

SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD

ONE-STOP DELIVERY SYSTEM POLICY 17-17

DATE OF ISSUE

June 29, 2017

EFFECTIVE DATE

July 1, 2017

APPLICABILITY

Adult, Dislocated Worker, Youth Providers and Partners

PURPOSE

This policy provides service providers and other workforce system sub-recipient(s) with instruction and guidance on the New Mexico one-stop delivery system and emphasizes, encourages and supports the continued development of a seamless statewide one-stop delivery system that is business-driven, skills-based, and accessible. This policy ensures the statewide system focuses on quality and seamless services to business and job seeker customers through coordination and non-duplication among the programs and activities carried out by workforce system partner(s).

DEFINITIONS

- A. New Mexico Workforce Connection Center American Job Center are also referred to as one-stop centers.
- B. Local workforce investment boards referenced in the WIOA are called local Workforce Development Boards.
- C. Workforce System Operator(s) are also referred to as one-stop operators.
- D. The term seamless refers to a service delivery system that maintains individual agency identities and formal supervision lines of authority behind the scene, however, provides an integrated approach to serving job seeker and business customers through a focus on functions rather

than agencies and funding streams. [11.2.5 NMAC]

BACKGROUND

Title I of the WIOA assigns responsibilities at the local, state, and federal levels for the creation and maintenance of a one-stop delivery system. The one-stop delivery system is charged with enhancing the range and quality of workforce development services available to job seekers and businesses through a coordinated approach among partner agencies. The Governor has assigned the role of State Administrative Entity (SAE) to the Department of Workforce Solutions (DWS). A state board is appointed by the Governor according to WIOA requirements. The State Board and the SAE are responsible for guiding the establishment of a statewide seamless one-stop delivery system, called the New Mexico Workforce System(s). This system is a collaborative effort among education, business, public agencies, and community-based organizations to provide services to job seekers and employers in a seamless manner. Participating entities are called Workforce System Partner(s). Services are provided through a variety of access points. Each local workforce development area (local area) is required to have at least one comprehensive (center) that includes, at a minimum, three partners: WIOA adult and dislocated worker services, Wagner-Peyser labor exchange, and access to unemployment insurance services. Additional access points may include affiliate centers as well as stand-alone partner agency locations.

LOCAL BOARD RESPONSIBILITIES

The WIOA requires a workforce development board be established and be certified by the governor to set policy for the local area. Herein is specific guidance related to the roles and responsibilities of local boards in regard to the workforce system.

A. Service delivery. The workforce system shall include at least one physical comprehensive center in each designated local area. Local boards may choose to establish additional comprehensive and affiliate centers as determined appropriate. Decisions regarding additional comprehensive centers shall be made in collaboration with the DWS Cabinet Secretary as the State Administrative Entity (SAE) designated by the Governor.

- 1) Comprehensive centers. The comprehensive center shall provide core services specified in §463.305, and provide job seeker and employer access to partner services specified in §463.420. Each comprehensive center shall have on-site WIA adult and dislocated worker services, Wagner-Peyser labor exchange services, and access to unemployment insurance services. WIOA and Wagner-Peyser services shall be present and available full-time during posted work hours with access to information regarding unemployment insurance and partner services. Information regarding unemployment insurance will include written instructions and technology-based support such as a phone for job seekers to use to contact the unemployment insurance call center, use of a fax machine to transmit paperwork to the unemployment insurance call center, or access to a computer in the resource room. Required partners shall be available on-site or through electronic means or formalized referral processes. Partners are encouraged to co-locate in centers either full-time or on an itinerant basis and will be given priority over other tenants when space is assigned. Center hours may vary; however, centers are required to be open during the core hours of 8:00 am to 5:00 pm
- 2) Affiliate centers §463.310. An affiliate center shall, at a minimum, include the full-time physical presence of WIOA adult and dislocated worker services during the core hours of 8:00 am – 5:00 pm. In addition, an affiliate center may have one or more partner

services and activities available through scheduled on-site presence, via technology, cross-training of staff, or referral.

