POLICY RESOLUTION: SETC #2016-14
SUBJECT: New Jersey Local One-Stop Career Center Certification Process

Purpose
Local One-Stop Career Centers are critical to the provision of programs and services in the local area. The Workforce Innovation and Opportunity Act (WIOA) of 2014 reinforces the importance of each Local One-Stop by requiring the Governor in partnership with the State Workforce Development Board and local workforce boards, to establish criteria based on items outlined in WIOA Section 121 to certify One-Stop Career Centers.

Background
WIOA Section 121, requires that local One-Stop Career Centers shall be certified. The law links such certification to the ability to receive potential infrastructure funding for the One-Stop. Such certification shall be based on established criteria and the extent to which the One-Stop provides programs and services in the local area that have enabled that area to satisfy or exceed performance and quality service criterion.

The Malcolm Baldrige National Quality Award principles establish an approach to performance excellence with a focus on continuous improvement. WIOA requires that the State establish a level of expectation for One-Stop certification that local boards must utilize (or may exceed) as a basis to certify a One-Stop under its auspices. The Baldrige approach to gauging efforts regarding leadership, strategic planning, customer and market focus, information and analysis, human resource focus, process management and business results has been adopted in many states as a format in establishing such a certification process.

The New Jersey State Combined Plan requires that local workforce areas competitively procure a One-Stop Operator every 2 years. While the WIOA law speaks to a 4-year requirement, New Jersey would need to be consistent with its existing plan.

New Jersey's One-Stop Career Center certification process will be put into effect as of July 1, 2017; consistent with the requirement for a competitively procured One-Stop Operator to be in place in each local workforce development area. Local procurement efforts typically require a multi-month process to complete. Having this information available should assist in establishing a baseline for One-Stop efforts.

The first part of the policy establishes a yes/no set of requirements to determine whether One-Stops satisfy a number of requirements. The policy further establishes a work group including state and local representatives who would be charged with establishing future quantitative objective standards.

Under this policy local workforce boards must establish a local process of review that may include a qualified group of non-conflicted local board members or a qualified third party. All local areas will have the responsibility to ensure that the group established locally is qualified and able to perform such work.

Pre-requisites to certification are necessary. This recognizes essential elements of programming/service that must be in place prior to certification. This includes matters like accessibility standards, establishment of a grievance/complaint system for customers, a certified local Workforce Development Board and a local MOU that includes the workforce board and its partners.

A local workforce area will submit a request for local One-Stop Certification. The area will show to document that they have satisfied requirements by documenting that all pre-requisite matters and the Certification Checklist, or a similar document that satisfies the specific requirements of the Checklist and more, are completed. Those responses will be shared with the SETC/LWD which will review the request, assess its credibility and determine whether the request should be brought to the full SETC for consideration.

Timeframe

All items identified in the One-Stop Certification process are due to the SETC through the period July 1, 2017 to June 30, 2019**.**

Date	Activity/Outcome
October 2016	One-Stop Certification Process Rollout
November 2016 – June 2017	Technical Assistance and Capacity Inventory made available
April 1, 2017	SETC/LWD establish One-Stop Certification Request Review Panel(s)
July 1, 2017 to June 30, 2019	Local workforce board may refer locally approved certification request to the SETC
July 1, 2017 to June 30, 2019	SETC/LWD review panel approval process ongoing

September 2017 to June 2019	Full SETC consideration for recommended certifications
October 2017	Convene State/Local body to develop future certification criterion
July 2018	SETC consideration of State/Local body for future certification criterion
July 1, 2019	New certification criterion to be implemented

Process Guide	Required Materials and Information
1	Local workforce development boards will submit a One-Stop Certification package for SETC consideration during the two-year period. That request should include: • A transmittal letter indicating that the area is requesting certification; • A discussion of how the area went through the process ; • Where the related documentation used in determining suitability of the request is available for review; and, • Indication of who the local point of contact is for access to the documentation and associated staff.

2	Documentation of the pre-requisite requirements prior to certification consideration:
	
	• Copy of Workforce Development Board Certification;
	• Documentation indicating that One-Stop meets accessibility/disability standards;
	• Documentation of satisfactory grievance, complaints and EO standards;
	• Current effective local Memorandum of Understanding between local Workforce Development Board and its local One-Stop Partners; and,
	• Either:
	    o A completed New Jersey One-Stop Certification Checklist; or,
	    o A comparable local document that, at a minimum, includes all elements of the New Jersey One-Stop Certification Checklist.

