

## One-Stop American Job Center System

### What is it?

- Federally required network of separately funded service providers that brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network.
- One-Stop partners administer programs as a set of integrated streamlined services to customers.

### Who are the One-Stop Partners?

| Program   | VT Provider  |
|---|--|
| WIOA Title I Adult Program  | Department of Labor (VDOL)   |
| WIOA Title I Youth Program  | Department of Labor (VDOL)   |
| WIOA Title I Dislocated Worker Program                            | Department of Labor (VDOL)   |
| WIOA Title I Job Corps Programs                                   | Northlands Job Corp Center   |
| WIOA Title I YouthBuild Programs                                  | ReSource VT  |
| WIOA Title I Native American Programs*                            | Maquam Bay of Mississquoi, Inc.  |
| WIOA Title I Migrant & Seasonal Worker Programs                   | Pathstone  |
| WIOA Title II Adult Education & Family Literacy Programs          | Agency of Education (AOE) competitive subawards (Current: VAL, CVABE, NEKLS, & Tutorial Center)        |
| WIOA Title III Wagner Peyser Program                              | Department of Labor (VDOL)   |
| WIOA Title IV Vocational Rehabilitation Program                   | Division for Vocational Rehabilitation (HireAbility), Division for Blind and Visually Impaired         |
| Older Americans Act: Senior Community Service Employment Programs | Associates for Training & Development (A4TD)   |
| Perkins V: Post-Secondary CTE Programs                            | Agency of Education (AOE) subawards (Current: CCV, Vermont Tech)                                       |
| Trade Act: Trade Adjustment Assistance                            | Department of Labor (VDOL)   |
| Jobs for Veterans State Grant Programs                            | Department of Labor (VDOL)   |
| Community Services Block Grant: E & T Programs                    | Vermont Office of Economic Opportunity (OEO) subawards to Community Action Agencies                    |
| HUD: E&T Programs   |  |
| UI Programs: Benefit Assistance Program                           | Department of Labor (VDOL)   |
| UI Program: RESEA   | Department of Labor (VDOL)   |
| Second Chance Act Programs  | Department of Corrections (DOC)  |
| TANF: E&T Programs  | Economic Services Division (ESD): ReachUp  |
| OTHERS (Voluntary; Not Required):                                 | Economic Services Division (ESD): 3Squares; CCV; Vermont Tech; VDOL: Registered Apprenticeship Program |

\* Native American Programs are required One-Stop partners but are not required to share infrastructure costs under the IFA.

Each required partner must:

- Provide access to its programs or activities through the One-Stop delivery system
- Use a portion of funds made available to the partner's program to:
  - Provide applicable career services; and
  - Work collaboratively to establish and maintain the One-Stop delivery system, including jointly funding the One-Stop infrastructure through partner contributions
- Enter into an MOU with the SWDB relating to the operation of the One-Stop delivery system
- Participate in the operation of the One-Stop delivery system consistent with the MOU
- Provide representation on the SWDBs (if required) and participate in Board committees as needed.

### **Who is responsible for creating and maintaining the One-Stop Delivery System?**

Title I of WIOA assigns responsibilities to the Governor, the SWDB, required One-Stop partners (notably six core programs), and VDOL on behalf of the Governor.

### **What is required in the One-Stop System?**

- At least one comprehensive center in each local area. A comprehensive center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required One-Stop partners. It must:
  - Have at least one Title I (WIOA) staff person physically present
  - Provide access to programs, services, and activities during regular business days.
  - Comply with nondiscrimination and equal opportunity provisions of WIOA and be physically and programmatically accessible to individuals with disabilities.
- One-Stop Partners administer programs as a set of integrated streamlined services to customers as outlined in MOU.
- One-Stop Operator
- Monitoring and Oversight
- Guided by WIOA State Plan Strategies (for implementing State Plan Goals)

### **What does the One-Stop System look like in Vermont?**

The design of the local area's One-Stop delivery system is described in the Memorandum of Understanding (MOU) executed with the required One-Stop Partners.

