



STATE OF TENNESSEE
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
DIVISION OF WORKFORCE SERVICES
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(615) 741-1031

Effective Date: July 1, 2018

Duration: Until June 30, 2019

Note: This policy has been updated to reflect the State Workforce Development Board's approval of a re-aligned Tennessee workforce system, effective May 12, 2018.

Workforce Services Policy - One-Stop System Design
TN-WIOA (18-4)

Subject:

The design of the One-Stop System.

Purpose:

To provide Local Workforce Development Boards (LWDBs), One-Stop Operators (OSO), and other workforce system subrecipients with guidance concerning the continued development of a seamless, statewide One-Stop system design that is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. Finally, this policy addresses the functional alignment of staff and services to eliminate inefficient practices and prevent duplication of services.

Scope:

Office of the Governor, Title I – Adult, Dislocated Worker, and Youth Programs, Title II – Adult Education and Family Literacy Act Program(AE); Title III – Wagner-Peyser Act Program (WP); Title IV – Vocational Rehabilitation Program (VR); Tennessee Department of Labor and Workforce Development (TDLWD); Division of Workforce Services (WFS); Tennessee Department of Economic and Community Development (ECD); Tennessee Department of Education (TNED); Tennessee Department of Human Services (DHS); State Workforce Development Board (SWDB); Regional Planning Council (RPC); American Job Center (AJC); One-Stop Operator (Operator); Workforce Innovation and Opportunity Act (WIOA); Local Workforce Development Boards (LWDB); Local Workforce Development Areas (LWDA);

other workforce system Sub-Recipients (Sub-Recipients); workforce system Partners (Partners)

References:

20 CFR 678.310 through 678.320, 29 CFR Part 38, 34 CFR 361.310 through 361.320, 34 CFR 463.310 through 463.320, Public Law 113-128 WIOA of 2014, as amended (29 U.S.C. 3101 et seq.), TEGL 04-15, TEGL 16-16, WIOA Section 107(d)(10)(E), WIOA Section 107(g)(1)(A), WIOA Section 121(d)(2)(A), WIOA Section 134(c)(2)

I. Background:

The vision for Tennessee’s One-Stop service delivery system reflects the long-standing, ongoing work of dedicated workforce professionals across the State. This work seeks to align a wide range of publicly and privately-funded education, employment, and training programs to provide high-quality customer service to job seekers (e.g. veterans, the disadvantaged, and those with disabilities), workers, and businesses (**TEGL 04-15**). The Workforce Innovation and Opportunity Act (WIOA) recognizes the value of the One-Stop service delivery system and provides the workforce system with important tools to enhance the quality of its One-Stop Centers. The Governor of Tennessee has assigned the role of State Administrative Entity to the Tennessee Department of Labor and Workforce Development (TDLWD). Additionally, a State Workforce Development Board (SWDB) was appointed by the Governor according to WIOA requirements. The TDLWD and SWDB are responsible for guiding the establishment of an integrated, statewide One-Stop service delivery system known as the American Job Center (AJC).

WIOA is landmark legislation that is designed to strengthen and improve our nation's public workforce system and help get Americans—including youth and those with significant barriers to employment—into high-quality jobs and careers with a primary focus to help employers hire and retain skilled workers. WIOA strengthens the ability of states, regions, and local areas to align investments—in categories such as workforce, education, and economic development—to target regionally in-demand jobs. It also places greater emphasis on achieving results for job seekers, workers, and businesses. Finally, it reinforces the partnerships and strategies necessary for One-Stop Centers to provide job seekers—and those already employed—with the high-quality career services, education and training, and supportive services they need to obtain jobs and stay employed. The One-Stop service delivery system also helps businesses find skilled workers and access other services, such as training, for their current workforce.

The One-Stop service 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. Technological improvements have made lasting changes to our society and economy since the One-Stop service delivery system was established. Mobile workers and businesses—with regional and national footprints that cross municipal borders—are increasing. As a result there is an increased demand for high-quality education, employment, and training services across Tennessee. WIOA supports the workforce system in meeting these demands by providing a national vision for the One-Stop service delivery system. One-Stop Centers are important first step in that work.

