



**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
POLICY NOTICE NO. 31 Rev. 2**

EFFECTIVE DATE: March 31, 2026

SUBJECT: ONE STOP RECERTIFICATION POLICY

I. PURPOSE

This policy establishes standards, criteria, and procedures for the certification and recertification of One-Stop/American Job Centers within the Northern Area Local Workforce Development Board (NALWDB) region. The purpose of this policy is to ensure One-Stop Centers operate in compliance with WIOA requirements; provide integrated, accessible, and high-quality services; and support continuous improvement across the local workforce system.

II. AUTHORITY

This policy is issued pursuant to:

- Workforce Innovation and Opportunity Act (WIOA) §§ 121, 134, and 188
- 20 CFR Part 678 (One-Stop Operations and Certification)
- 20 CFR Part 652 (Wagner-Peyser Employment Service)
- 20 CFR Part 680 (Adult and Dislocated Worker Programs)
- 20 CFR Part 681 (Youth Programs)
- 20 CFR Part 677 (Performance Accountability)
- 29 CFR Part 38 (Equal Opportunity and Nondiscrimination)
- Americans with Disabilities Act (ADA), as amended
- Rehabilitation Act of 1973, Section 504
- Applicable guidance issued by the U.S. Department of Labor and the New Mexico Department of Workforce Solutions
- NALWDB Policy No. 30 – One-Stop Operations
- NALWDB Policy No. 10 – Referral Process
- NALWDB Policy No. 24 – Nondiscrimination and Equal Opportunity
- NALWDB Electronic File Policy
- NALWDB Monitoring Policy

III. POLICY STATEMENT



The NALWDB shall certify and recertify One-Stop Centers to ensure compliance with WIOA requirements and to promote integrated, customer-centered, and accessible service delivery.

Certification and recertification shall evaluate whether One-Stop Centers meet minimum quality standards, support coordinated partner services, and operate in alignment with federal, state, and local workforce policies.

IV. CERTIFICATION AND RECERTIFICATION REQUIREMENTS

The NALWDB shall utilize a Board-approved certification checklist as the primary tool for evaluating One-Stop Centers.

Certification and recertification reviews shall assess, at a minimum:

- a) Integration and coordination of partner services;
- b) Access to required and additional partner programs;
- c) Effectiveness of referral processes and partner collaboration;
- d) Compliance with Equal Opportunity and nondiscrimination requirements under WIOA Section 188 and 29 CFR Part 38;
- e) Physical, programmatic, and digital accessibility of services;
- f) Use of approved electronic systems and compliance with documentation requirements; and
- g) Support of local performance accountability goals.

V. ACCESSIBILITY AND EQUAL OPPORTUNITY REVIEW

Certification and recertification reviews shall include verification of compliance with accessibility and Equal Opportunity requirements.

Reviews shall assess whether the One-Stop Center provides:

- Physically accessible facilities;
- Programmatic accessibility for individuals with disabilities;
- Accessible electronic systems and records;
- Accessible websites, virtual services, and digital platforms; and
- Accessible communication materials and auxiliary aids.

Certification reviews shall also verify that:

- Equal Opportunity notices are properly posted.



- EO complaint procedures are available and accessible; and
- Staff can direct individuals to appropriate complaint processes.

EO complaint rights and procedures are governed by NALWDB Policy No. 24, Non-discrimination and Equal Opportunity Provisions.

VI. REFERRALS AND SERVICE COORDINATION

Certification and recertification shall assess the effectiveness of referral processes among One-Stop partners.

Reviews shall verify alignment with NALWDB Policy No. 10, Referral Process, including:

- Clear partner roles and responsibilities.
- Timely and appropriate referrals.
- Coordination of services to avoid duplication; and
- Documentation of referral activities, as applicable.

VII. ELECTRONIC RECORDS AND DOCUMENTATION

Certification reviews shall evaluate compliance with the NALWDB Electronic File Policy, including:

- Use of approved electronic systems.
- Secure handling of participant information.
- Role-based access controls; and
- Consistency between service delivery and documentation.

Electronic records serve as the official record for certification review purposes.

VIII. PROCESS

NALWDB staff shall coordinate with the One-Stop Operator and One-Stop Center management to schedule certification or recertification reviews.

At least thirty (30) days prior to the review, the One-Stop Center shall receive written notification, including:

- Review agenda.
- Scope of review; and
- Certification or recertification checklist.



Exceptions to the notice timeframe may be granted on a limited basis, in consultation with One-Stop Center management.

An exit meeting shall be conducted to summarize review results. Technical assistance or follow-up activities may be scheduled as appropriate.

IX. TIMEFRAME

One-Stop Centers shall be certified or recertified at least once every three (3) years, consistent with WIOA requirements.

Physical site reviews are required for comprehensive One-Stop Centers. Reviews of affiliate or stand-alone centers may be conducted at the discretion of the Board.

X. FINDINGS, CORRECTIVE ACTION, AND FOLLOW-UP

Certification or recertification reviews may result in findings, recommendations, or required corrective actions.

When deficiencies are identified, the NALWDB may require:

- Submission of a corrective action plan.
- Targeted technical assistance; or
- Follow-up review to verify resolution.

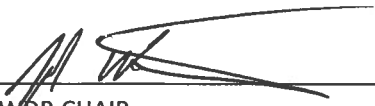
Failure to address identified deficiencies may impact certification status.

XI. EFFECTIVE DATE AND REVIEW

This policy supersedes all prior NALWDB One-Stop Certification or Recertification policies and is effective upon approval.

This policy shall be reviewed periodically and updated as necessary to ensure compliance with federal and state law and guidance.

INQUIRIES; Contact WIOA Program Manager at (505) 986-0363.



NALWDB CHAIR

3-31-26

DATE