

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

100 DCS 08.101.1

☐ Policy ☒ Information

To: Chief Elected Officials
Workforce Board Chairs
Workforce Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: August 16, 2018

Subject: Vision for the One-Stop Delivery System Under WIOA

Purpose: To notify Local Workforce Boards, One-Stop Career Center Operators and other local workforce partners of Training and Employment Guidance Letter WIOA No: 4-15 [Vision for the One-Stop Delivery System Under the Workforce Innovation and Opportunity Act \(WIOA\)](#), posted by the Employment and Training Administration (ETA), U.S. Department of Labor (DOL) August 13, 2015. This TEGL lays out the vision for the One-Stop delivery system under WIOA and links key technical assistance resources to support states and local areas as they integrate this vision into their One-Stop delivery system.

Background: The vision for the One-Stop delivery system contained in this TEGL reflects the long-standing and ongoing work of dedicated workforce professionals around the country to align a wide range of publicly- and privately-funded education, employment, and training programs while also providing high-quality customer service to job seekers, workers, and businesses through the One-Stop delivery system.

The publicly funded workforce system envisioned by WIOA is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. It is designed to increase access to, and opportunities for, the

employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment.

The management of the one-stop delivery system is the shared responsibility of States, local boards, elected officials, the core WIOA partners, other required partners, and One-Stop center operators. The Departments encourage all these entities to integrate the characteristics below into their work, including:

- developing state, regional, and local strategic plans;
- establishing One-Stop center certification criteria;
- examining the state, regional, and local footprint of One-Stop centers;
- conducting competitions for selecting One-Stop center operators;
- developing local Memoranda of Understanding (MOUs);
- updating other One-Stop center policies and procedures; and
- operating and delivering services through the One-Stop centers.

Characteristics of a High-Quality One-Stop Center

- One-Stop Centers provide excellent customer service to job seekers, workers and businesses
 - Reflect a welcoming environment to all customer groups who are served by the One-Stop centers
 - Develop, offer, and deliver quality business services
 - Improve the skills of job seeker and worker customers
 - Create opportunities for individuals at all skill levels and levels of experience
 - Provide career services that motivate, support and empower customers
 - Value skill development
- One-Stop Centers reflect innovative and effective service design
 - Use an integrated and expert intake process for all customers entering the One-Stop centers
 - Design and implement practices that actively engage industry sectors
 - Balance traditional labor exchange services with strategic talent development
 - Ensure meaningful access to all customers
 - Include both virtual and center-based service delivery
 - Incorporate innovative and evidence-based delivery models
- One-Stop Centers operate with integrated management systems and high-quality staffing
 - Reflect the establishment of robust partnerships among partners
 - Organize and integrate services by function
 - Develop and maintain integrated case management systems

- Develop and implement operational policies
- Use common performance indicators
- Train and equip One-Stop center staff
- Staff the center with highly trained career counselors

Action

Required: Please disseminate this information to appropriate staff and workforce partners. As WIOA core programs and partners at the state and local level implement WIOA in program year 2015, the Departments encourage states to adopt this vision and build it into the policies and procedures related to the management of the One-Stop delivery system.

Attachments: A. Opening Doors for Everyone: Providing Outstanding Customer Service at OSCCs
B. American Job Center / One-Stop Career Center Fact Sheet

Resources: WIOA collections page at Workforce3One - [link removed, please consider: Implementing the Workforce Innovation and Opportunity Act / Innovation and Opportunity Network](#)
Opening Doors for Everyone: Providing Outstanding Customer Service at OSCCs ([link removed - please see Attachment A](#))
[Expanding Business Engagement](#) ([link updated](#))
Reflect Innovative & Effective Service Design/One-Stop Service Design – [link removed, please consider: Video on Customer Centered Service Design](#)
Reflect Innovative & Effective Service Design/Legacy Disability Training – [link removed, please consider: The 30-Second and Top 20 Trainings on Accessibility, Employer Engagement and Accommodation](#)
[Integrated Administrative Systems and High Quality Staffing/Integrated Service Delivery Toolkit](#) ([link updated](#))
[Integrated Administrative Systems and High Quality Staffing/Effective Case Management](#) ([link updated](#))
One-Stop Career Centers Fact Sheet ([link removed – please see Attachment B](#))
[Quick Start Action Plan \(QSAP\) for One-Stop Centers](#) ([link updated](#))

References: WIOA (Pub. L. 113-128)
WIA (Pub. L. 105-220), Title I
[TEGL No. 3-14](#), *Implementing a Job Driven Workforce System*, July 30, 2014
[TEN No. 5-14](#), *WIOA Announcement and Initial Informational Resources*, July 22, 2014
[TEN No. 6-14](#), *Information for Stakeholder Engagement for Workforce Innovation and Opportunity Act Implementation*, August 15, 2014
[TEGL No. 12-14](#), *Allowable Uses and Funding Limits of WIA Program Year 2014 Funds for Workforce Innovation and Opportunity Act Transitional Activities*, October 28, 2014

[TEGL No. 15-14](#), *Implementation of the New Uniform Guidance Regulations*, December 19, 2014

[TEGL No. 19-14](#), *Vision for the Workforce System and Initial Implementation of the Workforce Innovation and Opportunity Act*, February 19, 2015

[WIOA implementation dates](#)

Notice of Proposed Rulemaking (NPRM) with the Departments of Education and Labor, [WIOA; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop Joint Provisions](#), Pages 20573-20687 [FR DOC# 2015-05528] (joint)

[WIOA Notice of Proposed Rulemaking](#) Pages 20689-20966 [FR DOC# 2015-05530] (Labor only, for review and public comment)

NPRM with Departments of Education and Labor, [Programs and Activities Authorized by the Adult Education and Family Literacy Act](#) (Title II of WIOA). Pages 20967-20987 [FR DOC# 2015-5540] (Education only)

NPRM with Departments of Education and Labor, [State Vocational Rehabilitation Services Program; State Supported Employment Services Program; Limitations on Use of Submission Wage](#); Pages 21059-21146 [FR DOC# 2015-05538] (Education only)

NPRM with the Departments of Education and Labor, [WIOA, Miscellaneous Changes](#); Pages 20988-21058 [FR DOC# 2015-05535] (Education only)