



NORTH DAKOTA WORKFORCE DEVELOPMENT COUNCIL
NORTH DAKOTA ONE-STOP CAREER CENTER CERTIFICATION

POLICY 2-04-01 (3)

PURPOSE:

With the enactment of the Workforce Innovation and Opportunity Act (WIOA), the United States Department of Labor (USDOL) Employment and Training Administration (ETA) has a renewed opportunity to articulate its vision for a demand-driven public workforce development system, redefine the interactions between USDOL and its Federal partners, and modernize service delivery through the alignment and integration of programs and data systems.

North Dakota has one state board, the Workforce Development Council (the Council), who has designated Job Service North Dakota (JSND) as the One-Stop Operator. WIOA Section 121(a)(2) requires the Council to certify the One-Stop Operator (JSND). This certification is further explained in CFR 678.800. JSND has nine (9) workforce centers across the state to carry out the services required under WIOA and Wagner-Peyser.

The Certification is critical for North Dakota's workforce system to remain competitive in today's knowledge-based economy. WIOA requires the One-Stop Operator to leverage resources and program activities to support a statewide workforce system to deliver and improve career options for workers and jobseekers, while also meeting the demands of business. The regulations were developed to promote program enhancements by requiring mandated services and encouraging collocation of partners and service providers to better serve customers. Certification demonstrates effectiveness in carrying out these functions, ensures programs and facilities are accessible to participants including physical accessibility, and, program and physical accessibility, and confirms a continuous improvement strategy is in place to further advance these services to the citizens of North Dakota.

POLICY:

Pursuant to a Memorandum of Understanding between the Governor of North Dakota, the Council, and JSND, the One-Stop Operator Certification is conducted by JSND utilizing a designated employee reporting directly to the Executive Director which ensures a proper separation of duties between the supervision of the Workforce Centers and the person conducting the review.

Through a collaborative effort between the Council and JSND, certification standards have been established to effectively evaluate the Workforce Centers serving as the One-Stop Operator within communities around the state. Designed around the critical elements necessary for the Workforce Centers to achieve certification, these standards are divided into the following sections:

1. Program Effectiveness: To be certified, each of the workforce centers must offer access to the services as outlined in WIOA and Wagner-Peyser. These services must be coordinated with partner agencies and integrated within the communities served. Workforce Centers will ensure outreach is conducted in schools, rural communities, with businesses, local chambers and economic development partners, and must reach populations who have barriers to accessing services. Workforce Centers will ensure equal opportunity training is completed by its employees, and that participants are treated fairly and without discrimination as defined in WIOA Section 188. All programs, policies, and procedures must be adhered to by each Workforce Center.
2. Continuous Improvement: Workforce Centers are responsible for achieving performance levels as negotiated by JSND and the USDOL. Through staff development and customer feedback, the Workforce Centers will take the necessary steps to improve the service delivery model.
3. Americans with Disabilities Act Compliance: The Workforce Centers must provide physical access to facilities for those with a disability. As such, each facility will be assessed utilizing criteria established under the ADA.

JSND will provide an annual report to the Council summarizing the site visits conducted during the program year and compliance with the established criteria contained herein. The Council will review the One-Stop System Certification procedure guide every two years.

REFERENCE:

- (0) NDWDC minutes dated May 12, 2015
- (1) NDWDC Administrative minutes dated September 28, 2018
- (2) NDWDC Administrative minutes dated October 28, 2021
- (3) NDWDC Administrative minutes dated March 27, 2024

REVIEW: March 27, 2027