

# Northwest Georgia Workforce Investment Board

## One-Stop Delivery System

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## I. Introduction

In accordance with the Workforce Investment Act (WIA) SEC. 121 *Establishment of One-Stop Delivery Systems*, the Northwest Georgia Workforce Investment Board (WIB) consistent with the State plan and with the agreement of the chief elected official shall:

- A. Develop and enter into a memorandum of understanding (MOU) with one-stop partners,
- B. Designate or certify one-stop operators, and
- C. Conduct oversight with respect to the one-stop delivery system.

This document provides information about the Northwest Georgia one-stop delivery system and one-stop sites.

A copy of the Workforce Investment Act and the regulations referenced in this document are available for review at the U.S. Department of Labor Employment and Training Administration web site at [www.doleta.gov](http://www.doleta.gov). A copy of the Georgia Plan is available at [www.dol.state.ga.us](http://www.dol.state.ga.us). A copy of the Northwest Georgia Plan is located at [www.careerdepot.org](http://www.careerdepot.org).

## II. One-Stop Partners

- A. As noted above, the WIB, with the concurrence of the Chief Elected Official (CEO), must develop and enter into an MOU with one-stop partners. WIA also requires that the WIB identify its inclusion of, or linkages with, required WIA partners either through co-location or electronically. Additional required partners and programs may be identified by the State and/or the Northwest Georgia WIB. The WIA required partners are:
  - 1. Programs authorized under Title I of the Workforce Investment Act; [Northwest GRC, Job Corps]
  - 2. Programs authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.); [Department of Labor]
  - 3. Adult education and literacy activities authorized under Title II of the Workforce Investment Act; [Department of Technical and Adult Education]
  - 4. Programs authorized under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.); [DHR - Division of Rehabilitation Services]
  - 5. Programs authorized under section 403(a)(5) of the Social Security Act (42 U.S.C. 603(a)(5)) (as added by section 5001 of the Balanced Budget Act of 1977); [Northwest GRC - Welfare to Work]

6. Activities authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.); [DHR Office of Aging; Northwest GRC Area Agency on Aging]
7. Postsecondary vocational education activities authorized under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.); [Department of Technical and Adult Education]
8. Activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.); [Department of Labor]
9. Activities authorized under chapter 41 of Title 38, United States Code; [Department of Labor - Veterans]
10. Employment and Training Activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.); [DHR - Community Services, Community Action Agencies]
11. Employment and training activities carried out by the Department of Housing and Urban Development; and [Housing and Urban Development]
12. Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law). [Department of Labor].

The Northwest Georgia WIB and Council of Chief Elected Officials (CCEO) of Northwest Georgia have designated Family and Children Services (DFCS) a required partner.

- B. While not mandatory, the Northwest Georgia WIB encourages and promotes the inclusion of additional community partners in its one-stop sites.

### **III. One-Stop Delivery System Operator**

- A. The Northwest Georgia WIB, in accordance with WIA, section 121 (d), selected the Region One Northwest Workforce Consortium (Operator) as operator for the one-stop delivery system and one-stop sites in its fifteen-county region. The Operator was selected "In accordance with an agreement reached between the local board and a consortium of entities that, at a minimum, includes 3 or more of the One-Stop required partners described." The Operator includes the Georgia Department of Labor (DOL), Family and Children Services (DFCS) , Rehabilitation Services (DRS) , Department of Technical and Adult Education (DTAE), and Northwest Georgia Regional Commission (NWGRC) all of whom have signed an MOU with the WIB and CCEO.

- B. Operator Requirements

1. The Operator's MOU includes, at a minimum, provisions describing:
  - a. The services to be provided through the one-stop delivery system and, if applicable, the one-stop site(s);
  - b. How the costs of such services and the operating costs of the system will be funded (including partners monetary and/or in-kind contributions) and the system/process for determining equitable contribution;
  - c. Methods for referral of individuals between the one-stop operator(s) and the one-stop partners for the appropriate services and activities;
  - d. The duration of the memorandum and the procedures for amending it during its term; and
  - e. Such other provisions, consistent with the requirements of Title I of WIA, as the parties to the MOU determine to be appropriate.
2. The Operator's by-laws describe at a minimum:
  - a. Memberships in and governance of the one-stop delivery system including a lead entity with signatory authority;
  - b. Voting rights and requirements for a quorum; and
  - c. Procedures for selection and removal for cause of partners and associates.
3. The Operators have demonstrated capability to assume fiscal responsibility, to set direction, and to manage overall operations including staff oversight, customer services, performance, coordination, collaboration, and continuous improvement.
4. The one-stop delivery system will utilize the Malcolm Baldrige Criteria for Continuous Improvement.

