



WORKFORCE INNOVATION OPPORTUNITY  
ACT (WIOA) PROGRAM POLICY NO. 31

EFFECTIVE DATE: June 15, 2022

**SUBJECT:** One Stop Recertification Policy

**REFERENCES:**

- Workforce Innovation and Opportunity Act (WIOA), July 22, 2014
- WIOA Joint Final Rules for One-Stop System Joint Provisions – U.S. Department of Labor (Title I), Rehabilitation Services Administration (Title IV), Office of Career, Technical, and Adult Education (Title II): 20 CFR, Parts §678.300, §678.310, §678.800, §361.300, §361.310, §361.800, §463.300, §463.310, §463.800, One-Stop Certification
- NMDWS Guidance Letter 16-005, NMDWS Policy 17-17
- 20 CFR, Parts § 361.800, § 361.135, § 361.705

**PURPOSE**

The purpose of this policy is to provide the ensuing checklist along with the criteria for recertification as designated by the One-Stop certification process outlined by WIOA.

**BACKGROUND**

New Mexico has developed a One-Stop delivery system where the employment, training, and support services are co-located. Workforce Development, with the agreement of the Governor, designates and certifies the One-Stop Operator to ensure a consistent level of services provided across the One-Stop delivery system and measures the progress of One-Stop Career Centers, also termed job service offices, toward specified goals and maintenance of quality standards.

In an effort to ensure the One-Stop delivery system meets minimum quality standards, including the effective integration of services, and in anticipation of meeting requirements in WIOA, the NALWDB has developed minimum One Stop Career Center certification criteria. This standard certification criterion promotes the objectives of New Mexico's WIOA State Plan. The NALWDB is authorized to certify NALWDB One-Stop Career Centers.

**Recertification**

The NALWDB will utilize a board approved checklist that will be the primary tool for recertification of one stop facilities. The recertification process must verify several key aspects of the services being provided.



#### Evaluations:

- Integration of available services for participants and business
- Meets the needs of participants and local employers
- Operates in a cost-efficient manner
- How well services are coordinated
- How effective is access to partner programs?
- That they provide equal opportunities for individuals with disabilities according to 29 CFR part 38

Evaluations must also consider how the one stop center supports the NALWDB in achieving its negotiated levels of performance.

#### **PROCESS**

The AE Staff of the NALWDB will coordinate with the One-Stop Operator and the manager of the One-Stop Center to schedule the review. At least 30 days prior to the review a formal letter will be mailed to the One-Stop manager providing, but not limited to:

- An agenda
- Scope of the review
- Recertification Checklist

Circumstances may dictate an announcement of the review to be shorter than 30 days. These exceptions are expected to be used sparingly and will be arranged in consultation with the One-Stop manager. The exit meeting will provide a summary of the review. Additional technical assistance based on the review may be scheduled by the One-Stop Operator, manager, or labor program specialist.

#### **Timeframe**

The NALWDB must assess every 3 years the one-stops under their discretion based on the previously identified criteria and the associated recertification checklist. Physical site reviews are required of all comprehensive centers. Site reviews of Affiliate Centers and Stand Alone are at the discretion of the Board.



This policy rescinds any previous NALWDB policy regarding subject.

INQUIRIES: Contact WIOA Program Manager, at 505-986-0363.

  
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NALWDB CHAIR

  
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DATE