

WIOA Quick Start Action Planner

One-Stop Service Design

Under the Workforce Innovation and Opportunity Act, the vision for one-stop centers is characterized by providing excellent customer service to job seekers and employers, customer-centered service delivery, and continuous improvement. States and local areas should strive to ensure quality services are being delivered in the most efficient and effective ways possible, through full integration and coordination of one-stop partners and resources to support seamless service delivery.

Please rate where your state or local area is on the following indicators related to preparedness in one-stop service delivery under WIOA.

Some indicator statements are applicable to both the state and local level, while others are for state or local level leaders. Respond to only those indicator statements that are applicable to your level in the workforce system.

Section 1: Partnerships and Program Alignment

Does your one-stop system have strong partnerships in place to ensure quality and effective services and programs are available to meet all customers' needs?

State and Local Leaders

	Not at all	Making progress, but long way to go	Have some of this, sometimes	Yes, in place now	Not only in place, but we're excelling
1. Our workforce system has all core and required one-stop partners at the table supporting development and implementation of the area's one-stop policies and processes, service delivery design, and infrastructure and certification criteria.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Core and required one-stop partners are invested in supporting development and implementation of our state's/local area's one-stop policies and processes and a customer-centered service delivery design.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Our workforce system actively connects entities receiving DOL-funded discretionary grants with the one-stops to ensure customers can take advantage of the grant opportunities provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Our workforce system has identified existing efforts in the state and local areas that have established emerging career pathways and is working to expand those efforts in a non-duplicative manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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| 5. Our workforce system has a structure in place to ensure input from area business and industry about the skill needs of the workforce is captured and addressed. | <input type="radio"/> |
| 6. Business services representatives work collaboratively with one-stop partners and have an impactful role in one-stop service delivery, such as identifying industry-recognized credentials appropriate to regional economies. | <input type="radio"/> |
| 7. Business services representatives have a comprehensive understanding of labor market conditions, economic development activities, skill needs of the workforce and are fully connected to regional and local business partnership activities and sector strategies. | <input type="radio"/> |
| 8. A service strategy is in place for providing career services to Unemployment Insurance (UI) claimants. One-stop center staff are trained and knowledgeable in available UI services. | <input type="radio"/> |
| 9. The role of all required partners in the one-stop has been defined, introduced, and integrated into service delivery. | <input type="radio"/> |
| 10. The role of TANF in the one-stop has been defined in consultation with local TANF program administrators and TANF-specific services have been integrated into overall service delivery structures. | <input type="radio"/> |
| 11. A process is in place to assess customers' educational barriers when necessary and refer them to appropriate services that address a range of educational needs (e.g. low literacy levels, learning disabilities, etc.) and to appropriate partner programs (e.g. Adult Education, providers of ESL training, etc.). | <input type="radio"/> |
| 12. A service strategy has been put in place that provides youth with access to educational and other appropriate activities and supportive services. Youth are able to access robust programs, activities, and supportive services to assist them in obtaining high school and postsecondary credentials and succeeding in careers. | <input type="radio"/> |
| 13. One-stop centers work in partnership with Job Corps Centers to actively recruit and refer youth to the program. | <input type="radio"/> |

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14. Our state has a robust and interactive on-line service delivery system that supports receipt of services across all partner programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Our state is engaged in regional partnership activities with businesses and employers. Work-based learning opportunities are available through all the one-stops in the state and reflect these partnerships for in-demand careers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 1: Partnerships and Program Alignment

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Local Level Leaders Only

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16. Our local area has a process to establish meaningful MOUs with partners with a strong focus on identifying the appropriate career services that will be delivered through the one-stop delivery system, as well as on customer-centered service delivery design and infrastructure/cost agreements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. One-stops in our local area have established relationships with partners to provide educational and supportive services for job seekers with significant barriers to employment, including the opportunity for them to earn credentials needed for employment in high-wage, high-demand jobs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 2: One-Stop Policy and Service Delivery

Has your state and local area developed and implemented one-stop policies that ensure customer-centered and cohesive service delivery at all levels?

