

# APPENDIX

## JOB CENTER OF WISCONSIN— ONE STOP DELIVERY SYSTEM

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## THE ONE STOP DELIVERY SYSTEM IN WISCONSIN

### INTRODUCTION

The Federal Workforce Innovation and Opportunity Act of 2014 (WIOA) was designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA integrates states' workforce and talent development systems to serve both employers and job seekers. It also establishes parameters for states' public workforce systems, including:

- establishing local Workforce Development Boards (WDBs) that oversee the provision of many workforce services within each state;
- defining WIOA Core partners, and optional program partners;
- establishing a network of American Job Centers; and
- providing rules and guidance that states, local WDBs, community-based organizations and public entities must follow when administering public workforce programs.

The WIOA statute is organized into Titles, each of which focus on the following parts of the public workforce system:

- Title I-A: Public Workforce System Requirements (affecting all Titles);
- Title I-B: Adult, Dislocated Worker, and Youth Programs;
- Title II: Adult Basic Education and English Learner Programs;
- Title III: Wagner-Peyser Employment Services Programs; and
- Title IV: Vocational Rehabilitation Services.

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The job center system serves these programs as well as other [WIOA required partners](#). Wisconsin's Public Labor Exchange is found at <https://jobcenterofwisconsin.com>.

Goals of the one-stop delivery system include:

- Providing job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Providing access and opportunities to all job seekers, including individuals with barriers to employment, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enabling employers to easily identify and hire skilled workers and access other supports including education and training for their current workforce;
- Participating in rigorous evaluations that support continuous improvement of one-stop centers by identifying effective strategies to best serve different populations; and
- Ensuring that high-quality integrated data is available to job seekers, employers, and policymakers to enable them to make informed decisions.

### **WORKFORCE DEVELOPMENT BOARDS**

Each of Wisconsin's 11 Workforce Development Areas (WDAs) have their own Workforce Development Board (WDB). Each local WDB serves as a strategic convener to promote and broker effective relationships between the chief elected officials and economic, education, and workforce partners throughout their local area.

WIOA requires that a majority of local WDB members have decision-making authority in businesses within the local private sector. No less than 20 percent of the members of each local WDB represent the workforce within the WDA. WIOA also requires mandatory one-stop partners to serve on the local WDB.

Workforce development boards develop and approve WIOA local plans at least once every four years that identify the local area's strategic plan to further the local area's workforce development efforts. These plans include specific local policies for the operation of WIOA Title I-B programs that augment, or add to, the existing state policies. Guidance for these local plans comes from, and the plans are ultimately approved by, the Department of Workforce Development (DWD). Local plans are based on current and projected needs of the workforce investment system as a whole and must consider the needs of job seekers, incumbent workers, youth, and businesses in every step of the planning process. Each local board determines where one-stop comprehensive, affiliate, and specialized job centers should be located to best provide employment and training services to its local citizens and documents this strategy in its plan.

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There are also two Regions in the State of Wisconsin: NEW North Region (WDAs 4 and 5) and the Regional Workforce Alliance Region (WDAs 1, 2, and 3). WIOA Section 106(b) requires the Governor to designate local workforce development areas within the state to align workforce development activities and resources with larger regional economic development areas and available resources to provide coordinated and efficient services to both job seekers and employers.

### **ONE-STOP JOB CENTER SITE DESIGNATION**

Designated by the local WDBs, in cooperation with DWD, Wisconsin's job centers are publicly funded service locations that provide integrated employment and training services to the general public, including job seekers and employers. These sites are often located within existing county, human, or social services offices that directly provide Wisconsin Works program services. There are outlets other than job centers for employment and training services throughout the state, however these outlets must meet certain standards and be certified by the local WDB and Wisconsin DWD before they can become an official job center. WIOA requires that each WDA has at least one comprehensive job center, offering a wide array of programs and services.