- 3) Stand-alone partner services §463.315. An office that provides stand-alone workforce system partner services, such as Wagner-Peyser services, will not be considered an affiliate center and will not be the responsibility of the respective local board or operator.
 - 4) Itinerant services. Local boards may authorize itinerant services defined as WIOA adult and dislocated worker services or youth services offered on a part-time basis at a location other than affiliate or comprehensive centers, such as stand-alone partner locations, libraries or community-based organizations. Locations where only itinerant WIOA adult and dislocated worker services or youth services are offered are not considered an affiliate center and will not be the responsibility of the respective local board or operator.
 - 5) Relocation or closure of a center. Local boards shall notify the DWS Cabinet Secretary of any plan for potential comprehensive center closure or relocation. The local board and the DWS Cabinet Secretary will work together to evaluate the potential center closure or relocation and seek alternative means to continue services in the affected area. The final decision to close or relocate a comprehensive center will be a joint decision between the local board and the DWS Cabinet Secretary. To ensure successful coordination and continued effectiveness of workforce system services, the local board and DWS Cabinet Secretary shall be notified of all relocation or closure of affiliate or Wagner-Peyser stand-alone facilities.
- B. Operator. Local boards are responsible for the oversight of the local workforce system. This is accomplished in part through the designation of the operator. Local boards shall designate an

operator for their local area that will ensure oversight and seamless service delivery within each center. The operator shall be designated through one of the following processes.

- 1) Competitive process.
 - 2) Under agreement between the local board and a consortium of entities that includes at least three or more of the required one-stop partners as identified at §463.400(b)(1).
 - 3) In the event the local board determines it will utilize a consortium of entities as the one-stop operator, the following parameters shall be met.
 - a) Shall be a consortium of three specific one-stop partners; WIOA adult and dislocated worker service provider and Wagner-Peyser, as the two required partners in a comprehensive center, and a third required partner chosen by the local board.
 - b) Individual consortium partners will be designated by their participating partner agency, shall work in the local area, and have supervisory authority over staff within the respective local area.
- C. Operator agreement. The agreement shall describe in detail how the following will be accomplished and maintained.
- 1) Staff partners that are physically located within an affiliate or comprehensive center shall be organized and coordinated by function.
 - 2) Assurance that seamless service delivery is implemented and managed in all affiliate and comprehensive centers to include details of the day-to-day functional supervision that may take the form of a site manager or other means as determined effective.
 - 3) Development of a customer flowchart together with partners that includes access to and services available for basic career, individualized career and follow-up services.

- 4) Detail operational procedures and protocols that promote effective seamless service delivery for all partners and do not negatively impact the performance or outcomes of any individual partner program.
 - 5) Convene meetings to be held at least quarterly between the operator and other required partners to discuss services, customer flow, partner referrals, performance outcomes and other issues as appropriate.
 - 6) Ensure communication of workforce system policy, guidance and information to affiliate and comprehensive center staff and required partners.
 - 7) Establish policies and procedures for situations such as inclement weather, holidays, breaks or time off, accounting for relevant policies that may not be consistent across partners. (state employees shall be governed by state personnel rules, collective bargaining agreements and state policy)
 - 8) Assure that success indicators established by the local board or State Administrative Entity are met and recommend additional metrics to the local board that support seamless service delivery and apply across partner services and activities.
 - 9) Enforce the prohibition against the local board directly delivering services to include a statement to ensure that the local board(s), its members, and its employees do not directly control or supervise the daily activities of its workforce service providers.
- D. Memorandum of understanding (MOU). The purpose of the MOU is to improve the accessibility and quality of services made available to a shared customer pool. Local boards are responsible for the development, execution, and maintenance of a memorandum of understanding with all partners physically located in each of their comprehensive and affiliate centers.

PARTNER RESPONSIBILITIES

All WIOA required or local board approved partners who wish to be physically co-located within a center shall be willing to provide their services within the following parameters.

