

# Washington State WorkSource System Policy

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**Policy Number:** 1016, Revision 2  
**To:** Washington WorkSource System  
**Effective Date:** April 23, 2026  
**Subject:** One-Stop Assessment and Certification

## 1. Purpose:

To communicate Washington's process and procedures for assessing and certifying one-stop sites under the Workforce Innovation and Opportunity Act (WIOA).

This revision adds federally allowable flexibility for the certification of off-site Title I-B facilities, contingent on its connection to a certified site. In addition, this policy clarifies the process for certifying connection sites and removes reference to a rescinded TEGL (27-14). The tool has also been amended for compliance and clarity.

## 2. Background:

Title I of WIOA requires the State Workforce Development Board (SWDB), in consultation with Chief Local Elected Officials (CLEOs) and Local Workforce Development Boards (LWDBs), to establish objective criteria and procedures for the LWDBs to use to evaluate and certify one-stop sites for effectiveness, including customer satisfaction, ensuring equal opportunity through physical and programmatic accessibility, and continuous improvement per the criteria in WIOA 121(e)(2), 20 CFR 678.800, and TEGL 16-16. The SWDB must review these criteria and procedures every two years as part of the review and modification of State Plans. The certification process establishes a minimum level of quality and consistency of services in one-stop centers across the state.

Per 20 CFR 680.100(a) and (b)(1) and supported by 34 CFR 463.320, WIOA Title I-B may not operate outside the One-Stop system, and the sites operated within that system must be certified. Per 20 CFR 652.202, Wagner-Peyser Employment Services offices may not exist outside of the one-stop service delivery system and states must co-locate employment services as reflected in 20 CFR 678.310 through 315. However, if a Title I-B subrecipient (or the LWDB when directly providing Title I-B services) operates from a separate facility that is connected to a certified comprehensive or affiliate site, that separate facility does not need to be certified as a one-stop site. Even if certification is not required, the facility must still comply with the nondiscrimination and equal opportunity requirements of WIOA Section 188 and 29 CFR Part 38.

LWDBs must certify all one-stop sites in order to receive one-stop WIOA Title I-B infrastructure funds (WIOA sec. 121(g)(4) and (h)). In Washington, LWDBs certify all types of one-stops: comprehensive, affiliate, and specialized sites. In addition, Washington has also identified

WorkSource connection sites as a resource option. Connection sites need to follow certification expectations detailed in section 3.d. below.

### 3. Policy:

#### a. Certification Requirements

LWDBs must certify all sites that operate as comprehensive, affiliate, specialized, or connection sites within the WorkSource one-stop delivery system.

If a Title I-B subrecipient (or the LWDB when directly providing Title I-B services) operates from a separate facility that is connected to a certified comprehensive or affiliate WorkSource one-stop site, that separate facility does not need to be certified as a WorkSource one-stop site. The local plan must describe how Title I-B services are delivered at or through the certified one-stop system, and the Memorandum of Understanding (MOU) must describe the services provided and the means, manner, and methods for accessing those services.

Programs delivering services through the certified site must also be included in the one-stop budget and contribute to Infrastructure Funding Agreement (IFA) costs consistent with the MOU cost-sharing methodology. Customers must be able to access Title I-B services at or through the certified one-stop site; customers cannot be required to travel to that separate facility as the only way to receive those services.

Regardless, any facility providing access to WIOA services must comply with the nondiscrimination and equal opportunity requirements of WIOA Section 188 and 29 CFR Part 38.

\*See Attachment B for USDOL communication to support this interpretation of WIOA law, rule and guidance.

#### b. Local One-Stop Evaluation and Certification Criteria

- i. LWDBs must evaluate one-stop sites and the one-stop delivery system offered in certified centers for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. In instances where the LWDB is the One-Stop Operator, the SWDB must certify those one-stop sites (refer to Section iii.2. below.)
  1. LWDBs must use a certification tool with an objective scoring method to determine whether to certify a one-stop site. The certification tool must be completed for each site to be certified by a locally determined cross-program site committee or team with experience working and delivering services in said site and may include the One-Stop Operator. The completed tool is then forwarded to the LWDB for next steps, including scheduling of a site visit by the certification team (see iii. below) no less than **60 days** from certification expiration and full board vote.

LWDBs can establish additional criteria and set higher standards for service coordination than those set by the State. If they do, they must also review and update those additional criteria and standards every two years as part of the WIOA Local Plan update process. To that end, Attachment A, One-Stop Site Assessment and Certification Tool, is available for local use, if desired. LWDBs may create an alternative tool that includes all the requisite elements below. Additional local criteria

must be clearly identified in an addendum to either the One-Stop Site Assessment and Certification Tool or the designated local tool.

