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**South Florida Workforce  
One-Stop Career Center  
Standards**

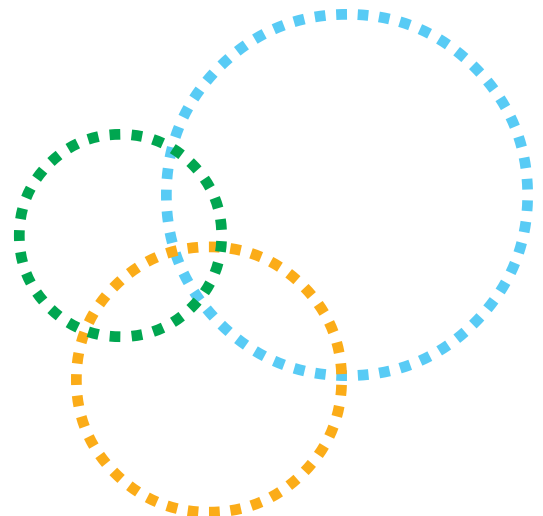


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**South Florida Workforce  
Service Standards for  
One-Stop Career Centers**

## Service Standards for the One Stop Career Centers

The one stop career centers are required to serve the needs of employers, jobseekers, persons who are looking to improve their current employment through training and others with special needs or who are experiencing unique employment related problems, or who qualify for special programs or types of assistance. To meet these requirements the following standards for one stop center facilities are recommended:

- Fee free services are to be given to employers, employer agents and representatives, persons seeking employment, who come to the center for assistance with employment or employment related services in response to the requirement to **provide universal access to workforce services**. These services include, but should not be limited to, employee recruitment assistance, information related to the local and regional labor market, information about unemployment compensation, job-search resources, databases and equipment, self-assessment resources, tapes, books, periodicals, newspapers and other items related to the development of workforce and training opportunities and other services supported under the Wagner-Peyser Act, and reflected in US Department of Labor and federal regulations and statutes related to the operation of one stop career centers in the United States and in the State of Florida.
- Adults, who qualify for **direct assistance** under the Workforce Investment Act of 1998 (**WIA**) due to their income level or dislocated worker status, and, those adults covered by the Welfare Reform Act of 1996(**TANF**), who are making the transition from welfare into the workforce, are to be given **access** to more intensive services. These services should be over and above those provided as part of the universal access to workforce services, as reflected in the federal regulations related to the operation of one stop career centers in the United States, and the provision of services to TANF eligible persons.
- In accordance with applicable federal and state regulations, each center should have **expertise** on its staff to provide proper and effective services to the following categories of customers: Veterans, Ex-offenders, Disabled, WIA eligible, TANF eligible, Employers, Staffing Agents, Refugees, Youth (WIA defined), Unemployment Compensation Recipients.

- The center must follow the SFW policy concerning **hours of operation** and holiday schedule.
- The **greeter/reception station** must be attended by a fully trained staff-member at all times during business hours.
- **Telephones** must be answered correctly and promptly by fully trained staff-members at all times during business hours. Voice messaging and call directing auto attendants must be programmed to reflect the aforementioned standard.
- Printed matter and other information must be provided in English, Spanish, or Kreol, as appropriate. Whenever feasible, **language barriers** should be removed so that all visitors to the center feel welcome and can benefit from the experience.
- Training schedules, job fairs, childcare services, orientation meetings and other time and location **sensitive information** should be posted in a prominent place in the public area of the center.
- **Resource Room attendants** must well-trained and be on duty at all times during operating hours of the center in the Resource Room to assist visitors to the center and to observe and monitor the use of the space, equipment, and other resources. Persons not actively involved in workforce related activity should be required to focus on appropriate workforce activities or vacate the premises.
- Assistance related to intensive service eligibility must be readily available. Staff trained in intensive service **eligibility assessment** must be available to provide this service during normal operating hours.
- Each center must provide **services to employers** in accordance with SFW policies. The center should have a strategic plan that includes marketing its services to employers in its CSA and measuring and monitoring the response to marketing efforts.

