



## Administrative Policy

**POLICY  
NUMBER  
093**

<b>Title:</b>	One-Stop Delivery System and One-Stop Career Center Certification Requirements		
<b>Program:</b>	Workforce Innovation and Opportunity Act		
<b>Effective:</b>	02/02/2017	<b>Revised:</b>	12/15/2021

### I. PURPOSE/SCOPE

The purpose of this policy is to provide Local Workforce Development Boards (LWDBs) with the expectations of the one-stop delivery system and one-stop career centers. This policy includes the minimum standards LWDBs must use to certify each one-stop career center, to ensure consistent quality customer service delivery in all local workforce development areas (hereafter referred to as “local areas”).

### II. BACKGROUND

The vision of the Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, is for the publicly funded workforce system to be quality-focused, employer-driven, and customer-centered. Florida’s workforce development system is designed to increase access to, and provide opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. This is accomplished by providing job seekers and employers access to high-quality one-stop career centers that connect them with the full range of services available in their communities.

Florida strives to assure quality services are delivered in the most efficient and effective ways possible through full integration and coordination of one-stop career center partners and resources to support seamless service delivery.

20 Code of Federal Regulations (CFR) 678.800 requires the State Workforce Development

Board, known as the CareerSource Florida Board of Directors, in consultation with chief local elected officials and LWDBs, to establish objective criteria and procedures for LWDBs to use when certifying one-stop career centers for effectiveness, physical and programmatic accessibility, and continuous improvement. The CareerSource Florida Board of Directors, in consultation with chief local elected officials and LWDBs, must review and update the criteria every two years as part of the review and modification of the WIOA state plan. These criteria must be consistent with the Governor's and the CareerSource Florida Board of Directors' guidelines, guidance, and policies on infrastructure funding decisions, described in 20 CFR 678.705.

### III. AUTHORITY

Workforce Innovation and Opportunity Act, Public Law 113-128, [Sections 101 and 121](#)

20 Code of Federal Regulations (CFR) Parts [676](#), [677](#), [678](#), and [679](#)

Training and Employment Guidance Letter (TEGL) [No. 04-15](#) – *Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA)*

TEGL [No. 16-16](#) – *One-Stop Operations Guidance for the American Job Center Network*

CareerSource Florida Strategic Policy [2021.09.15.A.1](#) – *Availability of Services to Floridians*

### IV. POLICIES AND PROCEDURES

#### A. One-Stop Delivery System and Career Center Requirements

Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs collaborate to create a seamless customer-focused one-stop delivery system for job seekers and employers that integrates service delivery across all programs and enhances access to the programs' services. The one-stop delivery system includes six core programs (Title I Adult, Dislocated Worker, and Youth programs; Title II Adult Education and Literacy programs; Title III Wagner-Peyser program; and Title IV Vocational Rehabilitation program), as well as other required<sup>1</sup> and optional<sup>2</sup> partners identified in WIOA.

WIOA requires the one-stop delivery system to include at least one physical, comprehensive one-stop career center in each local area that provides customers with access to all required (and any approved optional) one-stop career center partners' programs, services, and activities. Required one-stop partner programs must provide access to programs, services, and activities through electronic means if applicable and practicable. This is in addition to providing access to services through the mandatory comprehensive physical one-stop career center and any affiliate sites or specialized centers. The provision of services by electronic methods such as web sites, telephones, or other means must improve the efficiency,

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<sup>1</sup> WIOA sec. 121(b)(1)(B) and 20 CFR 678.400 identify entities that are required one-stop partners.

<sup>2</sup> 20 CFR 678.410 identifies other entities that may serve as one-stop partners.

coordination, and quality of one-stop career center partner services. Electronic delivery must not replace access to such services at a comprehensive one-stop career center or be a substitute for making services available at an affiliate site, if the partner is participating in an affiliate site. Electronic delivery systems must comply with the nondiscrimination and equal opportunity provisions of WIOA sec. 188 and its implementing regulations at 29 CFR part 38.

When designing the one-stop delivery system, LWDBs must ensure information on the availability of career center services is available at all one-stop career center physical locations and access points, including electronic access points, regardless of where individuals initially enter the local one-stop delivery system. The design of the one-stop delivery system must be described in the Memorandum of Understanding (MOU) executed between the LWDB and all one-stop career center partners, as described in WIOA sec. 121(c)(2) and [Administrative Policy 106 – Memorandums of Understanding and Infrastructure Funding Agreements](#). Annually, DEO will advise LWDBs to report the number of mandatory partners located within their one-stop career centers.