### **What are the business services provided through the One-Stop delivery system?**

- Labor exchange activities (e.g. job posting) and labor market information
- "Local areas" must establish and develop relationships and networks with large and small employers and their intermediaries. Local areas also must develop, convene, or implement industry or sector partnerships.
- Customized business services *\*\* may be provided to employers, employer associations, or other such organizations* and may include:

- Screening and referral of qualified participants in training services to employers;
- Customized services to employers on employment-related issues;
- Customized recruitment events including targeted job fairs;
- Human resource consultation services, such as:
  - Writing/reviewing job descriptions and employee handbooks;
  - Developing performance evaluation and personnel policies;
  - Creating orientation sessions for new workers;
  - Honing job interview techniques for efficiency and compliance;
  - Analyzing employee turnover;
  - Creating job accommodations and using assistive technologies;
  - Explaining labor and employment laws to help employers comply with discrimination, wage/hour, and safety/health regulations;
  - Customized labor market information for specific employers, sectors, industries or clusters
- “Local areas” *may* also provide other business services in accordance with partner programs' statutory requirements and consistent with Federal cost principles, including:
  - Developing and implementing industry sector strategies;
  - Customized assistance or referral for assistance in the development of a registered apprenticeship program;
  - Developing and delivering innovative workforce investment services and strategies for employers (e.g. career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential, etc.)
  - Assistance to employers in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs;
  - The marketing of business services to employers; and
  - Assisting employers with accessing state and federal tax credits.
- **All business services and strategies must be reflected in the state plan**

\*\* = services may be free or by fee.

### What is a One-Stop Operator?

- At a minimum, the One-Stop Operator must coordinate the service delivery of required One-Stop partners and service providers. The SWDB or the One-Stop MOU may establish additional roles and the One-Stop Operator
  - The SWDB is required to select a One-Stop Operator through a competitive process at least once every 4 years. One-Stop operators may be a single entity (public, private, or nonprofit) or a consortium of entities.
- A One-Stop Operator *may not* perform the following functions: Convene system stakeholders to assist in the development of the state plan; prepare and submit the state plan; be responsible for oversight of itself; manage or significantly participate in the competitive selection process for One-Stop Operator; select or terminate One-Stop Operator, career services, and youth

providers; negotiate local performance accountability measures; or develop and submit budget for activities of the SWDB or “local area.”

- An entity serving as a One-Stop Operator, that also serves a different role within the One-Stop delivery system, may perform some or all these functions when it is acting in its other role, if it has established sufficient firewalls and conflict of interest policies and procedures.

### **What are the One-Stop Infrastructure Costs that must be shared?**

Infrastructure costs of one-stop centers are nonpersonnel costs that are necessary for the general operation of the comprehensive and affiliate One-Stop center, such as rent, utilities, maintenance costs, equipment, and technology.

- All required One-Stop Partners (except Native American programs) are required to share costs.
- The Governor issues guidance on timelines required for partners to come into agreement and how costs will be allocated in the event that agreement isn’t reached.

### **How are One-Stop Centers and Delivery Systems certified for effectiveness, physical and programmatic accessibility, and continuous improvement?**

The SWDB must establish criteria (reviewed every two years), and assess each comprehensive and affiliate center at least once every three years).

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#### **Key Issues:**

- Integrated system is mandated; physical and virtual
- Rules and MOU governs system design; roles and responsibilities
- One-Stop Operator is the coordinator; duties variable
- SWDB has quality oversight responsibility; party to the MOU
- Business services can be included; must be coordinated
- Funding is shared; Governor is backstop

**Key Resources:** 20 CFR § 678, Vermont MOU & IFA, [TEGL 16-16](#), [TEGL 17-16](#), [Vermont One-Stop System Effectiveness and Accessibility](#)