- Each center must have a person designated as the center’s “**trainer**”. This person will be responsible for training new staff on policies, procedures and equipment essential to their function within the center. The trainer will also provide remedial training to existing employees, and training to appropriate employees concerning changes in policies, procedures, etc. This trainer will help to train, test and certify as to the subject matter undertaken by the trainee.
- Each center operator must recruit well-trained and experienced personnel to work in the center. Operators must ensure that all employees providing services at the center meet the **knowledge and skill requirements** set forth in Program Directive #15, PY 01: “Certification of One Stop Career Center Personnel and Center Operators”, and subsequent revisions of that policy.
- In general, the center **operator must provide services** in accordance with all prescribed laws and statutes, and local policies, governing one stop career centers, and be able to provide services at all times during normal business hours.



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**South Florida Workforce  
Facility Standards for  
One-Stop Career Centers**

## Facility Standards for the One Stop Career Centers

All centers must comply with the applicable architectural accessibility standards and with the WIA nondiscrimination regulations. The one stop career centers are required to serve the needs of jobseekers and employers by providing labor market information, jobseeker/employer matching, recruitment services, training opportunities, welfare to work transition services and a host of services related to workforce development in the region. To meet these requirements the following standards for one stop center facilities are recommended:

### Interior

- There should be a **greeter/reception/help station** located at the main entrance of the facility.
- A well-equipped **Resource Room** should be located near the main entrance of the facility. The room should include computers with access to the Internet, facsimile machines, telephones, tables and chairs, workstations, and other job search equipment and materials. The room should include equipment that will enable people with visual, aural, ambulatory, and other disabilities to access the center's resources.
- **Large rooms** should be available for meetings (customers, staff, and employers) and training activities, ESL, GED, employment preparation, etc). There should be at least one classroom with 10 to 20 computers with Internet access to provide for computer based and Internet based learning activities for staff and customers. All such rooms should be equipped with appropriate audio/visual equipment.
- **Private meeting space** should be available for employers to conduct interviews, counselors to confer with their clients, testing and for other purposes.
- A room off of the resource room should be available to **accommodate small children**. This room should have a separate bathroom.
- **Office space** should be provided for supervisors. **Private workstations** with appropriate equipment should be provided for each employee of the center. Visiting and permanent partners working in the center should have workstations and equipment appropriate to their needs.



- There should be an employees’ **break room** away from the public areas of the facility and it should be equipped with a sink, water, refrigerator, microwave, table and chairs.
- There should be at least one staff **conference room** away from the public area. The room should be able to accommodate at least twenty persons.
- There should be **interior signage** that will be helpful to visitors to the center to find their way around the place. Posters mandated by federal and State laws: USDOL, OSHA, EEOC, Discrimination, Unemployment Compensation, Workers Compensation, Child Labor Law, etc, must be placed prominently in public areas of the center.
- There should be separate **restroom facilities** for visitors to the center. These should be located near the front, nearby the main resource room and reception area.
- In general, the center’s **design** should be open with as few visual impediments as possible. All rooms, except bathrooms, closets and storage areas should have sidelight windows near the door or some other visual access to the space to further promote the concept of openness. The space should be professionally designed and **decorated** in a tasteful manner. The space should reflect good taste and yet feel comfortable. It should be kept **clean** and uncluttered at all times. This also applies to employee workstations and common areas.

### *Exterior*

- The **exterior** of the **facility** should be kept neat and clean. Windows should be in place and clean. Walkways should be clear of obstructions and clean. Decorative ground cover, shrubs, trees, bushes, grass, and flowers should be well tended, trimmed, ordered and kept clean.
- All **signage**, whether exterior or interior, should be approved by SFW staff and reflect the branding logos and trademarks approved by SFW. Signage should be of sufficient size as to be visible from a distance,



lighted if possible, placed upon the building façade, on mountings or standards located at the entrance to common parking areas, on the street, or, otherwise as necessary so as to provide the greatest feasible visual notice of the center's location.

- Signage on or next to the **main entrance** should contain the following **information**:
  - South Florida Workforce
  - One Stop Career Center
  - Affiliated with Workforce Florida
  - Operated By: (name of the contractor)
  - Hours of Operation: (current policy)
  - Listing of Services:
    - Job Placement
    - Career Training
    - Unemployment Information
    - Employer Recruitment

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**South Florida Workforce  
Personnel Standards for  
One-Stop Career Centers**

## **Personnel Standards: Skill Sets & Related Standards for Operator Certification**

### **Greeter/Receptionist**

The Greeter/Receptionist is the initial point of customer contact. This person must be thoroughly familiar with all of the services offered at the One Stop. He or She must be able to evaluate the customer's request and then be able to correctly refer the customer to the proper person or place within the center. The Greeter/Receptionist would require at least a high school education and a minimum of one year's experience in a similar position. This position will require annual competency certification.