## **B. Roles and Responsibilities of Required One-Stop Partners**

Each required one-stop partner must:

- (1) Provide access to its programs or activities through the one-stop delivery system, in addition to other appropriate locations.
- (2) Use a portion of funds made available to the partner's program to provide applicable career services<sup>3</sup> and work collaboratively with the state and local workforce development boards to establish and maintain the one-stop delivery system as further outlined in [Administrative Policy 106 – Memorandums of Understanding and Infrastructure Funding Agreements](#). Such services must be provided based on individual needs, including seamless delivery of multiple services to individual customers. There is no required sequence of services.

## **C. Comprehensive One-Stop Career Center Requirements**

A comprehensive one-stop career center is a physical location where job seekers and employers can access programs, services, and activities of all required one-stop partners. As outlined in 20 CFR 678.305, a comprehensive one-stop career center must:

- (1) Have at least one Title I staff person physically present.
- (2) Provide the career services described in 20 CFR 678.430.
- (3) Provide access to training services described in 20 CFR 680.200, including serving as the point of access to training services for participants in accordance with WIOA sec. 134(c)(3)(G).

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<sup>3</sup> The applicable career services are those services listed in 20 CFR 678.430 that are authorized to be provided under each partner's program.

- (4) Provide access to the employment and training activities carried out under WIOA sec. 134(d).
- (5) Provide access to programs and activities carried out by one-stop partners listed in 20 CFR 678.400 through 678.410.
- (6) Provide access to workforce and labor market information, as described in Section 15(a) of the Wagner-Peyser Act.
- (7) Provide access to programs, services, and activities during regular business days (Monday through Friday) as further prescribed in **Section IV.D.1. Availability and Hours of Operation** of this policy.
- (8) Provide physical and programmatic access to individuals with disabilities and limited English proficiency.

#### **D. Affiliate Sites and Specialized Centers**

The one-stop delivery system may also operate other access points to services in addition to the comprehensive career center. Such access points are called affiliate sites or specialized centers. Affiliate sites and specialized centers do not need to provide access to every required one-stop partner program. A local area's one-stop operator(s) may be in charge of running affiliate sites and specialized centers as well as the comprehensive one-stop career center.

- (1) An affiliate site<sup>4</sup> (or network of affiliate sites) makes one or more one-stop partners' programs, services, and activities available to job seekers and employers, as described in 20 CFR 678.310. Affiliate sites must be implemented in a manner that supplements and enhances customer access to services. Public libraries are an example of an additional access point that LWDBs can use as affiliate sites. The frequency of program staff's presence in an affiliate site must be determined through partner negotiations at the local level and incorporated in the MOU.
- (2) Specialized centers address specific needs, including those of dislocated workers, youth, or key industry sectors or clusters. Based on local workforce needs, LWDBs, in conjunction with the partners and one-stop operator(s), may determine that a specialized center is more appropriate to serve a particular population. Specialized centers do not provide access to every required partner but must be connected to the comprehensive one-stop career center and any appropriate affiliate site, for example, by being knowledgeable about, and having processes in place to make referrals to, these centers and the partner programs located in them. Partner services provided through a specialized center must be determined through partner negotiations at the local level and incorporated in the MOU.
- (3) Wagner-Peyser Act employment services cannot be stand-alone affiliate sites or specialized centers, as further prescribed in 20 CFR 678.315. Affiliate sites and specialized centers must include other programs besides Wagner-Peyser Act employment services, veterans' services, and services for Reemployment Assistance

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<sup>4</sup> An affiliate center does not need to provide access to every required one-stop partner program.

claimants. If the Wagner-Peyser Act employment service is part of an affiliate site or specialized center, there must be staff of at least one other partner physically present at the affiliate site or specialized center more than 50 percent of the time the site/center is open to the public.

## **E. High-Quality One-Stop Career Center**

Key characteristics of a high-quality one-stop career center are outlined in TEGl 04-15. These characteristics have been grouped into three functional categories: (1) customer service; (2) innovation and service design; and (3) systems integration and high-quality staffing. LWDBs are encouraged to review this guidance for best practices that contribute to a high-quality one-stop delivery system. Additionally, CareerSource Florida Strategic Policy 2021.09.15.A.1. – Availability of Services to Floridians, prescribes specific requirements to support the availability of services to Floridians, as further operationalized below.