LWDBs must include in their one-stop certification tool all elements in the following to determine certification outcomes:

- [WIOA Law](#) Section 121(e)(2) and Section 188,
- [20 CFR 678.800](#),
- [29 CFR Part 38](#), and
- [TEGL 16-16](#) parts 4 (American Job Center Network), 5 (Partner Roles and Responsibilities in the American Job Center Network), and 9 (American Job Center Certification)

2. The Certification Team must complete a site visit as part of their evaluation.
3. Identification of the one-stop definition must match the services delivered from that one-stop site.

## ii. Certification Frequency

1. LWDBs must conduct one-stop evaluation and certification not less than once every three years.
2. LWDBs may direct “for-cause” site evaluation and certification as determined appropriate and warranted.

For example, DOL or the state completes a site visit, notes something is not aligned with policy, law, rule, or guidance, and asks for further action to address issues. It may also be to address a complaint, concern, or issue related to the quality of services. LWDBs have the authority to conduct site evaluations and certifications when there is a cause or reason to do so.

3. For any new comprehensive, affiliate, specialized, or connection site, certification must be completed within **60 calendar days** of the site being opened.

## iii. Certification Teams

1. The Certification Teams will be established by LWDBs and are responsible for conducting independent and objective evaluations of one-stop sites and making certification recommendations to LWDBs.

The Certification Teams are comprised of LWDB members, staff, and individuals who represent local partners with specific expertise serving populations with barriers. Certification Team members should be free of conflicts of interest. Certification Teams may utilize experts from the state level or outside of the local area to ensure evaluations are objective. They may also utilize local experts who represent targeted populations but have no financial ties to the one-stop site. Certification Teams may also consult the SWDB for technical assistance, if necessary.

2. Per 20 CFR 678.800(a)(3), the SWDB, rather than the local Certification Team, must certify one-stop site(s) where the LWDB is the one-stop operator. In this case, the one-stop site staff and leadership, which may include the one-stop operator, shall complete

either Attachment A, One-Stop Site Assessment and Certification Tool, or the local area certification tool encompassing, at a minimum, the elements in Section 3.b.i.1., then forward to [workforce@wtb.wa.gov](mailto:workforce@wtb.wa.gov) for final evaluation and certification determination.

#### iv. Certification Determinations

Within 30 days of conducting one-stop site evaluations, the LWDB Certification Team— or the SWDB Certification Team when the LWDB serves as the One-Stop Operator—will provide written certification recommendations. These recommendations will be presented to the LWDB within 30 days of the recommendation, or to the SWDB at its next regularly scheduled meeting when the SWDB is serving as the certifying body.

There are three possible determinations: (1) certification, (2) provisional certification requiring the one-stop operator or one-stop leadership to submit an action plan and timeline to meet certification standards, or (3) non-certification.

All certification determinations must be documented in the official meeting minutes of the certifying board (LWDB or SWDB).

##### A. Certification

Based on the results of the site visit and the completed local certification tool (Attachment A, One-Stop Site Assessment and Certification Tool), the LWDB Certification Team—or the SWDB Certification Team when the LWDB serves as the one-stop operator—will submit a written recommendation to the appropriate certifying board on whether the site should be certified or re-certified. The recommendation must also be shared with board staff and the one-stop operator, as applicable.

##### B. Provisional Certification

A provisional certification is rendered when the Certification Team (or the SWDB certification team, in instances where the LWDB is the one-stop operator) determines that the one-stop meets (all or most of) the elements listed in 3.a., but further improvement/correction is necessary prior to granting full certification. A provisional certification is to be in effect for no more than **180 days** and must be accompanied by a detailed description of the issues/concerns identified so the one-stop operator or one-stop leadership, in coordination with one-stop system partners, has sufficient information around which to develop a required action plan and timeline.

A corrective action plan with a timeline not to exceed **90 days** must be developed by the one-stop operator or one-stop leadership in partnership with local one-stop partners within **30 days** of the provisional certification and presented to the Certification Team and LWDB.

The one-stop operator or one-stop leadership, in partnership with local one-stop partners, shall give progress reports every **30 days** to the Certification Team. Upon completion of the corrective action plan, the Certification Team (or the SWDB certification team, in instances where the LWDB is the one-stop operator) shall meet again to determine whether or not to grant certification.

## C. Non-Certification

A determination not to certify a one-stop site must include a detailed description of the deficiencies and an explanation of why the Certification Team—or the SWDB Certification Team when the LWDB serves as the one-stop operator—determined the deficiencies could not be resolved through provisional certification.

Any decision to deny or rescind certification must be documented in the official meeting minutes of the appropriate certifying board (LWDB or SWDB).