### **Job Development/Placement Specialist**

The Job Development/Placement Specialist deals with the customer upon referral from a Counselor or a Case Manager. This person is able to evaluate the customer's potential for placement in jobs that the center has available and directly assists the customer accordingly. The Job Developer will also deal directly with employers and provide employer services in the form of recruitment, screening, and other related services. The Job Developer/Placement Specialist should be experienced in the activity of meeting with employers, determining positions available, communicating that information to the system Job Bank, and working directly with persons in need of employment and referral to employment opportunities. Some post secondary education would be required for this position, minimum AA or AS would be necessary, along with at least 2 years of experience doing similar work. Practical working knowledge of the VOS and the Florida JIS system would be required to occupy this position. This position will require annual competency certification.

### **Counselors and Case Managers**

Counselors and Case Managers must be thoroughly knowledgeable of case management methods and the technological resources available to case managers in the modern social service environment. They must be sensitive and perceptive to the special needs of each customer that they are responsible for assisting. They must be completely knowledgeable of the career development and training resources available in the South Florida region and be able to identify other social service resources that may be available in the region, and that may be needed to enhance the services provided to each customer. Counselors and Case Managers must be familiar with other specialists at the center and know enough to be able to successfully refer a customer for the services that he or she may require to be successfully served. Counselors and Case Managers are required to be knowledgeable in the following areas:

- WIA eligibility (Adult, Dislocated & Youth)
- WIA services (core & intensive)
- WtW eligibility & services

- TANF eligibility & services
- Refugee eligibility & services
- Veterans services
- Job Corp services
- Youth services
- Disabled services
- Offender services
- UC application information
- Substance Abuse/Medical services
- Domestic violence program services
- Occupational Skill training programs
- Assessment/testing services

Counselors and Case Managers must have a minimum of a bachelor's degree in a social services related discipline, and at least two years experience as a counselor or case manager involved with employment and training programs or closely related activities. Counselors and Case Managers must demonstrate their on-going involvement in upgrading their skills by participating in continuing education and/or training specifically designed to enhance their knowledge in the fields related to their occupation. Complete knowledge of and ability to use the VOS, Aviator and Galileo programs is required. This position will require annual competency certification.

#### **Testing & Eligibility Assessment**

Testing and Eligibility personnel must be thoroughly experienced and knowledgeable in administering and scoring the TABE aptitude test, the Aviator assessment program and other aptitude and interest tests that may be made available at the center. This person must also be thoroughly trained and expert in determining the customer's eligibility for the various intensive level services (WIA adult and dislocated worker, youth, etc.) and be able to complete the necessary application paperwork to enable the customer to receive priority services. This position requires at least an AA or AS degree in a field related to testing assessment and at least one year of experience in a similar type job. This position will require annual competency certification.

### **Resource Room Attendant**

This person must be thoroughly familiar with all of the services offered at the One Stop. He or She must be able to evaluate the customer's needs well enough to determine the resources of the center that will best service the customer. Knowledge of all services available at the center and information resources of the center available to anyone coming to the center, knowledge of the VOS, Galileo, the Florida Job Information System and other web-based self help products and a very high technical facility with the computer are necessary competencies of the resource room attendant. This position requires at least an AA or AS degree in a related field and at least one year of direct customer contact experience in a customer service position. This position will require annual competency certification.

### **Center Manager**

The Manager of the Center has complete responsibility for the operation of the Center. The Center Manager must be knowledgeable of all of the programs and resources available at the One Stop Career Center. This person must be an experienced personnel supervisor with a demonstrated track record for developing successful team environments where customer service and satisfaction are important to the success of the organization. This position requires at least a bachelor's degree in business or public administration or a related field and at least two years experience managing similar organizations. This position will require annual competency certification.

### **All Operator Personnel**

All center personnel must meet the skill and competency requirements as set forth in Program Directive #15, PY-01, "Certification of One Stop Career Center Personnel and Center Operators," and any subsequent amendments to the competency certification policies of the South Florida Workforce Board.