#### IV. Designating One-Stop Sites

- A. The Northwest Georgia WIB approved the one-stop sites listed in the Region One Northwest Workforce Consortium MOU. Comprehensive one-stop sites are located at Blue Ridge, Cartersville, Cedartown, Dalton, LaFayette, and Rome Career Centers and West Georgia Technical College in Waco. A Youth One-Stop Affiliated Center has been established at Georgia Northwestern Technical College.
  1. **Full-service sites:** Full-service one-stop sites will satisfactorily meet, as determined by the WIB and CCEO, the Level I chartering criteria. The hosting entity will have signed an MOU to participate in the one-stop delivery system. All required partners, if located within the region, will be physically located at or accessible through the one-stop site. The required

participating partners will sign a Resource Sharing Agreement that indicates how the operating costs of the center will be funded, including partners' monetary and/or in-kind contributions, and the system/process for determining equitable contribution. The one-stop site manager will prepare a Resource Sharing Report quarterly for review by the partners, Operators, and WIB/CCEO. The area/region the site serves will be clearly defined.

Entities desiring to become full-service sites must submit an application form which is based on the One-Stop System Level I Criteria. The application form will be reviewed and approved by the Consortium and the WIB One-Stop Committee prior to submission to the WIB and CCEOs for approval. Because the inclusion of all elements may be outside the authority or responsibility of the entity to accomplish, designation as a full-service one-stop may be provisional based upon satisfactory progress working toward the required criteria.

Full-service one-stop sites will be monitored annually by WIA staff. The results will be reported to the Consortium, One-Stop Committee, WIB and Chief Elected Officials.

2. **Affiliated Sites.** The hosting entity will have signed an MOU with the WIB and the Operator to participate in the region's one-stop delivery system, will be an active partner in the system, and will have representation on the WIB. The area/region served by the site will be clearly defined.
3. **Specialized Sites.** The hosting entity will have signed an MOU with the WIB and the Operator to participate in the region's one-stop delivery system, will be an active partner in the system, and will have representation on the WIB. The area/region served by the site will be clearly defined. To be designated specialized, the site must address the needs of distinct populations and, as such, will not be expected to provide universal service.

## V. Oversight of the One-Stop System

- A. The Operator's performance in operating the one-stop system will be periodically monitored and evaluated by the WIB. If the Operator does not earn renewal designation or fails to perform satisfactorily during a designation period, the WIB/CCEO may terminate the operator and take appropriate action to select an alternate operating entity. Only members of the WIB/CCEO without a

“conflict of interest” (i.e., neither they nor their immediate family members are partners or associates in the one-stop delivery system or one-stop sites) may vote on selecting or terminating an operator. The Operators will annually submit a report to the One-Stop committee for approval prior to submission to the WIB/CCEO.

- B. To retain designation as a one-stop site within the one-stop system, entities must actively participate in the one-stop system including demonstrating continuous improvement to the satisfaction of the Operator, One-Stop Committee, WIB and CCEO. Evaluation of the one-stop sites and one-stop system will be part of the process of evaluating the Operator.

## VI. Services

The one-stop system will provide for an array of services and linkages which afford customer choice in selecting options that will meet their employment and educational goals. One-Stop Centers are a point through which any adult or youth can obtain information to assist them in accessing career development opportunities through a variety of means. The means available to them include electronic access, printed materials, video, group and one-on-one assistance.

The system will also provided an array of service and linages which afford business customer choice in selecting options to meet their company’s goals.

In the Northwest Georgia full-service or associated one-stop centers, core services will be available to any individual without inquiry into characteristics that may determine his or her need or eligibility for program funded services. Specialized centers target eligible clients and do not have the facilities or staff to provide universal service. However, they are part of the one-stop system and will make smart referrals to one-stop centers and/or other appropriate services..