II. Local Workforce Development Board Responsibilities:

WIOA requires the establishment of a LWDB in each Local Workforce Development Area (LWDA) of a State. Furthermore, each LWDB must be certified by the Governor of the State in order to set the policies and oversee governance, in conjunction with the Chief Local Elected Official (CLEO), within the LWDA; certification of LWDBs is carried out by the SWDB.

Please see the following SWDB policies and guidance for additional information:

- Workforce Services Policy 16-3, One-Stop Certification
- Workforce Services Policy 16-4, Transitional Regional Plans
- Workforce Services Policy 16-11, Local Governance

These policies can be accessed through the following link:

<https://www.tn.gov/workforce/general-resources/program-management/program-management-redirect/workforce-services-redirect/wioa-technical-assistance.html>

III. Service Delivery:

The workforce system must include at least one (1) comprehensive AJC physically located within each LWDA. The LWDB may choose to establish additional comprehensive centers, affiliate sites, or access points that are physically and programmatically accessible to individuals with disabilities.

A. Comprehensive Centers (20 CFR 678.305):

The comprehensive center must provide career services—specified in **WIOA Section 134(c)(2)**—and provide job seekers and employers access to programs, services, and activities of the five (5) mandated partners (WIOA Title I – Adult, Dislocated Worker, and Youth; Title II – Adult Education; Title III – Wagner Peyser; Title IV – Vocational Rehabilitation; and Temporary Assistance for Needy Families [TANF]).

Each comprehensive center must provide career services (i.e. basic career

services, individualized career services, and follow-up services) and provide access to training services that prepare individuals to enter the workforce and retain employment. Comprehensive centers must also provide access to employment and training activities, programs and activities carried out by One-Stop partners, access to business services, and workforce and labor market information.

Title I and Wagner-Peyser Act Section 7(a) services must be present and available full-time during posted business hours, with access to each partner program and its services. This includes having partner program staff and—at minimum—one Title I staff physically present at the comprehensive One-Stop Center. Partner program and Title I staff must be trained to provide information to customers about the programs, services, and activities. Staff must also provide technology-based support such as a phone for job seekers, use of a fax machine to transmit documents, or access to a computer in the resource room which can provide a direct connection to program information or services. Required partners must be available on-site or through electronic or referral means. Access to partners must be clearly established to allow for efficient, effective, and timely referrals.

Partners are encouraged to co-locate in the AJC, either full-time or on an itinerant basis, and priority will be given over other tenants when space is assigned. AJC hours may vary according to location; however, AJCs are required to be open during statewide core hours at a minimum of 8:00 a.m. to 4:30 p.m. during weekdays. The LWDB may establish service hours at other times to accommodate schedules of individuals who work during regular business hours or who, because of various circumstances, are not able to access the AJCs during regular business hours. The Departments encourage access to services outside of regular business hours (i.e. nights and weekends) when doing so is possible and best serves the needs of the AJC customers. Centers not open outside of the regular business hours should have a plan for how they will provide services to individuals who cannot visit a center during regular business hours.

Holiday closures must conform to TDLWD recognized holidays. One-Stop Centers must adhere to these holidays, regardless of the holidays that are observed by other agencies involved in the operation of the AJC. If the AJC is located within a community college then the hours of operation for the AJC must adhere to the TDLWD hours and holidays, rather than the hours set by the community college. LWDBs should advise entities bidding or contracting to serve as OSO and/or service provider that they must adhere to these scheduling guidelines.

1. A Comprehensive American Job Center Must:

- Provide at least one (1) WIOA Title I staff person at the center during all operational hours
- Provide the career services (basic career services, individualized career services, and follow-up services) to every required One-Stop partner program
- Provide access to training services
- Provide access to career guidance and referral to appropriate services
- Provide access to programs and activities carried out by One-Stop partners, including the Wagner-Peyser Act program
- Provide workforce and labor market information
- Be physically and programmatically accessible to individuals with disabilities

B. Affiliate Sites:

An affiliate site makes one (1) or more of the One-Stop partner's programs, services, and activities available to job seekers and employer customers. An affiliate site does not need to provide access to every required One-Stop partner program.

Just as is required of comprehensive AJCs, affiliate sites must be physically and programmatically accessible to individuals with disabilities, as required by WIOA Section 188 and its implementing regulations at **29 CFR Part 38**. Title I staff must be physically present in the affiliate site, but the frequency of partner program staff's physical presence in an affiliate site will be determined through partner memorandum of understanding (MOU) negotiations at the local level, within the parameters of the Federal regulations at **20 CFR 678.310 through 678.320**, **34 CFR 361.310 through 361.320**, and **34 CFR 463.310 through 463.320**. (TEGL 16-16)

Note: Stand-alone Wagner-Peyser centers are not permitted. The partner program administering local veterans' employment representatives (LVERs), disabled veterans' outreach program specialists (DVOPs), or unemployment compensation programs would not count as the other partner for purposes of this requirement.

C. Access Points:

Access points are created to supplement and enhance customer access to AJC services. These sites make one or more of the One-Stop partners' programs, services, and activities available to job seekers and employers.

Public libraries are an example of an additional access point that LWDBs can use as affiliate AJCs. In addition to offering public computers and Internet access for job seekers and individuals, many libraries also provide space for businesses to host career fairs and networking events. As trusted institutions within their communities, libraries are often at the frontline of employment and training-related inquiries. Additionally, libraries also serve school-aged youth who can use public resources for career and education planning, along with the traditional adult job seeker.

WIOA explicitly identifies public libraries as potential partners of the AJC network (WIOA Section 121[b][2][B][vii]), which acknowledges a library's ability to provide an expansive array of job search services, including a remote location for filing for unemployment compensation. Libraries are recognized as important providers of Federally-supported training and employment for adult education and literacy. (See Training and Employment Notice 35-15 - Encouraging Collaborations between the Workforce Investment System and Public Libraries to Meet Career and Employment Needs, for additional information.) **(TEGL 16-16)**

D. Specialized Centers:

Specialized centers address the specific needs—including those of dislocated workers and youth—of key industry sectors, or clusters. Based on local workforce needs, the LWDB—in conjunction with the partners and OSOs—may determine that a specialized center is more appropriate to serve a particular population and may choose to operate a specialized center. Specialized centers must adhere to **20 CFR 678.320, 34 CFR 361.320, and 34 CFR 463.320.**

For example, a specialized center may be established to serve a specific group of dislocated workers affected by a regional lay-off. In this example, the specialized center would provide a variety of services tailored to the needs of the dislocated workers, including career coaching, networking opportunities, comprehensive assessment, and employer meetings. The specialized center could also provide flexible office hours, such as evenings and weekends, to support the job search needs of the dislocated workers served by that specialized center. Other specialized centers may be established for youth, veterans, or other specified groups as determined by the LWDB. Also, review the TDLWD Re-Entry Services guidance for further information on how specialized centers can support the re-entry needs of communities. This guidance can be accessed through the following link: <https://www.tn.gov/workforce/general-resources/program-management/program-management-redirect/workforce-services-redirect/wioa-technical-assistance.html>

Specialized centers do not need to provide access to every required partner, but should be knowledgeable about, and prepared to make referrals to, AJC partners in the comprehensive or affiliate American Job Centers. Partner services provided through specialized One-Stop Centers must also be determined through partner negotiations at the local level and incorporated into the MOU **(TEGL 16-16)**.

1. A Specialized American Job Center Must:

- Be established to serve a specific group (youth, veterans, key industry sectors, or other specified groups as determined by the LWDB)
- Provide a variety of services tailored to the needs of the specific group, including career coaching, networking opportunities, comprehensive assessment, and employer meetings
- Provide flexible office hours, such as evenings and weekends

IV. Services Provided Within Career Centers:

Access to partner programs means having program staff physically present at the One-Stop; a staff member from a different partner program must be physically present and appropriately trained to provide information to customers about programs, services, and activities; a direct link through technology to program staff who can provide information or services. All AJCs must be physically and programmatically accessible to individuals with disabilities.

V. Service Integration:

For the AJC system to succeed, services must be integrated and delivered according to customer need rather than program focus. There is no requirement for a specific sequence of services. Assessments, made through common intake, must be conducted with each participant to determine their level of need and to determine appropriate services which will be offered.

A. Welcome Function and Basic Career Services:

AJC staff serving in the welcome function will strive to greet all customers and create a positive first impression. Every job seeker must have access to basic career services through the welcome process. Services associated with the welcome function may include the following:

- Eligibility determination for WIOA
- Outreach, intake, and orientation to inform applicants and participants of all One-Stop services

- Initial assessment of program participants
- Labor exchange services
- Provision of labor market information, access to the resource room, access and information concerning other programs and services
- Labor market employment statistics
- Performance information about eligible providers
- Performance information about the LWDA

The welcome function must be a shared function between all AJC partners located in the comprehensive AJC. However, the welcome function may be performed by an independent staff person paid for through the Infrastructure Funding Agreement (IFA). Each welcome function must include the Virtual One-Stop greeter (VOS greeter) kiosk as part of the point of entry. The kiosk must display the VOS greeter. Participants must be checked in via the VOS greeter to determine priority of service, reasons for the visit, service needs, and to track customer flow.

The welcome function also includes the resource room, self-directed activities, and staff-assisted services with few staff members involved. Job seekers are encouraged to register in VOS.

B. Skills/Career Development Function and Individualized Career Services:

AJC staff serving in the skills/career development function:

- Determine eligibility during outreach and intake
- Perform skills assessments on program participants
- Determine skill levels and service needs for adults and dislocated workers
- Provide labor exchange services
- Develop individual employment plans
- Arrange for case management
- Identify support needs, group and/or individual counseling and mentoring, short-term pre-vocational services, internships, and employment opportunities
- Arrange for soft skills training, internships, and work experiences which are linked to careers, workforce preparation activities, financial literacy services, out-of-area job search assistance, English language acquisition, and integrated education and training programs

Job seekers will be required to register in VOS and may or may not be enrolled in Title I services at this time. Staff serving in skills and career development capacity will provide access to education and training for those with barriers to

employment, including those with disabilities. Follow-up services must be provided, as appropriate, for participants who are placed in unsubsidized employment after the first day of employment.

C. Business Services Function:

The AJC staff involved in the business services function:

- Build positive relationships with employers
- Identify opportunities to address the human resource needs of employers
- Design services and products to assist employers in meeting their employment needs

This function is the bridge between business and job candidates and coordinates AJC staff members to actively recruit and refer qualified job candidates based on the needs of business. Activities associated with the business services function include:

- Business outreach and development
- Standard and customized recruitment and referrals for job vacancies, primarily for targeted business and industry
- Job candidate qualification review
- Provision of economic, business, and workforce trends
- On-the-job training, contracting, and work experience
- Referral to community services

LWDBs may conduct business services or contract these services to a separate entity, or a combination of both. Regardless of whether a LWDB chooses to provide business services or contract these responsibilities, the plan concerning how business services are conducted **must be clearly outlined in a local plan**. Shared information and data agreements may be used to support access to information and to support information sharing between the partners, as permitted by authorizing laws and regulations.

VI. Functions of the Fiscal Agent, Local Board Staff, One-Stop Operator, and Service Providers:

A single entity may not perform the functions of fiscal agent, LWDB staff, OSO, and service provider. The fiscal agent may function in a dual capacity as LWDB staff. LWDBs may also hire direct staff for this function. However, in order to ensure compliance with firewall requirements the fiscal agent, LWDB staff, or other board staff entities may not be a service provider (**WIOA Section 107[g][1][A]**).

An entity designated by the CLEO as fiscal agent may not serve as the OSO and/or service provider. This prohibition is in place to ensure fiscal integrity with monitoring, performance, and procurement requirements. An entity serving as LWDB staff (or the LWDB itself), may not serve as the OSO and/or service provider (except for services under WIOA Section 171). LWDBs must competitively procure the OSO (**WIOA Section 121[d][2][A]**). The Request for Proposal (RFP)—submitted by the OSO—may include the provision of career services, thus allowing a single entity to serve as OSO and service provider. If the RFP does not include this scope, the LWDB must competitively procure the services providers and follow consumer choice requirements (**WIOA Section 107[d][10][E]**). A single entity may serve as fiscal agent and LWDB staff, or separate entities may be used for each function. A LWDB may also opt to form as a 501(c) and hire direct staff to carry out LWDB functions.

VII. Local Workforce System Supervision:

In order to ensure seamless service delivery to workforce system customers, all individuals working in a comprehensive or affiliate center—or those providing WIOA adult and dislocated worker services—will experience two levels of supervision:

A. Formal Supervision:

Formal supervision requires individuals to be supervised by their respective organization's program manager. (For example: personnel matters, payroll, performance, Human Resources matters).

B. Functional Supervision:

Functional supervision requires individuals physically located in a One-Stop Center to be organized by functional unit and functionally supervised by the OSO in their LWDA. Work will be coordinated and assigned by function rather than by funding source.

C. Team Leads:

Each comprehensive AJC shall have a partner/function-based group of team leads at the direction of the OSO. Team leads must work together to:

- Create staffing plans that provide adequate office coverage at all times, including in a manner that allows fair and equitable opportunity for time off
- Ensure all staff members are adequately trained
- Ensure that all staff members adhere to LWDB policies and procedures
- Ensure that all staff members present a professional and positive image
- Ensure that consistent communication procedures are followed
- Ensure that internal policy and procedures are followed
- Ensure that the environment is professional

- Design a room-scheduling system for workshops and meetings
- Approve posted informational signs

D. Partner Staff Management:

The partner retains authority over all actions that may affect the current base pay, status, or tenure of classified State employees. The partner retains the sole discretion to determine which partner employees shall occupy partner positions throughout the State. The partner staff supervisor must:

- Create a permanent work schedule, including lunches and breaks
- Pre-approve vacations, sick leave, and personal leave
- Approve travel and travel expenses

E. One-Stop Operator:

LWDBs, in consultation with the CLEO, are responsible for the oversight and selection (via a competitive bidding process) of the OSO for the One-Stop service delivery system. In accordance with the Regional Planning Council, LWDBs must contract a OSO—via competitive bid—for their LWDA to ensure seamless service delivery within each One-Stop Center.

Individual partner program staff will be supervised by their respective agency and will have supervisory authority over staff providing partner services within the respective LWDA. Each comprehensive center shall have team leads, as approved by the Regional Planning Council.

The OSO may assist in the creation of the MOU, explained below, as this is a functional activity. Furthermore, the OSO is tasked to monitor whether procedures and processes underlined in the MOU are followed. The OSO may not assist in the creation or oversight of the IFA, as this is a function of the LWDB.

VIII. Memorandum of Understanding:

The purpose of the MOU is to improve the accessibility and quality of services made available to a shared customer pool. LWDBs are responsible for the development, execution, and maintenance of a MOU with all partners physically located in each of their comprehensive and affiliate centers, including all required partners who may provide services through technological or referral basis. MOUs must also be in place with each access point location. The MOU must:

- Describe the services to be provided through the AJCs
- Describe the functional organization, customer flow, and service delivery within

- the AJCs
- Describe the methods for referral of individuals to workforce system partners
- Define the duration of the MOU and the procedures for amending the MOU
- Include a IFA addendum outlining how services and operating costs of the system will be funded, including the methodology for cost sharing, invoicing, and the payment processes
- Outline other provisions consistent with the requirements of WIOA and agreed to by the partners

LWDBs must enter into a MOU with the partner agencies that, at a minimum, must include the following sections:

A. Team Leads:

The MOU must include a description of how the team leads will be selected among the participating partner agencies that comprise the Partner Consortium, what the specific role of the team leads will be, and how the team leads will encourage consensus building among staff.

B. One-Stop Delivery Design:

The MOU must describe in detail how the following will be accomplished and maintained:

- Organize and coordinate all partner staff, by function, physically located within a comprehensive or affiliate center.
- Ensure seamless service delivery is implemented and managed in all comprehensive and affiliate centers, including details of the day-to-day functional supervision.
- Work with partners to establish a customer flow which includes access to available career services. Each customer flow design should incorporate a methodology to identify customer needs immediately upon entry and to provide immediate engagement and connectivity to services during the customer's first visit. The OSO shall ensure staffing is adjusted according to customer needs and traffic flow. The customer flow should maximize the number of staff members available and shall ensure minimal customer wait time. A single customer flow model will create one customer pool that will be served jointly by AJC partner staff at career service levels.
- Ensure that a comprehensive cross-training and development plan is established for each AJC and its staff. This plan shall ensure staff members are adequately trained in each of the programs provided under the AJC's available funding streams for purposes of fostering program integration. Cross-training requires the collaboration of staff and services where it is most practical to support the needs of customers.

- Establish the purpose and activities of each functional unit then seamlessly integrate each individual partner. This consolidation must be in accordance with personnel rules and collective bargaining agreements for each respective partner.
- Schedule and participate in meetings—held at least quarterly—between the Regional Planning Council and other partners to discuss services, customer flow, partner referrals, and performance outcomes.
- Develop operational procedures and protocols that promote effective, seamless service delivery for all partners and do not negatively impact performance or outcomes of any individual partner program.
- Communicate workforce system policy, guidance, and information to comprehensive and affiliate center staff and required partners.
- Ensure success indicators established by the TDLWD are met and recommend additional measures to the LWDB to support seamless service delivery. Apply these recommendations across partner services and activities.

The guidance outlining MOU/IFA requirements can be accessed through the following link:

<https://www.tn.gov/workforce/general-resources/program-management/program-management-redirect/workforce-services-redirect/wioa-technical-assistance.html>

IX. Infrastructure Funding Agreement:

The IFA is a fiscal document that provides the details necessary to allocate the shared costs and track the resources provided by each partner agency. By design, the IFA is a document that will change as the actual costs incurred by the partners become known. At a minimum, the following elements must be included:

- List of all partners participating in the shared costs of the One-Stop Centers
- List of all shared costs, including a function and benefit statement, that describes how the respective shared costs are of benefit to multiple partners
- Shared costs budget (to include all the costs associated with the shared cost list)
- Cost Allocation Plan to outline partner cost based on allocation methodologies used to distribute the costs to each partner
- Shared costs (by partner)
- Resources provided by each partner to pay for its fair share of the costs
- Reconciliation and modification describing the process used by partners to reconcile the proposed budget costs to the actual costs incurred by the partners in providing resources

X. Partner Responsibilities:

All WIOA-required or LWDB-approved partners who wish to be physically co-located within a center must be willing to provide their services within the following parameters:

- Make their core services available and seamless as directed by the Regional Planning Council
- Make available, through a seamless process, other activities and programs carried out under their program direction or authorizing law
- Ensure staff is adequately trained on their respective program rules and regulations
- Ensure staff is capable of effectively delivering program services and activities within a seamless service delivery environment
- Enter into a MOU and IFA with the LWDB establishing shared success indicators, operating strategies and procedures, and customer flow to promote effective, seamless service delivery
- Agree to provision for shared cost budgets as established in the IFA
- Participate in cross-training of staff as determined necessary by the OSO
- Provide seamless integration of services in the center under the direction of the Regional Planning Council
- Ensure adequate staff coverage at all times by coordinating leave requests with the Regional Planning Council
- Maintain direct supervision over their respective staff and volunteers that support their program
- Take responsibility for—and retain sole discretion for—anything that may affect the current base pay, status, and tenure of their respective staff, or any of the following employee actions:
 - Hiring
 - Termination
 - Discipline
 - Promotion
 - Permanent assignments (functional supervisors may temporarily assign staff to ensure coverage and promote seamless service delivery)
 - Permanent transfer (functional supervisors may temporarily assign staff to ensure coverage)
 - Performance evaluations (with input from the functional supervisor)
 - Grievances
 - Corrective action
 - Disciplinary action
 - Timesheets and leave approval
 - Approval of costs not addressed

XI. Tennessee Department of Labor and Workforce Development Responsibilities:

The TDLWD is responsible for establishing and overseeing the workforce system and ensuring seamless service delivery for businesses and job-seekers. The TDLWD responsibilities, in regard to establishing and overseeing the statewide seamless service delivery system include the following:

- Develop statewide policies
- Establish and disseminate directives
- Ensure each LWDB develops and maintains a single umbrella or individual partner MOU(s), to include working IFA(s) and Cost Allocation Plan(s)—the TDLWD will provide a template for establishing the IFA, as outlined in the One-Stop Comprehensive Financial Management Technical Assistance Guide
- Negotiate statewide performance measures with the U.S. Department of Labor (USDOL)
- Negotiate with LWDBs for LWDA performance measures
- Review and approve Regional and LWDA Plans
- Prepare the Tennessee State Plan and submit it to the USDOL
- Prepare an annual report on the workforce system
- Prepare and initiate contracts between the LWDBs and the TDLWD
- Monitor and evaluate the local workforce systems to ensure compliance with federal and state policies and directives
- Provide or contract for technical assistance and training to ensure that performance measures are met, a seamless delivery system is operational, and that opportunities for continuous improvement are identified
- Require corrective action or impose sanctions on a LWDB, or other WIOA subrecipient, for significant inability or failure to perform as required by the TDLWD (consistent with Workforce Services Incentives and Sanction Policy)
- Evaluate the effectiveness of the statewide workforce system, including a qualitative and quantitative program analysis of program goals, performance, success indicators, outcomes, cost efficiencies, seamless delivery, partner collaboration, and customer satisfaction
- Compile and submit data and reports on partner program outcomes and performance as required by the USDOL and TDLWD

XII. Common Management Information System:

The centers will utilize common management information systems, including VOS. This system is used for all data collection and reporting for all required partners located in comprehensive or affiliate AJCs. 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 regulations.

XIII. Outreach and Branding:

The workforce system outreach and branding is a shared Workforce Services and LWDB responsibility. The AJCs' 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 AJC. Signage outside and inside all comprehensive and affiliate centers will reflect the AJC branding.

More information can be found in the AJC Style Guide. Please note that all products must adhere to the AJC branding guide requirements. All products must be procured according to proper standards; publications intended for the general public must be approved by the TDLWD.

XIV. Workforce System Communication Protocol:

To promote better coordination of the delivery of workforce services, all communication—regarding workforce system policy, guidance, and information—will flow from the TDLWD to the LWDBs, LWDA, and Regional Planning Councils. The Regional Planning Councils must inform comprehensive and affiliate center staff and required partners. Communications regarding partner program policy, guidance, and information will be communicated from the program authority at the state level to appropriate AJC staff responsible for program administration. This procedure ensures the local administrative entity and the Regional Planning Councils are simultaneously copied.

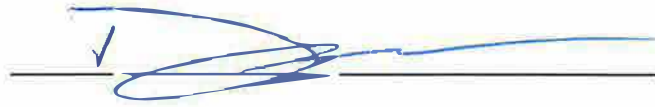
XV. Local Workforce Development Board Relocation or Closure of a Center:

Any plan for potential comprehensive or affiliate center closure or relocation requires LWDBs to immediately notify the TDLWD Commissioner. Furthermore, any relocation or closure requires notification of all Local Elected Officials (LEOs) and state officials affected by the action. The LWDB and the Commissioner will work together to evaluate the potential AJC closure or relocation and seek alternative means to continue services in the affected area. The final decision to close or relocate a comprehensive or affiliate AJC will be a joint decision between the LWDB and the TDLWD Commissioner. LWDBs must comply with the federal requirement of having at least one (1) comprehensive AJC in each LWDA.

Contact: For questions regarding this policy contact Nicholas Bishop, Director of Compliance and Policy-Division of Workforce Services, at (615) 741-0286 or Nicholas.Bishop@tn.gov.

Effective Date: July 1, 2018

Duration: Until June 30, 2019

A handwritten signature in blue ink is written over a solid horizontal black line. The signature is stylized and appears to be 'Deniece Thomas'.

Deniece Thomas, Assistant Commissioner - Workforce Services Division