3	Subsequent certifications:
	• The New Jersey State Employment and Training Commission will reach out to local workforce development board chairs/directors and the New Jersey Department of Labor and Workforce Development to form a One-Stop Certification Workgroup. Its purpose will be to establish ongoing objective certification criterion consistent with Baldrige principles that target continuous improvement. Recruitment for this group should begin in the spring of 2017 with its first meeting targeted for October 2017.

Attachments: NJ One-Stop Certification Checklist

Commission Approved: September 20, 2016

New Jersey

One-Stop Certification Checklist

September 20, 2016

New Jersey One-Stop Certification Process

Certification Process Checklist

Background – The following documents are required to be submitted by each local Workforce Investment Area seeking One-Stop Certification. These may be considered gateways to certification consideration:

☐ A completed cover document / letter of transmittal requesting State of New Jersey One-Stop certification;

☐ Current/Full Workforce Development Board Certification

☐ Verification of meeting disability/accessibility standards;

☐ Verification of meeting grievance/complaint/EO standards;

☐ Local Memorandum of Understanding between the Workforce Board and its local one-stop partners;

☐ A completed Quality Benchmarking Tool;

☐ Completed Minimum Standard of Service Delivery Checklist.

ONE-STOP CERTIFICATION

QUALITY BENCHMARKING TOOL

Category No. 1: Leadership
Partners agree on a shared vision for a customer-driven service delivery system.

Yes   No

Evidence Indicator: A shared vision among all required partners is documented in MOU.

Agreements (e.g. MOUs) indicate that partners/suppliers have agreed to short/long-term goals regarding broader economic/political goals of the community.

Yes   No

Evidence Indicator: Agreements recognize goals established by Workforce Development Board, State of New Jersey and United States Department of Labor.

Systems exist that demonstrate the existence and utilization of regional efforts including a collaborative plan and resource sharing that indicate efforts are not constrained by governmental or political boundaries.

Yes   No

Evidence Indicator: Regional plans and service agreements indicate joint utilization of services with a breakdown of shared costs.

A local governance process that is charged with overseeing the planning and provision of one-stop services.

Yes   No

Evidence Indicator: Workforce Board (or committee) includes this as among its charges and is corroborated by minutes/documentation.

Community partners have been educated in such a manner that a wide range of partners have participated in discussions regarding the model/management of the One-Stop.

Yes   No

Evidence Indicator: Attendance/public hearing lists for presentations/meetings where the discussions are held are maintained/available.

Category No. 2: Strategic Planning
All required programs/partners are involved in strategy development and are appropriately represented in full service One-Stop Career Centers.

Yes   No

Evidence Indicator: Records indicate participation and organizations are providing services in One-Stop on a regularly scheduled basis.

Process in place to document expectations of board, partners, staff and service clients. Provided in manner in which activity may be measured against goals.

Yes   No

Evidence Indicator: Records maintained documenting efforts/results of associated groups.

Local certification plans exist for centers/affiliates as appropriate.

Yes   No

Evidence Indicator: Copies of plans/associated guidelines**.**

Federal and NJ performance metrics are utilized for measuring performance against plan and as decision-making tool.

Yes   No

Evidence Indicator: Documentation for decision-making maintained/reviewable. Confirms decisions.

Eligible Training Provider List, Consumer Report Card, performance data and evidence-based results are utilized in decision-making.

Evidence Indicator: Documentation for decision-making Maintained/reviewable. Confirms decisions.

Training opportunities are linked, where appropriate, to career pathways and industry-based credentials. System ensures that service clients may build upon their skills throughout their career.

Yes   No

Evidence Indicator: Client folder discusses career paths, future opportunities and manners of accomplishment.

Clear area commitment to Employment First for applicable service clients.

Yes   No

Evidence Indicator: File indicates placement/wages for service clients. Wage should satisfy requirements of Employment First.

Category No. 3: Customer and Market Focus
Public hearings/focus groups used to attain customer input as part of service planning.

Yes   No

Evidence Indicator: Records/minutes of proceedings are kept and included in plans as appropriate.

Single points of contact have been established in the area for business and client customers.

Yes   No

Evidence Indicator: Records indicate single point of contact for each appropriate client.

Client customer satisfaction data (e.g. surveys, etc.) is used as justification for service/products and as documentation of continuous improvement.

Evidence Indicator: Records are maintained that indicate satisfaction and used as a basis for service/product provision.

Partnerships exist that cut across the market to ensure access to groups/individuals that may help ensure success.

Yes   No

Evidence Indicator: Agreements/MOUs are maintained/signed that document relationships, and the basis of the relationship that include, but are not limited to organizations such as community colleges, employer groups, trade associations, talent networks/targeted industries, labor organizations and community/faith-based organizations.

Foundation for workforce development investments have been established with industry-focused Talent Networks, Targeted Industry Partnerships and Talent Development Centers.