### **1. Availability and Hours of Operation**

Comprehensive one-stop career centers must be open to the general public for walk-in service a minimum of eight hours per day during regular business days, Monday through Friday. LWDBs may establish additional service days and/or hours, or services by appointment, at other times to accommodate the schedules of individuals who work during business hours. Centers not open outside of regular business hours should have a plan for how services will be provided to individuals who cannot visit a center during regular business hours. The days and hours of operation for affiliated sites or specialized centers will be determined at the local level.

Annually, before July 1 of each state fiscal year, the LWDB must adopt a schedule of operations for the upcoming state fiscal year. Such schedule of operations must include, but is not limited to, daily hours of operation of one-stop operators, and a holiday closure schedule which adopts either the federal, state, or appropriate county holiday schedule. If the LWDB has a career center that is affiliated with a college or university, the college or university schedule may be adopted for those centers. The hours of operation must be approved by the LWDB and posted on the LWDB's website in a conspicuous, easily accessible manner, in addition to being displayed in a manner clearly visible to the public at the career center location.

The LWDB must give prior approval to any deviations from the schedule, except in emergency or reasonably unforeseeable circumstances (e.g., an order of the President or the Governor, total loss of facilities from a catastrophic natural or man-made disaster, etc.). If emergency circumstances exist which result or could foreseeably result in a closure, the LWDB must ensure that DEO and CareerSource Florida are informed within 48 hours of such closure or potential closure.

Temporary career center closures during normally scheduled hours should be reported to DEO via email at: [LWDB.InfoUpdate@deo.myflorida.com](mailto:LWDB.InfoUpdate@deo.myflorida.com).

## **2. Knowledgeable Staff**

LWDBs must ensure that career center staff in their local area are knowledgeable and trained as outlined in [Administrative Policy 092 - One-Stop Staff Credentialing and Skills Standards](#). Professional team members providing direct customer service must comply with the minimum skill standards for front-line staff outlined in [Administrative Policy 092](#) and have a basic orientation on all required one-stop career center partners' programs.

## **3. Customer Service**

LWDBs must ensure that career center staff provide excellent customer service to job seekers, workers, and employers and always treat customers with dignity and respect. All one-stop career center staff are expected to be courteous, polite, responsive, and helpful to job seekers, workers, employers, and others who visit the one-stop career centers, either in person, by telephone, or e-mail. One-stop career center staff must be sensitive to the unique and varied needs of all customers, including individuals with disabilities, and prepared to provide necessary accommodations.

## **4. Dress Code Policies**

Some LWDBs opt to implement dress code policies to assist job seekers with being job-ready and making a positive first impression with employers utilizing the career center for recruitment events and/or on-site interviews. However, career center staff should not turn any individuals away from services due to their appearance. Further, since Reemployment Assistance claimants are not required to meet career center dress code requirements, career center staff should ascertain the nature of the services individuals are seeking to obtain prior to enforcing such requirements. If a customer is visiting the career center to obtain services unrelated to receiving Reemployment Assistance benefits, and they need help in meeting a dress code requirement, career center staff must discreetly offer and/or refer the individual to the appropriate services or resources to assist them with obtaining appropriate attire. Such services may include in-house resources, such as clothing assistance offered directly by the career center, or assistance or vouchers offered by community partners.

## **5. Supporting Reemployment Assistance Claimants**

Per Florida's WIOA State Plan, LWDBs must provide the following assistance to Reemployment Assistance claimants:

- (1) Access to resource rooms equipped with computers to enable them to apply for Reemployment Assistance benefits and subsequent work registration steps.
- (2) Assist with general computer and Reemployment Assistance application questions.
- (3) Access to telephones to contact Reemployment Assistance representatives for initial claims questions and assistance.

- (4) Offer the full array of Wagner-Peyser Act employment services, depending on claimants' requests or other needs.
- (5) Assess to determine their employment and/or training needs.

Reemployment assistance claimants can also complete an online skills assessment, which measures claimants' skills, abilities, and career aptitude. Career center staff may use the results obtained from the skills assessment to provide a customized and tiered level of service.

If a Reemployment Assistance claimant requires assistance beyond the LWDB's capabilities, career center staff should assist the claimant in facilitating a request to DEO through the Reemployment Assistance Help Center [portal](#). Career center staff should also assist claimants with uploading documentation and completing forms in the Reemployment Assistance Help Center or the CONNECT benefits system where no discretion is required to determine the information to be entered. Claimants should not be referred to legislators, DEO facilities, or specific state-level DEO personnel for Reemployment Assistance related needs.

#### **F. CareerSource Florida Unified Brand and Common Identifier**

All LWDBs must ensure their career centers adhere to the CareerSource Florida unified brand (which serves as Florida's single, statewide universal brand), as prescribed in [FG OSPS-80 – CareerSource Florida Unified Brand Implementation Guidelines](#).