To be considered an American Job Center within Wisconsin's one-stop delivery system, a location must:

- Physically house at least one required partner, and may physically house additional required and/or optional partner(s);
- Provide basic and individualized career services;
- Make available and/or provide (on-site, via the use of technology, and/or through a formalized referral processes) training and support services as authorized under WIOA;
- Make available and/or provide (on-site, via the use of technology, and/or via formalized referral processes) information about the full range of services available through the one-stop delivery system as authorized under WIOA; and
- Include a service area, commonly known as a Resource Room, that is open to the general public or specialized/targeted population during regularly scheduled hours and provides access to labor exchange services for job seekers and employers.

Management of the one-stop delivery system is the shared responsibility of the state, local WDBs, elected officials, the core WIOA programs, other required partners, and contracted one-stop job center operators. The system has a "no wrong door" policy, meaning no matter what site customers first enter, they receive the same information on where and how they can receive appropriate services.

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## **TYPES OF JOB CENTERS**

Job centers may be identified as comprehensive, affiliate, or specialized. All job centers are reviewed for accessibility and must be able to provide reasonable accommodations to individuals with disabilities as well as alternate language services to individuals with limited English language proficiency. Job center staff receive training on providing equal opportunity access to job center programs and services to all workforce system customers.

### **Comprehensive Job Centers**

A comprehensive job center must be a physical location where job seekers and employers can access the programs, services, and activities of all required one-stop partners. A comprehensive job center must have at least one Title I staff person physically present and must be certified by the local WDB using WIOA's Criteria for Certifying Comprehensive Job Centers. A comprehensive job center must provide:

- Career services as identified in sec. 134(c)(2) of WIOA;
- Access to training services as listed in WIOA sec. 134(c)(3)(D);
- Access to employment and training activities carried out under sec. 134(d) of WIOA;
- On-site access to all required one-stop partner programs and activities (access may be via the use of technology and/or via trained staff);
- Labor market information; and
- Information and referrals to other programs provided by job center partners, including intensive training services.

At a minimum, services applicable to required partners and programs must be made available at the comprehensive job center. These services are in addition to the Wagner-Peyser labor exchange services provided to the local area by staff at the Department of Workforce Development's Bureau of Job Service, within the Division of Employment and Training (DWD-DET).

Comprehensive job centers can offer the required services through:

- the use of appropriate technology;
- co-locating staff;
- staff cross training;
- cost reimbursement; or
- other agreement between service providers and comprehensive job center partner, typically described in a Memorandum of Understanding between the local WDB and its service provider(s).

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### **Affiliate Job Centers**

An affiliate job center is associated with a designated comprehensive job center and offers direct on-site services of varying degrees, but does not provide enough services to be classified as a comprehensive job center. All of these sites do, however, provide Wisconsin customers entry into the workforce system either through direct services or referrals to other sites where customers can get the services they need. Affiliate job centers have one or more one-stop partner programs located within them.

### **Specialized Job Centers**

A specialized job center is designed to serve as an access and/or outreach site for a specialized population such as youth, dislocated workers from a particular company. Specialized job centers can be overseen by the local WDB or by the DWD-DET. Because a specialized center may be housed in an alternative location (i.e., on-site at an employer facility, in a correctional facility, etc.) hours and access may be determined by the facility, not by a one-stop operator or local WDB.

### **REQUIRED PARTNER PROGRAMS**

Entities that receive funding through the following programs are required to participate in the one-stop delivery system:

- WIOA Title I Adult, Dislocated Worker, and Youth Programs;
- WIOA Title I Job Corps;
- WIOA Title I YouthBuild;
- WIOA Title I Native American Programs;
- WIOA Title I National Farmworker Jobs Program (NFJP);
- WIOA Title II Adult Education and Family Literacy Act (AEFLA);
- WIOA Title III Wagner-Peyser Act Employment Service;
- WIOA Title IV State Vocational Rehabilitation (VR) Services;
- WIOA Title V Senior Community Service Employment Program (SCSEP);
- Trade Adjustment Assistance (TAA);
- Unemployment Compensation;
- Jobs for Veterans State Grant (JVSG);
- Reentry Employment Opportunities (REO);
- Carl D. Perkins Career and Technical Education Act of 2006;
- Employment and training programs funded through Department of Housing and Urban Development (HUD);
- Employment and training programs funded through Community Services Block Grant (CSBG); and
- Temporary Assistance for Needy Families (TANF), (exempted from WIOA participation in 2015 as allowed under 20 CFR 678.405(b)).