Yes   No

Evidence Indicators: Records indicate service focus on supporting targeted fields.

Review local services/approach to examine how Career Center system determines customer/market requirements; expectations and preferences; successes/failures; and, adjusts to findings as step towards continuous improvement.

Yes   No

Evidence Indicator: Records document that local determination took place, information reviewed, acted upon and that service/program structure reflects the results.

Category No. 4: Information and Analysis
Operator demonstrates how use of information and information technologies support/enhance customer service and staff effectiveness.

Yes   No

Evidence Indicator: Documentation exists that demonstrates use of information/technology in supporting/enhancing customer service and staff effectiveness.

Local service audit utilized to identify areas/opportunities for new/improved products/services.

Yes   No

Evidence Indicators: Audit result leading to changes reviewed.

Stakeholder training teaching stakeholders how to analyze the relationship between quality improvement, customer satisfaction and financial performance.

Yes   No

Evidence Indicator: Documentation of training/attendance exists and is reviewable.

System-wide method for collection, analysis and use for data exists and is used by Operator.

Yes   No

Evidence Indicator: Documentation is reviewed that details methods of collection and use. Analysis is made available and is indicative of activities/actions taken in area.

Category No. 5: Human Resource Focus
Guidelines and a plan for ongoing capacity building have been developed to ensure that staff at all levels of process are trained and expert in providing customer oriented services at a high level.

Yes   No

Evidence Indicator: Training schedules, content and attendance list are maintained and reviewable.

Process exists to identify and conduct necessary training sessions for all levels of system staff and program/service suppliers.

Yes   No

Evidence Indicator: Process is documented; results are in reviewable form and attendance lists maintained.

Information systems and work processes are designed to promote collaboration and sharing of findings across multiple partner organizations and work units. Data is used as a basis for performance review.

Yes   No

Evidence Indicator: Processes and systems for sharing are documented and use of data for performance is available for review.

Category No. 6: Process Management

Local certification process based upon quality/Baldrige criteria for performance measures and quality assurance has been established for product/service suppliers.

Yes   No

Evidence Indicator: Process is documented and available for supplier review and adaptation.

A documented service flow for each One-Stop exists. The process indicates timelines and methods for referral and how Eligible Training Provider list and Consumer Report Card is managed and how ITAs are made available within process.

Yes   No

Evidence Indicator: Service flow is available for review. It documents time lines and methodologies for potential actions/activities.

Processes for the handling of poor performance by Operator, partner and service/product provider are documented.

Yes   No

Evidence Indicator: Documents are available; processes are realistic/implementable.

System has been established to document strengths/weaknesses of processes to develop more effective, customer-oriented processes.

Yes   No

Evidence Indicator: Document is available; process improvement is realistic/implementable

Services/Programs are organized functionally; not be funding source, program or staff.

Yes   No

Evidence Indicator: Documentation and physical structure demonstrate functional alignment.

Category No. 7: Business Results
Service renewal and incentive programs are linked to meeting/exceeding specific performance standards.

Yes   No

Evidence Indicator: A documented policy is available for review and any renewals are consistent with process stated.

Business results are defined within context of improved service quality for customers by center and by system. Success measures go beyond measures such as placement rates.

Yes   No

Evidence Indicator: Performance is documented by measures beyond placement and consider referral location, one-stop (where applicable) and other factors (e.g. referral staff, skill levels, etc.)

Service supports are measured to determine impact on service results.

Yes   No

Evidence Indicator: Measures/analysis is performed for various forms of support (e.g. transportation, counseling, child care etc.) has taken place and is documented/available for review.

Guidelines and a plan for ongoing capacity building have been developed to ensure that business volunteers at all levels of process are trained and prepared to understand the needs of the workforce system at a high level.

Yes   No

Evidence Indicator: Training schedules, content and attendance list are maintained and reviewable.

Process exists to identify and conduct necessary training sessions for all levels of business volunteers.

Yes   No

Evidence Indicator: Process is documented; results are in reviewable form and attendance lists maintained.

Business partners have been educated in such a manner that a wide range of partners have participated in discussions regarding the model/management of the One-Stop.

Yes   No

Evidence Indicator: Attendance/public hearing lists for presentations/meetings where the discussions are held are maintained/available.

Processes for ongoing private sector membership, participation and outreach are in place along with systems that ensure linkages between ongoing workforce services with the needs of the business community and employers.

Yes   No

Evidence Indicator: Levels of business board membership, business association memberships and links between program services and business/employer demand.

Employer customer satisfaction data (e.g. surveys, etc.) is used as justification for service/products and as documentation of continuous improvement.

Evidence Indicator: Records are maintained that indicate satisfaction and used as a basis for service/product provision.