



MEMORANDUM

TO: One-Stop Career Center Operators

FROM: Edith Humes-Newbold
SFETC Executive Director

DATE: December 17, 2002

SUBJECT: **One-Stop Career Center Credentialing Policy**

Please be advised that South Florida Workforce (SFW) has received notice from the Agency for Workforce Innovation that provides guidelines and minimum credentialing standards required by the State to ensure quality service delivery to customers in one-stop centers throughout Florida (see attachment). The credentialing standards address the following areas:

- Minimum Resource Room requirements,
- Posters required by State & Federal laws,
- Minimum operating hours,
- Minimum skill standards for front line staff,
- Minimum One-stop Programs and Activities,
- Minimum ADA Standards.

We are expected to meet these standards system-wide by June 30, 2003; therefore, each one-stop career center operator should be aware of the expectations that are imposed upon the system and work diligently with SFW to achieve the standards.

To facilitate that achievement of the above, SFW will be convening a series of workshops for center operator personnel early in 2003.

cc: G. Esters
R. Perez
H. Spivak
B. Coombs
J. Leyendecker

Credentialing Outline

Deadline: June 30, 2003

Elements:

- Minimum Resource Room requirements (Facilities Management, IT & Contracts)
 - Assessment of existing conditions at each center;
 - Modification of conditions with equipment, material & training;
 - Verification that standards have been met.

- Posters required by State & Federal Laws (Contracts & Monitoring)
 - Assessment of existing conditions at each center;
 - Modification of conditions with equipment, material & training;
 - Verification that standards have been met.

- Minimum Operating Hours (Executive Director & Contracts)
 - Assessment of existing conditions at each center;
 - Modification of conditions with equipment, material & training;
 - Verification that standards have been met.

- Minimum Skill Standards for Front Line Staff (Contracts & Training)
 - Assessment of existing conditions at each center;
 - Modification of conditions with equipment, material & training;
 - Verification that standards have been met.

- Minimum One-Stop Programs and Activities (Programs & Contracts)
 - Assessment of existing conditions at each center;
 - Modification of conditions with equipment, material & training;
 - Verification that standards have been met.

- Minimum ADA Standards (Contracts & Monitoring)
 - Assessment of existing conditions at each center;
 - Modification of conditions with equipment, material & training;
 - Verification that standards have been met.

Assessment Period: January 2003

Modifications completed by: April 2003

Verifications completed by: May 2003

Method of implementation: Both SFW staff and One-Stop Center Operators' personnel should be involved in the assessment, modification and verification of the changes needed to meet the credentialing goals by June 30, 2003. The contractors' "Forum" should play a role in planning and implementation. Key personnel should be appointed to be responsible for outcomes and deadlines.

Date of Issue: December 11, 2002
Office of Issue: AWI FG 032
Reference: One-Stop Credentialing

FINAL GUIDANCE
One-Stop Credentialing

OF INTEREST TO:

Workforce Florida, Inc. and Regional Workforce Boards.

SUBJECT:

Guidelines and minimum credentialing standards required to ensure consistent quality service delivery in one-stop centers.

PURPOSE:

To provide the minimum credentialing standards to be used to insure consistent quality service delivery in each of the one-stop centers in all workforce board regions.

BACKGROUND AND UNDERLYING FEDERAL/STATE POLICY:

The Workforce Investment Act of 1998 describes the minimum requirements for the establishment of a one-stop system. The Workforce Innovation Act of 2000 further delineates requirements. The Workforce Florida Strategic Plan of 2002-2005 states the need for the establishment of core benchmarks and criteria for credentialing service centers in order to ensure some measure of consistency across the state. At the May 23, 2002, State Board meeting, credentialing standards were approved.

PROCEDURES:

Regional Workforce Boards should assure that each one-stop center in their local area meets the minimum credentialing standards. The standards are as follows:

1. Minimum Resource Room Requirements

A resource room or area, of local design, should be required at all full service One-Stops. The following information, at a minimum, should be available in **ALL** One-Stops, including those that are not full service centers:

- Labor Market Information (LMI) <http://www.labormarketinfo.com>: The most current labor market publications and resources should be accessible to users in order for them to make informed decisions. The following are examples of LMI resources that should be available and updated as necessary for Resource Room use.
- Occupational Career Posters
- Wage Conversion Posters
- Jobs On-line Posters
- What Jobs in Florida Pay (Occupational Wage Survey publications)
- What are Tomorrow's Hot Jobs (Industry and Occupational Projections publications)
- Career Information Delivery System (customized career decision making tools like CHOICES)
- Florida's Research and Economic Database (FRED)
- America's Career Kit
- Occupational Network
- Florida Training and Education Network
- What Should I Pay My Employees (Occupational Wage Survey publication)
- Where Will Businesses Like Mine be in the Future (Industry and Occupational Projections publications)
- Equipment/Connectivity:
 - Internet Access
 - Basic Software Programs determined locally such as:
 - Technical skills self-assessment
 - Resume Building
 - Interviewing Skills
- Knowledgeable staff available to provide assistance on the use of software programs, using labor market information and other web-based resources.

2. Posters Required by State & Federal Law.

Each full-service, satellite and remote access location should display posters as required by law (see the following web site):

<http://www.floridajobs.org/pdg/postersforemployers/index.htm>

3. Minimum Operating Hours

Operating Hours for One-Stops should be a local decision ensuring compliance with mandated rules or regulations of participating partners.

4. Minimum Skills Standards for Front Line Staff (All those employees providing direct customer service)

- Customer service training
- Communication skills training
- Basic computer software skills (e.g. Word, Excel) training.
- Specific programmatic training
- Successful completion of Florida Workforce Professional Tier 1 coursework and examination
(Dynamic Works Institute; <http://www.dynamicinstitute.com/>)

Existing front line staff must be certified as a Workforce Professional, Tier 1, by June 30th 2003. New staff must be certified in the same within 6 months of hire. For this purpose, front line staff is defined as any individual who works primarily with customers, either participants or employers.