- A. The one-stop system will provide for **core services** as detailed in the WIA [Title I, Section 134 (d) (2)], which is available to adults and/or dislocated workers through the one-stop delivery system and includes:
  - 1. Determination of whether the individuals are eligible to receive assistance under the subtitle;
  - 2. Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system;
  - 3. Initial assessment of skill levels, aptitudes, abilities, and supportive services needs;

4. Job search and placement assistance, and where appropriate, career counseling;
5. Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
  - a. Job vacancy listings in such labor market areas;
  - b. Information on job skills necessary to obtain the jobs described in clause “a” above; and
  - c. Information relating to local occupations in demand and the earnings and skill requirements for such occupations.
6. Provision of performance information and program cost information on eligible providers of training services as described in section 122 of the Act, provided by program, and eligible providers of youth activities described in section 123, providers of adult education described in title II, providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.), and providers of vocational rehabilitation program activities described in title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.);
7. Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the one-stop delivery system in the local area;
8. Provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate;
9. Provision of information regarding filing claims for unemployment compensation;
10. Assistance in establishing eligibility for:
  - a. Welfare-to-work activities authorized under section 403(a)(5) of the Social Security Act (as added by section 5001 of the Balanced Budget Act of 1997) available in the local area; and
  - b. Programs of financial aid assistance for training and education programs that are not funded under this Act and are available in the local area; and
11. Follow-up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of employment, as appropriate.

B. The one-stop system will provide for **Intensive Services** to adults and dislocated

workers who are underemployed and are unable to obtain employment through core services and who have been determined by a one-stop operator to be in need of more intensive services in order to obtain employment or who are employed but who are determined by a one-stop operator to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency as defined by the local Workforce Investment Board.

1. Intensive services may be provided directly through one-stop operators identified by the local Workforce Investment Board (WIB) or through contracts with service providers, which may include contracts with public, private for-profit, and private nonprofit service providers, approved by the local WIB.
  2. Intensive services may include, but are not limited to:
    - a. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
      - i. diagnostic testing and use of other assessment tools; and
      - ii. in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
    - b. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals;
    - c. Group counseling;
    - d. Individual counseling and career planning;
    - e. Case management for participants seeking training services under (d) above; and
    - f. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
- C. The one-stop system will provide for eligibility for and referral to **training services** including, at a minimum, the services identified in the Act or has clearly indicated why the services will or cannot be provided. Services shall be provided for adults under paragraph (2)(A) or (3), as appropriate of section 133(b) of WIA and funds allocated to a local area for dislocated workers under section 133(b)(2)(B), respectively:
1. Who have met the eligibility requirements for intensive services under “C” above and who are unable to obtain or retain employment through

- such services;
2. Who after an interview, evaluation, or assessment, and case management, have been determined by a one-stop operator or one-stop partner, as appropriate, to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;
  3. Who select programs of training services that are directly linked to the employment opportunities in the local area involved or in another area in which the adults or dislocated workers receiving such services are willing to relocate;
  4. Who meet the requirements of "C" above which includes [except as provided in clause (2) above] provision of such training services shall be limited to individuals who:
    - a. are unable to obtain other grant assistance for such services, including Federal Pell Grants established under title IV of the Higher Education Act of 1965 (20 U.S.C. 1070 et seq.); or
    - b. require assistance beyond the assistance made available under other grant assistance programs, including Federal Pell Grants.
  5. Who are determined to be eligible in accordance with the priority system, if any, in effect under subparagraph (E) of the Act which states that "In the event that funds allocated to a local area for adult employment and training activities under paragraph (2)(A) or (3) of section 133(b) are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive services and training services." The local Board and Governor shall direct the one-stop operators in the local area with regard to making determinations related to such priority.
  6. The training services to which eligible individuals may be referred are determined by the local WIB and may include:
    - a. Occupational skills training, including training for nontraditional employment;
    - b. On-the-job training;
    - c. Programs that combine workplace training with related instruction, which may include cooperative education programs;
    - d. Training programs operated by the private sector;
    - e. Skill upgrading and retraining;
    - f. Entrepreneurial training;
    - g. Job readiness training;
    - h. Adult education and literacy activities provided in combination with services described in any of clauses a through h; and
    - i. Customized training conducted with a commitment by an

employer or group of employers to employ an individual upon successful completion of the training.