State and Local Leaders

	Not at all	Making progress, but long way to go	Have some of this, sometimes	Yes, in place now	Not only in place, but we're excelling
18. One-stop partners understand customer-centered design and how it applies to one-stop operations and continuous improvement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Policies for one-stop centers are in place that support a customer-centered, fully integrated, service delivery system that ensures customers have maximum access to the full range of education, employment, training, and supportive services available through the partner programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. One-stop partners use customer-centered design to understand the customer's needs and desires, and have implemented policies and procedures for integrated services based on the needs of their clients and context of their community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. One-stop partners have a process in place for the continued use of customer-centered design to improve one-stop services to clients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Our workforce system is committed to continuous improvement of one-stop service delivery. There are policies and procedures in place to evaluate effectiveness against the indicators of performance, accessibility, and customer satisfaction and make improvements based on data and feedback.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Under WIOA, core services and intensive services are consolidated into career services. One-stop policies are clearly established in the MOU and these policies reflect that an appropriate combination of career services are made available through partner programs at every one-stop.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Intake, case management, and data systems are integrated between partners to allow for more efficient access to services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Our workforce system promotes accessibility for all job seekers to one-stop centers and program services, and is fully compliant with accessibility requirements for individuals with disabilities.

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26. Our state and local areas have developed and implemented comprehensive policies in partnership with required partners to drive the one-stop system. The policies are disseminated to local areas with appropriate guidance for implementation.

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27. One-stops in our local area offer robust training services (ITAs, customized training, work-based learning, etc.) leading to industry-recognized credentials in in-demand career fields as shown through Labor Market Information.

28. One-stops in our local area have established relationships with partners to provide educational and supportive services for job seekers with significant barriers to employment.

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| 29. Our local area has procedures in place to encourage co-enrollment of job seekers in one or more core programs delivering services through the one-stop. | <input type="radio"/> |
| 30. Customers experience a “common front door” for all one-stop partner programs supported by common registration (different than common intake for eligibility purposes) and a triage/assessment process to measure academic and occupational skills that leads to seamless customer flow and access to the services needed. | <input type="radio"/> |
| 31. Front-line staff in the local area has been fully trained on customer-centered service delivery practices. | <input type="radio"/> |
| 32. One-stops in our local area assist job seekers with disabilities in all one-stop partner programs, and have assessed physical and programmatic accessibility. This includes, but is not limited to, ensuring assistive technology is in place, and front-line staff members are trained in the use of this technology. | <input type="radio"/> |

Section 3: System Capacity

Has your state positioned the one-stop system to ensure it not only meets the criteria of WIOA, but is accessible and equipped to meet the needs of all customers throughout the state?

State Level Leaders Only

- | | Not at all | Making progress, but long way to go | Have some of this, sometimes | Yes, in place now | Not only in place, but we’re excelling |
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| 33. Our state, with local area input, has developed criteria for one-stop certification that embodies the WIOA vision overall and provides a clear framework for consistency of service delivery state-wide. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 34. Our state routinely provides technical assistance to local area one-stop operators on topics such as integrated service delivery, coordination of programs and services among one-stop partners, effectively serving individuals with barriers to employment, and implementing innovative programs and strategies. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 35. Our state has revisited its one-stop bricks and mortar foot print in light of new requirement for Wagner-Peyser co-location and new one-stop required partners that may bring facilities to the table, and to ensure adequate services to rural areas. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

36. Steps have been taken to physically incorporate new partners and services in our state's one-stops in a manner that is both convenient and accessible to all customers.



Core and Required one-stop partners include:

- Adult Education
- Adults
- Career and Technical Education (Perkins Act)
- Community Services Block Grant
- Department of Housing and Urban Development Employment & Training Programs
- Dislocated Workers
- Job Corps
- National Farmworker Jobs Program
- Re-entry Programs (REXO or related integration programming)
- Temporary Assistance for Needy Families (TANF)
- Title V of Older Americans Act (SCSEP)
- Trade Adjustment Assistance
- Unemployment Insurance
- Veterans Employment and Training Programs
- Vocational Rehabilitation
- Wagner-Peyser Employment Services
- Youth
- YouthBuild