

## FOR DISCUSSION OF AGENDA ITEM # 4 DRAFT RECOMMENDATION # I

### Workforce Investment Act Title I Local Plan Guidelines, Part 2, Issued December 30, 2005, Department of Workforce Development

#### Criteria for Certifying Comprehensive Job Centers

##### Introduction

The Workforce Investment Act requires each Workforce Development Area to have at least one comprehensive, physical site that is a Comprehensive Job Center. Workforce Development Boards (WDBs) are responsible for certifying Comprehensive Job Centers. The following criteria for certification are intended to increase service consistency among Wisconsin Job Centers and to focus Job Centers on being more demand-driven. A Job Center must meet all criteria in order to be certified as a Comprehensive Job Center.

##### Criteria

1. The Comprehensive Job Center has a credentialed employment counselor who works with all job seeker customers and is scheduled on-site each week. A credentialed employment counselor must possess a Professional Counselor license issued by the Wisconsin Department of Regulation (WI DRL) and Licensing or possess a Masters degree in Counseling and be able to be licensed by the WI DRL.
2. The Comprehensive Job Center will be open non-traditional hours to meet specialized needs of employers and job seekers. The availability of this service must be listed on the Comprehensive Job Center's website (see # 12). (Non-traditional hours are before or after the regular daytime business hours.)
3. The Comprehensive Job Center must have a liaison to schools to outreach to youthful job seekers and ensure they have access to the Job Center's services.
4. The Comprehensive Job Center must address the needs of youthful job seekers (for example, setting up a youth literature rack, designating a youth PC that has more youth oriented applications on it, or having a youth area on the website).
5. The Comprehensive Job Center must have an integrated, coordinated Business Services Team. (See *WIA Local Plan Guidelines*, III - A, December 2005.)
6. The Comprehensive Job Center must have a written *Business Services Plan* for its Center and its affiliated APS which describes how the Business Services Team will provide all business services in an integrated non-duplicative manner for the area covered by the plan.
7. The Comprehensive Job Center must have a plan that ensures a trained, competent staff and participates in a staff credentialing program such as the National Association of Workforce Development Professional credential.
8. The Comprehensive Job Center is participating in a continuous improvement program such as Baldrige Express, ISO 9000, Six Sigma, or some other WDB-approved program.
9. Each Job Comprehensive Center will have exterior signage using the "Wisconsin Job Center" logo. This logo will be located above and larger than other signage displayed. Interior signage ensures that all customers are able to use the Comprehensive Job Center effectively and includes, at a minimum, alternate language signage appropriate to customer demographics, required posters, and room locations and directions.

10. WIA Title 1, WIA Title III (Wagner-Peyser/Job Service), and WIA Title IV (DVR) must have staff physically housed and delivering services from the Comprehensive Job Center 100% of the time the center is open and **at least four other** mandatory partner programs (listed below) have staff physically housed at and delivering services from the Center at least 50% of the time the center is open.

**WIA *Mandatory One-Stop Service Delivery Partners:***

- WIA activities for Adults, Youth & Dislocated Workers (WIA Title I)
- Adult Education and Family Literacy (WIA Title II)
- Job Service - Labor Exchange such as Job Net (Wagner-Peyser WIA Title III)
- Vocational Rehabilitation (WIA Title IV)
- Welfare-to-Work
- Temporary Assistance to Needy Families/WI W-2 (Added by the Governor)
- Food Stamp E & T and Food Stamp Workfare
- Senior Community Service Employment Program- Older Americans Act
- Carl D. Perkins Vocational and Applied Technology Education
- Trade Adjustment Assistance (and NAFTA-TAA)
- Veterans E & T Services & local veteran's outreach programs
- Community Services Block Grants
- Housing and Urban Development E & T Activities
- Unemployment Insurance
- W-2 Employment and Training Services

Representatives from national programs are **mandatory if present in the WDA:**

- Native American Programs
- Migrant and Seasonal Farm Worker Programs
- Job Corps
- Youth Opportunity Grants
- Veterans Workforce Investment Program  
Housing and Urban Development E & T Activities
- Unemployment Insurance
- W-2 Employment and Training Services