Additionally, WIOA sec. 121(e)(4) requires each one-stop delivery system to use a common identifier. LWDBs must include the phrase “a proud partner of the American Job Center network” on all products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the one-stop delivery system.

#### **G. Certification of One-Stop Career Centers and Delivery Systems**

At least once every three years, LWDBs must assess the effectiveness (including customer satisfaction), physical and programmatic accessibility in accordance with WIOA sec. 188, and continuous improvement of one-stop career centers and the one-stop delivery system using the federal and state criteria outlined and established in this policy. Additionally, LWDBs may establish additional criteria, or set higher standards for service coordination, than those outlined and established in this policy.

LWDBs are responsible for conducting the evaluation/assessment and certification of the local one-stop career centers and one-stop delivery system, unless the LWDB has designated itself as the one-stop operator. When the LWDB serves as its own one-stop operator, the CareerSource Florida Board of Directors must certify the one-stop career center.

#### **H. One-Stop Delivery System and Career Center Evaluation/Assessment Criteria**

LWDBs must conduct the evaluation/assessment (with the above exception) using the criteria

established in this policy and any additional criteria adopted by the LWDB. The minimum required elements for certification are addressed below.

## 1. Effectiveness

The criteria and procedures to evaluate effectiveness must address how effectively the one-stop career center:

- (1) Integrates available services for job seekers and employers.
- (2) Meets the workforce development needs of job seekers and the employment needs of local employers.
- (3) Operates in a cost-efficient manner.
- (4) Coordinates services among the one-stop partner programs.
- (5) Provides access to partner program services to the maximum extent practicable, including providing services through electronic means and outside of regular business hours where there is a workforce need, as established by the LWDB.

LWDBs must also evaluate the following state-specific criteria to ensure that each comprehensive one-stop career center:

- (1) Meets the comprehensive career center requirements outlined in **Section IV.C.** of this policy.
- (2) Meets Florida's standards for supporting the availability of services to Floridians outlined in **Section IV.D.1.** through **IV.D.4.** of this policy.
- (3) Establishes a policy and procedure for providing free language services to customers that have a limited ability to read and/or speak the English language.
- (4) Adopts a cost allocation plan that distributes common costs of operating each one-stop career center among all partner programs that participate in each one-stop career center. Also, in accordance with Administrative Policy 086 - Indirect Cost Rate Proposal Preparation for Local Workforce Development Boards, each one-stop operator, as a sub-recipient of federal funds, is required to have an approved indirect cost rate agreement negotiated with the LWDB, or with DEO if the LWDB is also the one-stop operator.
- (5) Executes MOUs with all partner programs participating in the one-stop career center.
- (6) Establishes policies and procedures that provide one-stop career center customers (job seekers and employers) the opportunity to provide feedback on services provided and customer satisfaction.



## 2. Physical and Programmatic Accessibility<sup>5</sup>

The criteria for evaluating how effectively the one-stop career centers and delivery systems take actions to comply with the disability-related regulations implementing WIOA sec. 188, set forth in 29 CFR Part 38. Such actions include, but are not limited to:

- (1) Providing reasonable accommodations for individuals with disabilities and establishing a policy and procedure for providing reasonable accommodations for persons with disabilities consistent with DEO Guidance Paper AWI FG 04-042, March 6, 2008, or later revisions issued by DEO.
- (2) Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities.
- (3) Administering programs in the most integrated setting appropriate.
- (4) Communicating with persons with disabilities as effectively as with others.
- (5) Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.
- (6) Providing for the physical accessibility of the one-stop career center to individuals with disabilities.

LWDBs must also evaluate the following state-specific criteria:

- (1) Assurance that each one-stop career center is compliant with the Americans with Disabilities Act (ADA).

## 3. Continuous Improvement

The criteria and procedures for continuous improvement shall address the following:

- (1) How well the one-stop career center supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area described in WIOA sec. 116(b)(2) and 20 CFR 677.
- (2) Demonstration of compliance with staff training and skills certification pursuant to [Administrative Policy 092](#).
- (3) Established procedures to respond to job seeker and employer customer satisfaction feedback.
- (4) Demonstration of compliance with all CareerSource Florida statewide branding, local branding, and national branding standards and practices.

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<sup>5</sup> In addition to comprehensive one-stop career centers, affiliate and specialized centers must also ensure physical and programmatic accessibility to individuals with disabilities.