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## **OPTIONAL PARTNER PROGRAMS**

With the approval of the local WDB and chief elected official (CEO), other entities may participate as optional partners in the one-stop delivery system, including:

- Employment and training programs funded through Social Security Administration (SSA) including Ticket to Work and Self Sufficiency programs;
- Employment and training programs funded through Small Business Administration;
- Employment and training programs funded through Supplemental Nutrition and Assistance Program (SNAP);
- Client Assistance Programs (CAP) authorized under WIOA Title IV;
- National and Community Service Act programs; and
- Other appropriate federal, state, or local programs, including, but not limited to, employment, education, or training programs such as those operated by libraries or in the private sector.

## **LOCATING WISCONSIN JOB CENTERS**

To find a Wisconsin job center site near you, call 1-(888)-258-9966 or go to <http://www.jobcenterofwisconsin.com> and click on the Job Center Locations icon located in the bottom righthand corner of the page. Employers and job seekers can visit the Department of Workforce Development's Directory of Workforce Services directly [www.wisconsinjobcenter.org/directory](http://www.wisconsinjobcenter.org/directory) and click on their county to learn what services are available near them.

Local WDBs have flexibility in designating service locations as job centers or groups of related service sites as job center networks. The diversity of job seeker and employer needs, existing arrangements between service providers, and the availability of resources are all factors considered in the designation of service locations.

## **SERVICES FOR JOB SEEKERS**

The job center system is open to any and all job seekers: older workers, students, individuals with disabilities, Wisconsin Works participants, individuals re-entering the workforce, veterans, and existing workers in need of career planning. The system is designed to help job seekers find and maintain employment by providing them with the services they need, when they need them. Key features of the job center system include a single point of entry to a variety of services, access to statewide job orders, specialized services through career planners, and a fast path to emergency services.

To accommodate the wide variation of service needs among employers and job seekers, job centers provide an array of services based on the level of need and eligibility of the recipient.



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### **Self-Service**

Individuals in need of immediate employment, who require little to no assistance, can go directly to the [Job Center of Wisconsin website](#) to view jobs available by region and throughout the state. Individuals can access the Job Center of Wisconsin website through any internet connection, smartphone, or on computers available within the job center.

Individuals can use Job Center of Wisconsin website to access:

- Real-time job postings and openings by region or county;
- Tools to assist with resume writing and a job search;
- Pre-recorded workshops and information sessions;
- Information on the cost of living within a specific Wisconsin county;
- Training opportunities;
- Community resources that may not be available through Job Center partners;
- Information on specific job task, skill, and knowledge requirements, and
- Other labor market information.

### **Staff-Assisted Services: Eligibility Requirements and Services for Adults and Dislocated Workers**

Three types of services are available for participants in the Adult and Dislocated Worker Programs: career services, training services, and supportive services. In case of waitlists, veterans receive a higher priority of service than other groups, based on federal law. Individuals must meet certain eligibility criteria, mentioned below, to join these programs.

Adult Program services are available for individuals meeting the following eligibility requirements:

- Age 18+;
- Authorized to work in the US; and
- Registered for Selective Service, if applicable.

Dislocated Worker Program services are available to those who, generally, are:

- Part of an Individual or Small Group layoff;
- Part of a Permanent Closure or Mass Layoff;
- Separating or Separated Members of the U.S. Armed Forces;
- Self-Employed;
- A Displaced Homemaker; and/or
- A Military Spouse.

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More detailed information about Dislocated Worker Program eligibility can be found in the WIOA Title I Policy & Procedure Manual, [Chapter 8.2.2 Dislocated Worker Program](#). Individuals who believe they meet one or more of the Dislocated Worker Program eligibility criteria will still be subject to an eligibility determination in order to meet federal requirements.