Representatives from national programs are **mandatory if present in area:**

- Native American Programs
- Migrant and Seasonal Farm Worker Programs
- Job Corps
- Youth Opportunity Grants
- Veterans Workforce Investment Program (WIA Title I Section 168)

11. The Comprehensive Job Center has a system in place to evaluate its effectiveness in providing services to job seekers and employers and makes that information available to the public.
12. The Comprehensive Job Center maintains an up-to-date website that includes services, events, contact information, hours of service and links to JobNet, JobNet Business, and WorkNET.
13. The Comprehensive Job Center must provide the following:
  - a. List job orders and make connections between job seekers and employers
  - b. Provide information about available job training and make referrals as needed.
  - c. Provide customer access to all other required WIA partner programs.
  - d. The Center ensures veterans' priority across all services and programs
  - e. The Center provides regularly scheduled financial literacy education and assistance, information about and referral to credit rehabilitation counseling
  - f. Eligibility determination: Process to determine whether an individual is eligible to receive

assistance.

- g. Other Eligibility: Assistance in establishing eligibility for 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 programs of financial aid assistance for training and education programs that are not funded under the WIA and are available in the local area.
- h. Outreach, intake: Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the Job Center system.
- i. Assessment: Initial assessment of occupational and soft skill levels, aptitudes, abilities, and supportive service needs.
- j. Job Search: Job search and placement assistance, and where appropriate, career counseling;
- k. Labor Market Information: Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including - job vacancy listings in such labor market areas; information on job skills necessary to obtain the jobs, and information relating to local occupations in demand and the earnings and skill requirements for such occupations; information about targeted employers is available to job seekers.
- l. Provider Performance: Provide performance information and program cost information on eligible providers of training services, youth activities, adult education, postsecondary vocational education activities and vocational education activities available to school dropouts, and providers of vocational rehabilitation program activities.
- m. Local Area Performance: Provide 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.
- n. Support Services: Provide 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.
- o. UI Claims: Provide information regarding filing claims for unemployment compensation.
- p. Follow Up: Follow-up services (including counseling) for WIA participants who are placed in unsubsidized employment, for not *less than 12 months after the first day of employment*.
- q. Business Services: All job orders must be listed on JobNet; offer pre-screening for targeted employers based on a posted job order

14. The site meets ADA physical and program accessibility requirements.

15. The Resource Room/customer service areas of the Center are staffed all hours the Center is open. A Job Center staff is dedicated to the Resource Room. That is, persons who are properly trained in this function and whose primary duty is to provide Resource Room services staff the room.

16. Provide equal access to all services and programs (including resource room materials and services) for all customers, including persons with disabilities and limited English-speaking persons.

17. The Comprehensive Job Center has a *Cost Contribution and Staffing Plan* that identifies how each partner will participate in the support of the Center. (see Attachments E and M)

18. There is evidence the Comprehensive Job Center has a positive relationship or partnership with local media.

19. There is evidence the Comprehensive Job Center has a positive partnership with faith and community based organizations, and business organizations.

20. The Comprehensive Job Center has an *Memorandum of Understanding* (MOU) with all partners that clearly delineates roles and responsibilities in the service delivery system.

## **First Set of Related Recommendations that were forwarded to the Governor May 2006**

### Recommendation 1

The Department of Workforce Development administers 10 of the 17 required partner programs. We recommend a first step toward the vision is to create a consolidated organizational structure to govern these programs and hold them all accountable to support the vision of a One-Stop model down to the regional and local levels.

### Recommendation 2

Specific areas for co-program coordination include (a) create one planning and funding cycle, (b) consistent reporting criteria, (c) consolidated application process across programs for customers (d) consistent performance measures.

### Recommendation 2a

We also propose an interim step for streamlining the funding process – Begin with the Governor directing the Department of Workforce Development's program administrators to negotiate common waiver requests to their federally funded agencies for the purpose of program efficacy within a fluid, coordinated One-Stop system.

### Recommendation 3

Create sustainable financial support for the One-Stop infrastructure.

We recommend another first step as the Governor direct his Cabinet and all accountable agencies to (a) create financial incentives for One-Stop participation and involvement; (b) design a "fair share" allocation method among all of the state-administered workforce training and employment placement programs; (c) develop a measurable scorecard to create accountability within the infrastructure