

I. Purpose:

The purpose of the policy is to ensure that all programs and services located in the Southeast Tennessee public workforce system provides high quality career services, education and training, and supportive services through a seamless delivery system branded as the American Job Centers.

II. Background:

The vision for Tennessee's One-Stop service delivery system reflects the longstanding, 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 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. There is an increased demand for high-quality education, employment, and training services. WIOA supports the workforce system in meeting these demands by providing a national vision for the One-Stop service delivery system.

III. Instructions:

This policy is to be used in conjunction with the TDLWD Workforce Services Policy - One-Stop System Design TN-WIOA (18-4) and provides additional guidance specific to STLWDA.

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.

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.

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.

One-Stop Operator Function:

STLWDB, 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. Duties and responsibilities of the One-Stop Operator include but are not limited to:

- Oversee management of the One Stop Career Centers and service delivery
- Evaluate performance and implement required actions to meet performance standards. This does not include performance negotiations as this is specifically a Board requirement.
- Evaluate various customer experiences (including but not limited to employers, jobseekers, and partner staff)
- Ensure coordination of partner programs
- Act as liaison with the Board and One Stop Career Center
- Define and provide means to meet common operational needs (e.g., training, technical assistance, additional resources, etc.)
- Oversee full implementation and use of all State systems in the local area
- Design the system integration and service coordination for the site and partners
- Coordinate with the Administrative/Fiscal Agent on IFA updates for the AJCs
- Plan and report responsibilities
- Write and maintain business plan
- Market One-Stop Career Center services in coordination with the Board and it's staff
- Facilitate the sharing and maintenance of data, with an emphasis on the VOS system, including all related Federal, State and local policies
- Ensure integration of available services and coordination of programs for the site with all partners

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

Local Workforce System Supervision:

To ensure seamless service delivery to workforce system customers, all individuals working in a comprehensive or affiliate center-or those providing WIOA Adult, Dislocated Worker and Youth services-will experience two levels of supervision:

- **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).
- **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.

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 always provide adequate office coverage 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 the environment is professional
- 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
- Design a room-scheduling system for workshops and meetings
- Approve posted informational sign

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 STLWDB will conduct business services in conjunction with business service staff located in the AJCs.

Staff to the board involved in the business services function:

- Conduct business outreach and development to determine training needs
- Encouraging employer access to resources provided through grants and tax funding
- Develop and manage On-the-Job Training, Incumbent Worker, Apprenticeship Training contracts, *except for Youth Paid Work Experience*, including invoicing
- Provide Rapid Response to offset the negative consequences of mass layoffs

The AJC staff involved in the business services function:

- Build positive relationships with employers to encourage use of One-Stop system
- Conduct business outreach and development for use of AJC services
- 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 requires 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:

- Standard and customized recruitment and referrals for job vacancies, primarily for targeted business and industry
- Provision of economic, business, and workforce trends
- Job candidate qualification review and screening

More information on the functions of the Business Services Team can be found at:

https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/Business_Services_Manual.pdf

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. All participant information is to follow the STLWDA Electronic Case Files Policy and the state's Workforce Services Memorandum - Timeliness and Accuracy of Reporting: <https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/WorkforceServicesMemorandumTimelinessandAccuracyofReporting.pdf>

Outreach and Branding:

The workforce system outreach and branding are shared Workforce Services and LWDB responsibility. The AJCs' branding will be used to ensure recognition of the statewide seamless workforce system. Please note that all products must adhere to the AJC branding guide requirements. 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 appropriate AJC branding. All products must be procured according to proper standards; publications intended for the general public must be approved by the TDLWD. It is the responsibility of OSOs to ensure that partner staff co-located in the AJCs follow the branding guide requirements. More information can be found in the AJC Style Guide.

Dress Code:

To ensure professional and seamless presentation of AJC staff, all partners must adhere to the TDLWD approved dress code of professional dress, regardless of partner agencies policies. Casual Fridays and themed events are allowed, unless staff are attending or facilitating meetings. Please see attached Casual Friday Guidelines.

Temporary Closure of a Center:

Any closure of a comprehensive or affiliate center requires OSOs to immediately notify all workforce system partners, including the state Human Resources and STLWDB board staff. OSOs should establish and communicate an effective plan for which notifications will be sent to all partners. Each agency must determine and communicate how time and attendance will be recorded and/or paid.

AUTHORIZED BY:

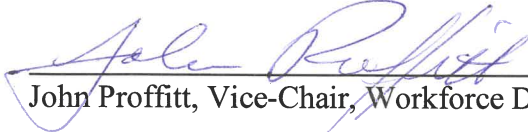


Michele Holt, Director, Workforce Development

6/12/2019

Date

APPROVED BY:



John Proffitt, Vice-Chair, Workforce Development Board

6/12/2019

Date

One-Stop Operations Policy; Effective 6.12.19



Casual Friday Dress Code Guidelines

Listed below are guidelines for approved Casual Friday attire and photos that are intended to be used as visual examples of acceptable and unacceptable attire.

Items acceptable for men include clean and wrinkle free slacks/pants, jeans, casual shirts with collars, polo shirts, sweaters, and turtlenecks.

Items acceptable for women include clean and wrinkle free slacks/pants, capris, jeans, casual dresses and skirts with modest hemlines. Sleeveless dresses (with exposed arms only) are acceptable.

Acceptable footwear: boots, flats, casual leather shoes, clean athletic shoes/sneakers

We should not dress in casual clothing on Fridays if we have meetings or other responsibilities that require professional dress. This includes, but is not limited to meetings, hiring events and workshops.

Listed below are references to what is considered unacceptable, even on Casual Fridays.

Shorts, mini-shorts, mini-skirts and skirts or any item of clothing that exposes too much skin. Dresses, long shirts designed to look like dresses and dresses with spaghetti straps. Distressed pants or jeans, sweatpants, workout pants, bib overalls, spandex, other form fitting pants or leggings.

Shirts including crop tops, t-shirts, sweatshirts, hoodies, tank tops, halter tops, tube tops, workout shirts, shirts with large lettering or logos, any tops worn off the shoulder, and muscle tops/shirts.

Shoes including athletic shoes/sneakers and boots that are dirty and excessively worn. Flip flops, thong, casual sandals and slippers.

No clothing that is wrinkled, excessively worn, faded, distracting, revealing, torn or frayed (including jeans).

If you are unsure if your attire will be acceptable, inquire first or choose something else.

Casual Fridays are a privilege that must be exercised responsibly. Participation is voluntary.

Please feel free to speak with your supervisor if you have any questions.

Examples of Acceptable Attire



Examples of Unacceptable Attire