### ***Basic Career Services***

Basic career services are available through the one-stop delivery system to individuals who are adults or dislocated workers, and at a minimum, include:

1. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, and/or youth programs.
2. Outreach, intake (including employability assessments for UI claimants), and orientation to information and other services available through the local workforce system.
3. Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs.
4. Labor exchange services, including:
  - a. Job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and
  - b. Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the local workforce system.
5. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the local workforce system and, when appropriate, other workforce development programs.
6. Provision of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas.
7. Provision of performance information and program cost information on eligible providers of training services by program and provider type.
8. Provision of information, in usable and understandable formats and languages, about how the WDB is performing on local performance accountability measures, as well as any additional performance information relating to the local workforce system.
9. Provision of information, in usable and understandable formats and languages, relating to the availability of support services or assistance, and appropriate referrals to those services and assistance.
10. Provision of information about, and assistance with filing claims for, unemployment compensation.
11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

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### ***Training Services***

WIOA is designed to increase participant access to training services. Training services are provided to equip individuals to enter the workforce and retain employment.

Examples of training services include:

1. Occupational skills training, including training for nontraditional employment;
2. On-the-job training (OJT), including registered apprenticeship;
3. Incumbent worker training in accordance with WIOA §134(d)(4);
4. Workplace training and cooperative education programs;
5. Private sector training programs;
6. Skills upgrading and retraining;
7. Entrepreneurial training;
8. Transitional jobs in accordance with WIOA §134(d)(5);
9. Job readiness training provided in combination with other training described above;
10. Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, in combination with training in 1-8 on this list; and
11. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Payments for training services may be offered to a participant through an Individual Training Account (ITA). The Local WDB may impose limits on ITAs, such as limitations on the dollar amount and/or the duration of the ITA. Any limits must be described in the State or Local WIOA Plan.

Local WDBs may have a priority of service policy that considers additional factors to help identify those participants who need services more quickly, in the case that a program waitlist is in place due to limited funding or service availability. Recipients of public assistance, including FoodShare and Wisconsin Works benefits, receive priority of service in the WIOA Adult program.

### ***Supportive Services***

Supportive services are services that enable an individual to participate in WIOA Title I activities, such as career or training services. Supportive Services are available to Adult and Dislocated Worker Program participants who are enrolled in career or training services and who are unable to obtain supportive service through other programs providing such services. A participant must receive at least one career or training service funded by WIOA before receiving supportive services.

Supportive services include, but are not limited to:

1. Transportation;

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2. Child care;
  3. Dependent care;
  4. Housing; and
  5. Assistance with training and/or work-related uniforms, supplies, or materials.

Local WDBs, in consultation with one-stop partners and other community service providers, have developed their supportive services policies in a manner that ensures resource and service coordination in the local area.

### **Staff-Assisted Services: Eligibility Requirements and Services for the Youth Program**

The WIOA Title I-B Youth Program has two different eligibility statuses: In-School Youth (ISY) and Out-of-School Youth (OSY). Each has its own eligibility criteria.

#### ***ISY General Eligibility***

Eligible participants are required to:

1. Attend secondary or post-secondary school;
2. Not be younger than age 14 or older than age 21;
3. Be low-income (homeless, runaway, and foster care youth are automatically considered low-income, as are recipients of public assistance benefits);
4. Be eligible to work in the United States;
5. Register for Selective Service (if applicable); and
6. Satisfy the requirements for at least one of the following eight eligibility barriers:
  - a. Basic skills deficient,
  - b. English Language Learner,
  - c. Offender or ex-offender,
  - d. Homeless or runaway,
  - e. Foster care,
  - f. Pregnant or parenting,
  - g. Has a disability, or
  - h. Requires additional assistance.

