

Guide to Certifying One-Stop Operators Screen Shot

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Guide to Certifying One-Stop Operators

Introduction

As provided in the Workforce Investment Act of 1998, the Local Workforce Investment Board, with the agreement of the chief elected official, must designate and certify One-Stop Operators in each local area. Certification will help ensure a consistent level of quality in the services provided in the local workforce investment area. Local Boards are charged with utilizing criteria and quality standards for the purpose of holding Operators accountable for the one-stop system or center(s) operations they oversee.

New York State strives to establish a quality-driven, comprehensive system of workforce development services, and access to services, that benefit all New York citizens who wish to take advantage of them. One way this can be accomplished is through a systemic approach in the development of one-stop operator quality standards and measures of excellence that can be flexibly applied on the local level. The State Workforce Investment Board will ensure consistency of quality across New York State's one-stop system by establishing a State-level certification of local One-Stop System and Center Operators. Achievement of State-level certification will allow local Operators to benefit from the "WorkforceNY" statewide one-stop logo and marketing campaign and promotional materials. This "branding" of New York's one-stop system will identify local systems and centers who have attained State certification as those that have met the highest quality standards for the provision of workforce development services in their community. State certified Operators will enjoy the benefits of brand recognition and will be able to easily customize marketing products to add their own area/center moniker and logo.

Purpose Of The Certification Guide

This Guide outlines the critical elements that should be considered when developing a local One-Stop Operator Certification process. The Guide also points out specific areas of concentration the State Workforce Investment Board will consider in awarding State Certification to local One-Stop System or Center Operators.

Included in the Guide are examples of other chartering or certification processes used around the country from which you may