5. Minimum One-stop Programs and Activities to be provided on site, by referral, or through Internet connection:

- WIA Adult and Dislocated Worker programs
<http://www.floridajobs.org/pdg/wia/Default.htm>
- Veterans Workforce Investment programs
<http://www.floridajobs.org/pdg/vets/default.htm>
- Migrant and Seasonal Farm worker programs
<http://www.floridajobs.org/pdg/msfw/default.htm>
- Indian and Native American programs
<http://www.fgcia.com>
- Job Corps
<http://www.floridajobs.org/jobcorps/Default.htm>
- Youth Opportunity Grants
http://www.doleta.gov/youth_services/yog.asp
- Youth Services
<http://www.floridajobs.org/pdg/wia/Default.htm>

- Wagner-Peyser Programs
<http://www.floridajobs.org/pdg/wagner-peyser/default.htm>
<http://www.floridajobs.org/Default.htm>
- Adult Education
http://www.firn.edu/doe/workforce/adult_ed.htm
- Post-secondary Vocational Education
- Vocational Rehabilitation
<http://www.rehabworks.org>
- Welfare-to-Work
<http://www.floridajobs.org/pdg/wtw/Default.htm>
- Older Worker Programs
<http://www.myflorida.com/doea/healthfamily/learn/elderprograms/doeascsep.html>
- Trade Adjustment Assistance
<http://www.floridajobs.org/nafta/taa.htm>
- Veterans Employment and Training Programs
<http://www.dol.gov/vets/welcome.html>
- Community Development Block Grant Activities
<http://www.floridacommunitydevelopment.org/programs/csbgp/index.htm>
- Employment and Training Activities carried out by the Department of Housing and Urban Development
<http://www.hud.gov/offices/fheo/section3/section3.cfm>
<http://www.dca.state.fl.us/fhcd>
- Unemployment Insurance Programs
<http://www.floridajobs.org/unemployment/default.htm>
- Temporary Assistance for Needy Families/Welfare Transition
http://www5.myflorida.com/cf_web/myflorida2/healthhuman/ess/TANF.html
<http://www.floridajobs.org/pdg/wt/default.htm>
- Food Stamp Employment and Training
<http://www.floridajobs.org/pdg/FSET/default.htm>
- Supportive Services such as Child Care and Transportation
- Minimum ADA Standards
<http://www.usdoj.gov/crt/ada/adahom1.htm>

There are three general areas applicable to the one-stop centers:

- Access to services, including interviewing and testing;
- Access to information, including:
 - Information technology equipment accessibility
 - Software accessibility; and,
 - Facility accessibility.
- Florida law includes some facility-accessibility requirements that, in some instances, are more stringent than the federal requirements.

Use of Checklists

Four checklists are recommended for use:

- *IT Equipment Accessibility Checklist* [TEIN 16-99, Employment and Training Administration (ETA), U.S. Department of Labor (USDOL), April 12, 2000];
- *Software Accessibility Checklist (ibid.)*;
<http://www.floridajobs.org/pdg/Onestop/16-99.pdf>
- *Self-Evaluation for Compliance with Section 504 of the Rehabilitation Act of 1973*, (draft), Office for Civil Rights (OCR), Agency for Workforce Innovation (AWI), January 2001;
<http://www.floridajobs.org/pdg/Onestop/5B504selfevaluation011102.rtf>
- *Facility Accessibility Survey*, OCR, AWI, revised 9/1/2000.
<http://www.floridajobs.org/pdg/ADA/ADAChecklist.htm>

For the most part, completion of these checklists is a one-time exercise. The exception would be if there were subsequent modification or alteration to facilities or service delivery that affects access.

It is suggested that interested individuals with disabilities or organizations representing individuals with disabilities, selected by the regional workforce board or service provider, be contacted for assistance in completion of the 504 self-evaluation. Individuals with disabilities may also be able to suggest effective and cost-saving solutions to deficiencies in facility access.

It is recommended that two individuals complete the *ADA Facility Survey*: one to read and complete the checklist and one to check space and fixture measurements (height, width and depth).

One-Stop Center Contact Person

Florida's *Strategic Five-Year Plan*, approved by the ETA, USDOL, in March 2000, includes the provision that each one-stop facility will have an individual designated to assist individuals with disabilities.

Training and Technical Assistance

The AWI Office for Civil Rights welcomes the opportunity to provide regional and local training and technical assistance for the one-stop disability-assistance coordination staff, the regional workforce board equal opportunity officers, other recipient equal opportunity officers, and service-provider staff.

Technical assistance is also available via telephone or the Internet from:

- The Disability and Business Technical Assistance Center, Southeast Region, (800) 949-4232
<http://www.sedbtac.org/>

and

- The U.S. Access Board, (800) 872-2253
<http://www.access-board.gov/>

References

- Section 504 of the Rehabilitation Act of 1973, as amended, and the implementing regulations: 29 CFR 32.6(c), USDOL;
- Title III of the ADA of 1990, and the ADA Accessibility Guidelines; U.S. Department of Justice, July 25, 1991;
- Florida Americans with Disabilities Accessibility Implementation Act; Sections 553.501-553.513, *Florida Statutes*, 1993, as amended; and,
- TEIN 16-99, subject: Workforce Investment Act of 1998 Section 188 Interim Final Rule and Accessibility Checklists for One-Stop Service Delivery Systems; ETA, USDOL; April 12, 2000.

SUPERSESSION: None