


## Policy for Rendering of Services at One Stop Management Center

### I. INTRODUCTION



The One Stop Management System brings together representatives of programs related to workforce development, education, and other human resources services in an aligned system, focused on offering services to clients, which improves access to programs and services and increases long-term employment prospects. The participating agencies separately manage the programs that make up the system. The system will include at least One Stop Management Center in each Local Area, designated by the Governor, in which job seekers and employers will access the services of obligatory members. In the particular case of Title 1-B, the services aimed at young people, adults, and displaced workers.

### II. LEGAL BASE


Sections 121 and Section 134(c) (2) - Workforce Innovation and Opportunity Act (WIOA).

Part 678 of the Workforce Innovation and Opportunity Act (WIOA) Regulations.

TEGL 3-15 issued by the Employment and Training Program attached to the Federal Department of Labor on July 1, 2015.

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### III. OBLIGATORY PARTNERS


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- a. Programs Title I WIOA
    - i. Young workers,
    - ii. Adults,
    - iii. Displaced Workers,
    - iv. Job Corps,
    - v. Migrants and Seasonal Workers.
  - b. Employment Services authorized in "Wagner Peyser", as amended Title III WIOA.
  - c. Adult Education and Literacy Programs (Title II WIOA).
  - d. Vocational Rehabilitation - Title I of the Rehabilitation Act of 1973, as amended, Title IV WIOA.
  - e. Community Service Employment Program (SCSEP) of Title V of the Older Americans Act of 1965.
  - f. Career and technical education at post-secondary level - Carl D. Perkins Act of 2006.
  - g. Activities "Trade Act Adjustment Assistance" Trade Act de 197 4 (Capitulo 2 Title II).
  - h. Veterans Counseling, Training, and Employment Placement Services Program - Chapter 41 of Title 38 "United States Code".
  - i. Training and Employment Activities of CSBG ("Community Services Block Grant").
  - j. HUD Training and Employment Activities.
  - k. State Unemployment Compensation Act Programs.
    - 1. Section 212 Programs - Second Chance Act of 2007 - Reinstatement of Offenders; and
  - m. Part A Title IV "Social Security Act" TANF ("Temporary Assistance for Needy Families")

Participating Partners are responsible for providing access to their programs and activities in the single management system, as established by the Local Board.

#### IV. SERVICES OFFERED BY THE AGENCIES REQUIRED AT THE ONE STOP MANAGEMENT CENTER

Career services must be available and at a minimum the following will be included (consistent with the permissible activities of each agency):

##### 1. Basic Career Services:

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- a. Determination of whether individuals are eligible for the Adult, Displaced Worker, and Youth Programs.
  - b. Dissemination, interviews (including worker profile), guidance and information about the services available at the One Stop Management Center.
  - c. Initial assessment of skills including literary, arithmetic, English language proficiency, as well as aptitudes, skills, and need for support services.
  - d. Labor Exchange Services System
  - e. Assistance Job Search, Employment Placement, and Career Counseling if necessary.
    - i. Information on occupations in demand.
    - ii. Information on non-traditional jobs; and
    - iii. Recruitment and other services for the employer including information and referrals to specialized business services.
  - f. Referrals to other activities, programs and services, including those of the system.
  - g. Statistics related to the labor market, lists of vacancies, skills required, salaries, and opportunities for advancement.
  - h. Program information and costs of eligible Training Service Providers by program, and provider type.
  - i. Information in plain language format, about performance measurements of the local area.
  - j. Information in plain language format, about support services availability and the referral process to access:
    - i. Childcare.
    - ii. Medical Assistance.

iii. Nutritional Assistance Program.

iv. Other

k. Information and assistance related to unemployment claims, how to fill and submit them. This information and assistance shall be provided by personnel trained in relation to the rights and responsibilities of the claimant.

l. Assistance aimed at determining eligibility for programs or financial assistance for education and training programs not provided by WIOA.

2. Individualized Career Services - If appropriate, so that the individual can obtain and retain an employment:

a. Comprehensive and specialized assessments of the skill levels and need for services of displaced adults and workers, which may include:

i. Diagnostic tests; and

ii. Interviews to identify barriers of employment and goals.

b. Development of an Individual Employment Plan to identify employment goals, objectives, and the combination of services the participant needs to achieve their employment goals, including the list and information of training providers.

c. Group and individualized counseling.

d. Career planning - means the job search as part of a structured plan, focused on what and how the participant wants to achieve. Identify strengths and weaknesses.

e. Short duration Prevocational Services including:

f. Development of learning skills; and

g. Communication skills, job interviews, punctuality, professional conduct, to prepare individuals for unsubsidized training or employment.




- h. Internships and Work Experiences linking careers, professions, or trades.
- i. Activities aimed at preparing the workforce.
- j. Financial education.
- k. Assistance in out-of-area job search and relocation; and
- l. Training and educational programs related to English language proficiency.

3. Follow-up services: will be provided, including workplace-related counseling for adult participants and displaced workers who are placed in unsubsidized employment, up to 12 months after the first day they were employed.

The agency that manages TANF ("Temporary Assistance for Needy Families")

4. will identify the employment and support, provided by the program in the local area that qualify as Career Services and guarantee access to them through the ONE STOP MANAGEMENT CENTER.

## **I. TRAINING ACTIVITIES**



At WIOA there are no requirements to follow a sequence of career and training services. When the need for training is determined, the Partner Agency will offer it considering the rules applicable to their program. In the particular case of Adults and Displaced Workers, they will be offered through an Individual Training Account or through a training contract, according to the Policy established for the Local Board.

## **II. YOUTH SERVICES**

The Youth Program is one of the partners of the system and its responsibilities are set forth in Section 121(b)(1)(A) of the Act. In the ONE STOP MANAGEMENT CENTER:

- 1. Youth activities will be coordinated and provided.
- 2. It will facilitate the access of young people to the labor market and employers.

3. Access for eligible young people, to the information and activities established in the Law, will be facilitated.
4. Services will be provided for ineligible young people such as:
  - a. Labor Exchange System.
  - b. Activities on their own such as:
    - i. Job search.
    - ii. Career exploration.
    - iii. Use of The One Stop Management Center's resources, and
    - iv. Referrals as appropriate.

### III. OPERATOR FUNCTIONS

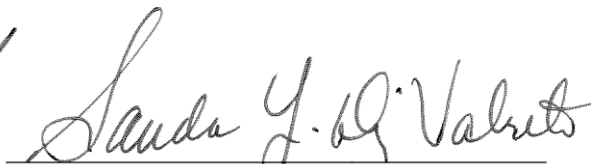
The Operator of The One Stop Management Center will ensure that the services described above are offered by the system partner agencies, as established by the Law and Regulations. At The One Stop Management Center, space will be provided for a resource center with computers, facsimiles, and others, for the use of customers and/or participants. In addition, spaces will be provided for conference room(s) and facilities for obligatory members. It will be responsible for notifying the Local Board, in writing, the breach of the above-mentioned requirements (participation of the partners and services) for the corresponding action.

### IV. APPROVAL AND VALIDITY

This public policy will take effect immediately after its approval. It will be the responsibility of the Executive Director to inform the staff, within five (5) days of its approval.



ÁNGEL A. SAN MIGUEL HERNÁNDEZ  
 President of the Local  
 Labor Development  
 Board



Sandra I. Díaz Valentin  
 Secretary of the Local Board of  
 Labor Development

27 de octubre - 2016

DATE