- A. Partners shall make their core services available and seamless as directed by the operator or site manager.
- B. Partners shall make available through a seamless process other activities and programs carried out under their program direction or authorizing law.
- C. Partners shall ensure their staff is trained on their respective program rules and regulations and capable of effectively delivering program services and activities within a seamless service delivery environment.
- D. Partners shall enter into a MOU with the local board establishing shared success indicators, operating strategies and procedures, and customer flow for an effective seamless service delivery.
- E. Partners shall participate in cross-training of staff as determined necessary by the operator.
- F. Partners shall coordinate leave requests with the operator to ensure adequate staff coverage at all times.
- G. Partner shall maintain direct supervision over their respective staff and the volunteers that support their program.
- H. Partners shall ensure when applicable, state personnel rules and regulations, collective bargaining agreements and other partner agency policy continue to govern state partner staff in a center.
- I. Partner staff shall comply with center operational procedures but certain exceptions may exist such as Veterans staff that shall comply with veterans' program requirements and responsibilities in accordance with their authorizing legislation.
- J. While the operator may be asked to assist and provide information necessary to support certain

personnel actions, the partner agency retains sole discretion for anything that may affect the current base pay, status, and tenure of their respective staff such as any of the following employee actions.

- 1) Hiring.
- 2) Termination.
- 3) Discipline.
- 4) Promotion.
- 5) Permanent assignments. (functional supervisors may temporarily assign state staff to ensure coverage and positively impact service and a seamless service delivery)
- 6) Permanent transfer. (functional supervisors may temporarily assign state staff to ensure coverage)
- 7) Performance evaluations - with input from the functional supervisor.
- 8) Grievances.
- 9) Corrective action.
- 10) Disciplinary action.
- 11) Timesheet and leave approval.
- 12) Approval costs not addressed in the MOU with the local board related to the operation of the center such as travel, training, etc.

STATE ADMINISTRATIVE ENTITY RESPONSIBILITIES

The State Administrative Entity, under the direction of the Governor and the state workforce development board (DWS), is responsible for establishing and overseeing the workforce system and service delivery. For the SAE responsibilities regard to establishing and overseeing the statewide seamless service delivery system see §463.705.

COMMON MANAGEMENT INFORMATION SYSTEM

The centers will utilize a common management information system, the NM Workforce Connection Online System (NMWCOS) or other system as determined by DWS. The system is used for all data collection and reporting for all required partners

located in comprehensive and affiliate centers. Shared information and data agreements will be utilized to support access to information and information sharing between the partners as allowed by authorizing law and regulation

OUTREACH AND BRANDING

The workforce system outreach and branding is a shared state and local board responsibility. The center branding will be used to ensure recognition of the statewide seamless workforce system. Brochures, flyers, advertising media and announcements, stationery, business cards, and name tags used by the center staff will reflect the New Mexico Workforce Connection American Job Center branding only. Signage outside and inside all affiliate, comprehensive centers and Wagner-Peyser stand-alone partner facilities will reflect the New Mexico Workforce Connection American Job Center branding. No single partner or other tenants' signage will be combined or incorporated on the center signage. Modification to branding can be directed by the DWS Cabinet Secretary as SAE.

WORKFORCE SYSTEM COMMUNICATION PROTOCOL

To promote better coordination of the delivery of workforce services, all communication regarding state workforce system policy, guidance and information will flow from the SAE to the local boards, local workforce system administrative entities (local AE(s)), operators and site managers. The operators and site manager shall inform affiliate and comprehensive center staff. Communications regarding partner

program policy, guidance and information will be communicated from the program authority at the state level to appropriate center staff responsible for program administration ensuring the local administrative entity and the operator and site manager are simultaneously copied. Communication directly related to state personnel matters will be sent directly to individual staff from the state supervisor or official.

APPLICABILITY

All Workforce Connection Centers for the Southwestern NM – Adult & Dislocated Worker and Youth Services

INQUIRIES

Questions related to this policy should be directed to the Administrative Entity at (575) 744-4857.

ATTESTED

This policy was reviewed and approved by the SAWDB on: _____

SAWDB Chairman

Date