## **I. Labor Market Information**

Labor Market Information ([LMI](#)) resources produced by the Bureau of Workforce Statistics and Economic Research should be available to job seekers in all one-stop career centers, including those that are not comprehensive career centers, in order for them to make informed decisions. Online resources provided through [Florida Insight](#) should be prioritized and accessible. Printed materials may be requested from the Bureau or printed directly from the Florida Insight [News & Publications](#) page on DEO's website.

Access to the [State Eligible Training Provider List](#) must also be prioritized and accessible.

## **J. Posters Required by [Federal](#) and [State](#) Law**

Each comprehensive center, affiliated site and specialized center must display the following posters required by law:

- (1) [Job Safety and Health Protection Occupational Safety and Health Act](#)
- (2) [Equal Employment Opportunity is the Law](#)
- (3) [Fair Labor Standards Act](#)
- (4) [Notice to Workers with Disabilities](#)
- (5) [Family and Medical Leave Act](#)
- (6) [Uniformed Services Employment and Reemployment Rights Act](#)
- (7) [Employee Polygraph Protection Act](#)
- (8) [Migrant and Seasonal Agricultural Worker Protection Act](#)
- (9) [Employee Rights Under the National Labor Relations Act](#)
- (10) [If You Have a Complaint](#)
- (11) [Florida Law Prohibits Discrimination](#)
- (12) [Reemployment Services](#)
- (13) [Child Labor Law](#)
- (14) [Interpretive Services](#)
- (15) [Worker's Compensation Works for You](#)
- (16) [Florida Minimum Wage](#)
- (17) [Veteran Priority of Service](#)

## **K. Local Plan Requirements**

Under WIOA sec. 108, each LWDB must, in partnership with the appropriate chief local elected officials, develop and submit a comprehensive four-year plan to the Governor. At the end of the first two-year period of the four-year plan, each LWDB must review the local plan, in partnership with the chief local elected official, and prepare and submit modifications to the local plan to reflect changes in labor market and economic conditions

or in other factors affecting the implementation of the local plan. Additionally, 20 CFR 679.560 outlines specific content requirements of the local plan. Among these requirements, 20 CFR 679.560 (b)(5) outlines specific criteria the local plan must include regarding the one-stop delivery system in the local area. Additionally, the LWDB must:

- (1) Ensure the LWDB establishes in the local plan how it will consider feedback from one-stop customers when evaluating the effectiveness of its one-stop career centers.
- (2) Review and update criteria every two years as part of the local plan update process described in 20 CFR 679.580, if the LWDB establishes additional criteria for certifying its one-stop career centers than those set by the state.
- (3) Include an attestation statement that at least one comprehensive one-stop career center in the local area meets the certification requirements.

## V. DEFINITIONS

**Access** – Having either a program staff member physically present at the one-stop career center; having a staff member from a different partner program physically present at the one-stop career center appropriately trained to provide information to customers about the programs, services, and activities available through partners’ programs; or making available a direct linkage through technology to program staff who can provide meaningful information or services.

**Direct Linkage** – Providing direct connection at the one-stop career center, within a reasonable time, by phone or through a real-time web-based communication to a program staff member who can provide program information or services to the customer. A direct linkage cannot exclusively be providing a phone number or website or providing information, pamphlets, or materials.

**One-Stop Operator** – The entity or consortium of entities that coordinates the service delivery of required one-stop partners and service providers, and that is selected consistent with the requirements described in WIOA sec. 121(d) and 20 CFR 678.600 through 678.635. See [Administrative Policy 097: One-Stop Operator Procurement](#).

**One-Stop Career Center Partner** – Any of the required partners who carry out the programs and activities described in WIOA sec. 121(b)(1) and 20 CFR 678.400. It also includes the additional partners described in WIOA sec. 121(b)(12) and 20 CFR 678.410 that have the approval of the LWDB and chief local elected officials to participate as a partner in the local one-stop delivery system.

## VI. REVISION HISTORY

Date	Description
12/15/2021	Revised and issued by the Florida Department of Economic Opportunity to incorporate additional elements from the federal regulations and TEGl Nos. 04-15 and 16-16, as well as to operationalize the CareerSource Florida Strategic Policy 2021.09.15.A.1. – Availability of Services to Floridians.

02/02/2017	Issued by the Florida Department of Economic Opportunity. This policy supersedes and replaces AWI FG 02-032 and specifies Florida's workforce professional training requirements referenced in FG OSPS-81.
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**VII. ATTACHMENTS/RESOURCES**

Training and Employment Notice [No. 01-15](#) – *Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide*