articulate the Cumberland Salem Cape May Workforce Development Board's (WDB) on-going One-Stop Certification policy under the Workforce Innovation and Opportunity Act (WIOA)

**Affected Parties:** This policy applies to the organization/entity designated as the One-Stop Operator through the One-Stop Operator procurement as mandated by the NJ SETC Resolution #2016-14. WDB staff are responsible for implementing this policy.

## **Legislative and Regulatory references**

- WIOA Section 121
- 20 CFR 678.800
- TEGL 16-16
- NJ SETC One-Stop Certification Policy Resolution #2016-14

**Background Information:** Workforce development and training systems must offer current workers and the emerging workforce opportunities to acquire world-class skills that meet employer demands while increasing productivity. The workforce system must be comprehensive, flexible, innovative, employer-driven, customer-focused, and performance-based. The workforce systems must also respond to customer needs and be adaptable to the rapid changes in the global economy. Technology will be used in the delivery of services to the extent it is feasible.

In an effort to ensure the One-Stop delivery system meets minimum quality standards, including the effective integration of services, and meets the requirements in WIOA, the WDB has developed minimum One-Stop Career Center certification criteria. This standard certification criterion promotes the objectives of the New Jersey WIOA State Plan.

## **One-Stop Certification Requirements**

- The certification process will include a review based of the NJ SETC One-Stop Certification checklist
- Annual Monitoring of the One-Stop Center to include
  - active file review reports,
  - data validation reports,
  - the Americans with Disabilities Act (ADA) checklist located at [ADAchecklist.org](http://ADAchecklist.org),
  - an Equal Opportunity monitoring
  - NJDOL developed measurements and WIOA performance indicators
  - Other measurements as determined by WDB

**Annual Monitoring Process and Procedures:** WDB staff will coordinate with the One-Stop Operator to schedule the review. At least 30 days prior to the review a formal letter will be mailed to the One-Stop manager providing, but not limited to:

- An agenda
- Scope of the review
- One-Stop Career Center Certification Checklist (when required by the NJ SETC)

Circumstances may dictate an announcement of the review to be shorter than 30 days. These exceptions are expected to be used sparingly and will be arranged in consultation with the One-Stop manager. The exit meeting will provide a summary of the review. Additional technical assistance based on the review may be scheduled by WDB staff or the One-Stop Operator.

**Annual Monitoring Process and Procedures:** WDB staff will issue a report to the One-Stop Operator within 45 days of the exit meeting. The report will summarize the results of the monitoring activity with findings, required actions, areas of concern, suggestion, and positive practices as applicable.

**Finding and Required Action:** Findings are identified as issues or practices not compliant with the federal laws, regulations, and guidance, and state policies and procedures. Each finding will have a corresponding required action identifying the steps necessary to resolve the finding. If the required action for an ADA finding is not completed by the response due date identified in the monitor report, a plan of action to resolve the finding should be developed and included in the manager's resolution response.

**Area of Concern and Recommendation:** Areas of concern are issues, policies, or practices observed during the review that negatively impact the ability to effectively manage the grant or provide services to participants. They may also be red flags or risk areas that, if not corrected, could lead to an area of non-compliance in future monitoring reviews. Each area of concern will have a corresponding recommendation for improving the issues or practice. The One-Stop Operators are encouraged, but not required, to implement the recommended action for improving the issue or practice.

**Positive Practice:** Positive practices are practices or outcomes identified during the review that are sufficiently effective or innovative to warrant highlighting in the report and may be shared with other One-Stop Career Centers.

**Resolution of Findings:** Within 45 days of the report issued by WDB, the One-Stop Operator shall respond with supporting documentation regarding the findings and required action if there are any. A response to any areas of concern and suggestions may also be included. If more time is needed to complete the required action, a corrective action plan should be included to identify steps and a timeline to correct the finding(s).

**Appeal Process:** The One-Stop Operator may appeal the final findings made by WDB. This must be made in writing to the WDB Director within 30 days of the finale findings report. The letter

should not exceed one page and must explain the reason for the appeal. The WDB Director must respond to the appeal within 30 days. If a resolution is not agreed upon between the WDB Director and the One-Stop Operator, the WDB will review the monitor report and correspondence related to the appeal within 60 days. A final determination will be made by the WDB in writing within 30 days of their review.