

**Workforce Development System
Technical Advisory #18-01.1
May 31, 2023**

To: Workforce Development Community
SUBJECT: New York State One-Stop Career Center Certification

PURPOSE

Establish State policy for certifying One-Stop Career Centers under the Workforce Innovation and Opportunity Act (WIOA).

POLICY

WIOA requires all Comprehensive and Affiliate One-Stop Career Centers (Centers) in each Local Workforce Development Area (LWDA) be certified.

Certification must occur at least once every three (3) years beginning in Program Year (PY) 2017.

Local Workforce Development Boards (LWDBs) have primary responsibility for the certification of Centers in their LWDA.

WIOA requires the certification to address these three Criteria Categories:

1. Accessibility (physical and programmatic);
2. Effectiveness of the network; and
3. Continuous Improvement of One-Stop Centers and delivery systems.

LWDBs may establish additional certification criteria. Instructions on how to do this are provided in the Action portion of this Workforce Development System Technical Advisory (WDS TA).

For any LWDA in which the LWDB is the One-Stop System Operator, the certification will be performed by the New York State Department of Labor (NYSDOL).

Centers must be certified to be eligible to receive infrastructure funds under the State Funding Mechanism detailed in WIOA at [20 CFR §678.730](#).

ACTION

Certification is based on an on-site evaluation of each Comprehensive and Affiliate Center in the LWDA, conducted by LWDBs or their designees.

The on-site evaluation has two components:

1. Required standards – Attributes and standards deemed essential for certification for each Criteria Category; and
2. Enhancement standards – Attributes and standards deemed desirable for certification for each Criteria Category.

The evaluation method is a Yes/No assessment of each standard, where:

- Yes indicates the standard is achieved; and
- No indicates the standard is not achieved.

Attachment A: Assessment Methodology Outline provides an outline of the two components of the on-site evaluation.

1. Table 1 covers the Required Standards, outlining the attributes and standards for the 3 Criteria Categories. In total, there are 6 attributes and 16 standards across the 3 Categories, as follows:
 - Accessibility category – 2 attributes and 5 standards;
 - Effectiveness category – 3 attributes and 8 standards; and
 - Continuous Improvement category – 1 attribute and 3 standards.
2. Table 2 covers the Enhancement standards, outlining the attributes and standards for the 3 Criteria Categories. In total, there are 6 attributes and 25 standards across the Accessibility and Effectiveness Categories, as follows:
 - Accessibility category – 2 attributes and 11 standards; and
 - Effectiveness category – 4 attributes and 14 standards.

The Continuous Improvement category in the Enhancement standards component is embedded in both the Accessibility and Effectiveness categories, whereby an “Improvement Action” is required for each standard (i.e., an action to improve upon the current status of the standard).

To become certified, a Career Center must achieve:

- “Yes” outcomes to all 16 required standards; and
- “Yes” outcomes to at least 60% (or 15 out of 25) of the Enhancements standards, and specify an “improvement action” for each of the 25 Enhancements standards.

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Career Center Certification Tool

To assist with the on-site evaluation and overall assessment, NYSDOL has designed **Attachment B: Career Center Certification Tool**, which contains Yes/No questions as well as space for an Improvement Action for each standard. **Attachment B** will automatically tabulate an overall assessment score when completed electronically. It will also provide a summary of the evaluation and highlight the requirements for certification.

Development of Additional Criteria

LWDBs have the option to create additional certification criteria if they so choose.

When developing additional criteria, the LWDB must:

1. Ensure the additional criteria falls under one of the three categories; and
2. Develop an appropriate scoring method for the additional criteria.

Center(s) in the LWDA must meet any additional standards established by the LWDB in addition to meeting the minimum scoring requirements previously described. Note that **Attachment B** is not able to account for additional criteria added by the LWDB.

To help guide this process, NYSDOL has designed **Attachment C: Additional LWDB Certification Criteria** for use by LWDBs when developing additional criteria.

Note: If the LWDB chooses to add additional certification criteria, the LWDB must also include a completed **Attachment C** with submission. This is done for informational purposes only. NYSDOL will not provide an approval/denial of LWDB-developed criteria.

Notification and Submission Requirements

Once all One-Stop Career Centers in the LWDA have been assessed for certification, the LWDB must provide NYSDOL with electronic copies of the assessments (i.e. **Attachment B**) done for each Comprehensive and Affiliate Center. The submission will follow one of the following two scenarios:

1. The LWDB is the One-Stop System Operator; or
 - The assessments are provided to NYSDOL for review and certification purposes. If they are deemed acceptable, NYSDOL will certify Centers in the LWDA accordingly.
 - In addition to review for certification, the assessments will be analyzed by NYSDOL to identify systemic issues across the State where NYSDOL can look to provide state-level solutions.
2. The LWDB is not the One-Stop System Operator.

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- The assessments are provided to NYSDOL for information purposes only, allowing NYSDOL to perform the analysis previously described.
- In this scenario, it is the responsibility of the LWDB to certify Centers. Therefore, NYSDOL will not be reviewing the assessments for certification.

The submission must be done via email to LWDB@labor.ny.gov, with a CC to the appropriate NYSDOL Program Monitor, using the subject line “[LWDA Name] One-Stop Career Center Certification results.” The email must also contain **Attachment D: Career Center Certification Results**, which provides a list of each of the Comprehensive and Affiliate One-Stop Career Centers in the LWDA, with the final results of each certification. This information will be used to inform the State Funding Mechanism if it has been triggered in the LWDA.

NYSDOL will follow up via email with any LWDB that has a Center(s) that does not achieve certification. These situations will be handled on a case-to-case basis.

REFERENCES

WIOA Section 121

WIOA Regulations 20 CFR §678.730

[20 CFR §678.800](#)

WIOA Training and Employment Guidance Letter (TEGL) No. [16-16](#)

INQUIRIES

Questions regarding this TA may be directed to: LWDB@labor.ny.gov.

ATTACHMENTS

A: Assessment Methodology Outline

B: One-Stop Career Center Certification Assessment Tool

C: Additional LWDB Certification Criteria

D: Career Center Certification Results

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