#### ***OSY General Eligibility***

Eligible participants are required to:

1. Not be attending secondary or post-secondary school;
2. Not be younger than age 16 or older than 24;
3. Be eligible to work in the United States;
4. Register for Selective Service (if applicable); and
5. Satisfy the requirements for at least one of the following nine eligibility barriers:
  - a. School dropout,
  - b. Within the compulsory age of secondary school attendance but not attending,

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- c. Low-income individual with a secondary school diploma or equivalent who is basic skills deficient or an English Language Learner,
  - d. Offender or ex-offender,
  - e. Homeless or runaway,
  - f. Foster care,
  - g. Pregnant or parenting,
  - h. Has a disability, or
  - i. Low-income and requires additional assistance.

### ***Youth Program Design***

The general WIOA youth program is designed to be comprehensive and available year-round. Under the WIOA service approach, the program emphasizes the long-term development of youth through in-depth objective assessment and the development of an individualized service strategy. The program design reflects a continuum of services which are individualized and age appropriate. The intensity and method of service delivery varies over time for and among participants. The WIOA Title I-B program design must provide youth with:

1. Preparation for post-secondary educational opportunities;
2. Strong linkages between academic and occupational learning;
3. Preparation for unsubsidized employment opportunities; and
4. Effective connections to intermediaries with strong links to:
  - a. The job market; and
  - b. Local and regional employers.

### ***The 14 WIOA Youth Program Elements***

The WIOA Youth Program provides services through its "14 Youth Program Elements." Each WIOA Youth Program service provider must offer at least the following services to Youth Program participants:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies;
2. Alternative secondary school services or high school dropout recovery services;
3. Paid and unpaid work experience;
4. Occupational skills training;
5. Education offered concurrently with and in the same context as workforce preparation and training;
6. Leadership development opportunities;
7. Supportive services;
8. Adult mentoring;
9. Comprehensive guidance and counseling;
10. Financial literacy education;

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11. Entrepreneurial skills training;
  12. Career awareness, career exploration, and career counseling;
  13. Postsecondary preparation and transition activities; and
  14. Follow-up services.

Additionally, some local areas may offer financial incentives for youth program participants who achieve certain milestones or reach pre-established goals.

### **SERVICES FOR EMPLOYERS**

Employer services are an important function of the American Job Center System. Businesses who connect with their local integrated business services team can receive assistance with recruiting qualified candidates, retaining productive workers, accessing workforce planning resources, and building staff diversity through hiring incentives and specialized programs.

Employers can find their local business services representative by calling 1(888)-258-9966 or by visiting [www.JobCenterofWisconsin.com](http://www.JobCenterofWisconsin.com) and navigating to the Employers page. They can also visit the Directory of Workforce Services webpage, directly at [www.wisconsinjobcenter.org/directory](http://www.wisconsinjobcenter.org/directory).

The public workforce system is designed to assure employers that their workforce needs are met. Features include a single point of entry to services, a fast path for emergency workforce services, and connections to outside services such as the state educational system.

The public workforce system also provides employers with connections to additional programs outside the job center such as the Wisconsin Economic Development Corporation Department of Commerce (WCDE), the UW Small Business Development Center, the Wisconsin Technical College system, and state-supported local economic development networks.

### **Employer Self-Service**

Employers can list job openings and search for candidates on the Job Center of Wisconsin website through the Job Center of Wisconsin employer login. The Job Center of Wisconsin also provides links to workforce resources and robust labor market information.

Job centers can provide employers with job skill development including, but not limited to:

- Job testing;
- Employee screenings;

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- Mentoring;
  - Linkage with worker supports such as child care, health care, and transportation; and
  - Providing follow-up services such as job coaching.

The job center also provides workforce supports to ensure a positive employment outcome for both employers and employees such as mentoring relationships and the availability of on-the-job, customized, and/or incumbent worker training opportunities. Employers can provide subsidized employment opportunities, such as trial jobs, under the Wisconsin Works program. For more information on these programs and services, contact your nearest job center.

### **Rapid Response Services**

When an employer expects or announces a layoff or permanent closure, job centers can provide Rapid Response services to both the employer and affected work group. Rapid Response services can help employers identify aversion strategies and can help impacted workers develop a re-employment plan and connect with coordinated community resources.