D. Youth Services

1. One-stop center staff will be trained to make smart referrals for those youth who need assistance beyond core self-services. Should it appear to staff that a youth would benefit by intensive or training services, the youth will be provided information about services available and referred to appropriate partner staff and/or programs for services.
2. WIA funded youth services will include:
  - a. Specialized youth programs which are available throughout the 15-county region for both in-school and out-of-school youth.
  - b. The ITA system will be available throughout the 15-county region and beyond. Youth ages 18 - 21 are eligible for the region's ITA system. Youth desiring training through the ITA system will be referred to the WIA funded staff serving the desired/requested school. A youth uncertain of the school or program he or she wishes to attend, should be referred to the closest WIA funded staff serving the ITA system. The WIA funded staff will provide assessment and evaluation to assist the youth to determine the appropriate program and school that will help him or her achieve a long-term career goal leading to self-sufficiency.
  - c. Due to limited funding, WIA can fund a relatively small number of summer jobs. However, the Georgia Department will be proactive in recruiting youth and employers for summer employment opportunities. Youth in need of a work permit will be referred to the local county superintendent's office.
  - d. WIA will provide electronic core services for youth through the CareerDepot.org and YouthSuccessAcademy.org web sites. Career Depot will be targeted toward older youth and adults; Youth Success Academy will be targeted towards younger youth. The web sites will provide employment, education and training, and community resources information.
  - e. WIA will provide information about youth opportunities through the Youth Council, Workforce Investment Board, Chief Elected Officials, staff involvement with youth oriented committees and organizations, and the Career Depot newsletter. The newsletter will be mailed to a wide variety of organizations throughout the Northwest Georgia region. It will also be available through the Career Depot web site.

- E. The one-stop system will provide services and/or information for the **Business** community include, but are not limited to, the following:

1. Labor market information;
2. Recruitment, testing, screening and referral of qualified applicants for employers' current and anticipated job openings;
3. Posting of job orders;
4. Skill and aptitude testing for current employees;
5. Referrals to education and training services for new and incumbent workers;
6. Follow-up and retention services for employees after training;
7. Hiring and retaining non-traditional employees;
8. Supervisory training in mentoring and coaching skills;
9. Regional information on availability of employees and skill levels;
10. Information about entrepreneurial resources and training;
11. Information about Quick Start, on-the-job training, customized training, and other training programs available to businesses;
12. Business related seminars;
13. Assistance to employers who are expanding, downsizing or restructuring;
14. Dislocated Worker assistance;
15. Assistance with federal and state employment laws;
16. Information about Unemployment Insurance, tax credit, federal bonding and other employer assistance programs that are available;
17. Economic development information and assistance; and
18. Access to a business center which includes office space with internet access, video telecommunications capabilities, computers, printers, fax, telephone, copier and other standard business machines as well as private interview space.

F. The one-stop system will be **customer focused** in that it's one-stop delivery system is designed so that:

1. Referrals will be accurate the first time, and the system is designed to reduce the number of referrals;
2. The number of data collection points for customer is streamlined;
3. The amounts of duplicative information customers must provide is reduced;
4. A continuous staff training and cross-training plan is in place to ensure staff will be knowledgeable, professional, and customer satisfaction oriented;
5. One-stop sites' facilities and surroundings are clean and present a professional image;
6. Customer materials are well-designed, clearly written, and professional in appearance;
7. A system is in place to assure candidates who meet minimum qualification requirements are referred to employers;

8. A system is in place to reduce duplicative and multiple agency job development visits to employers;
9. Video teleconferencing access is provided at multiple area locations for the use of job seekers, employers and other customers referred to other partners and associates for service;
10. Economic development agencies and Chambers of Commerce are provided information about the services available through the one-stop system and are assisted, when requested, in their efforts;
11. Information is provided to the Workforce Investment Boards' designated entity in a timely manner so as to maintain up-to-date services information on the regional and state one-stop system web sites, marketing materials, etc.
- 12.. The one-stop delivery system will have listed and described the products and services, included fee-based services, which are offered, described the customer for whom it will be offered, and identified the need it will meet.