If an existing comprehensive one-stop site is ultimately not certified following a standard or “for-cause” evaluation, the LWDB one-stop leadership, and one-stop system partners, which may include the one-stop operator, must have a plan to ensure continuity of service in the local area. This plan must also include a timeline to shutter or revise services and re-designate the comprehensive one-stop.

If a comprehensive one-stop in the local workforce area (LWA) is not certified, loses its certification, or is closed or relocated, the local area must immediately ensure that another one-stop center assumes the services and responsibilities of a comprehensive one-stop. The new site must be certified **within 90 calendar days**).

Upon the determination to not certify or rescind certification of a one-stop, the LWDB must notify the SWDB of the result, accompanied by a detailed description of deficiencies, a local plan to ensure continuity of service, and next steps. This ensures the SWDB can offer appropriate technical assistance. If the LWDB is the one-stop operator, the SWDB certification team makes the determination to not certify.

### 1. Change in certification status

If a Local Workforce Development Board (LWDB) changes the status of a one-stop center or the services provided there—such as changing the type of center, closing it, or moving it—a new certification must be completed **within 90 calendar days** of the change.

Identification of the one-stop definition must match the services delivered from that one-stop.

## v. Appeals

Operators (which may include the One-Stop Operator or One-Stop Consortium) of comprehensive, affiliate, or specialized one-stop sites that are not certified may choose to appeal those determinations, in writing, to the LWDB (or the SWDB in those cases where LWDBs are the One-Stop Operator or part of the One-Stop Consortium). Those appeals will be subject to the processes and procedures outlined in locally required dispute resolution and appeal policies (or [WIOA Title I Policy 1025](#) in those cases where the SWDB is the certifying body). In addition, a copy of the appeal must be forwarded to the SWDB.

## vi. Annual Progress Report

In support of continuous improvement and performance excellence in the one-stop delivery system, the LWDB must ensure that, at least annually, a report describing the status of each certified site in the local workforce area is prepared, presented to the LWDB, and recorded in LWDB meeting minutes.

When the LWDB serves as the One-Stop Operator, the SWDB will prepare and present the report on the status of certified site in that workforce development area and record the report in SWDB meeting minutes.

For **comprehensive, affiliate, and specialized one-stop sites**, the report must describe the site's current status and progress toward higher quality standards in the following areas:

- Functional and programmatic integration
- Performance and accountability
- Service provision, including services offered, methods of access, hours of operation, equitable service delivery, and outreach to populations with barriers to employment
- Customer satisfaction
- Staff competence and participation in staff training
- Partnership development
- Employer engagement
- Physical and programmatic accessibility

For **connection sites**, the report should provide a brief update on the site's operational status and any notable improvements or challenges related to service access or partner coordination, including any changes to the connection site partnership.

Reports should include examples of best practices and identify areas for potential improvement. Annual progress reports may also be shared with the broader workforce development system, including the SWDB, to support system-wide evaluation and improvement.

## c. State Workforce Development Board evaluation requirements and criteria

- i. Establish objective criteria and procedures for LWDB to use when certifying one-stop centers including:
  1. Evaluation of minimum hours of operation per 678.305(c) "hours of access to services" of one-stop comprehensive sites as part of its evaluation of effectiveness described in 20 CFR 678.800(b).
  2. Utilize data from monitoring each LWDB on equal opportunity and nondiscrimination, accessibility, and complaints, to inform evaluation requirements and criteria as part of the review process.
- ii. Must review and update criteria (above) every 2 years as part of the review and modification of the WIOA State Plan.

#### d. Connection Sites

Connection sites are self-service-only entry points designed to enhance and supplement customer access to information. This can be publicly available computer(s) with Internet access, the ability to connect to job search services, unemployment, online learning, skills development, etc.

- Must be accessible to the general public during regularly scheduled posted hours, unless located within a facility limiting serving a specific population (e.g., homeless youth shelter, re-entry facility, educational institution).
- Must be programmatically accessible to individuals with disabilities per WIOA Sec. 188 and 29 CFR Part 38.13. Connection sites should be physically accessible; however, if full ADA compliance is not feasible due to location or resource limitations, the LWDB must have a plan to provide the same services at a physically accessible location (such as a certified one-stop center), ensure customers are informed of this option, and ensure staff are trained to facilitate access.
- If materials are present, they must follow branding expectations consistent with WorkSource Standards and include the AJC tagline, where appropriate.
- Must be formally recognized by the LWDB.
- Title I and Title III staff may not be permanently home-based at a connection site.
- Any services, except self-services, delivered at a connection site must be provided by staff who are permanently assigned to a comprehensive, affiliate, or specialized site.

Connection sites must be evaluated no less than once every 3 years by the above standards. If using the One-Stop Assessment and Certification Tool (Attachment A), only cover page, Sections III, IV, and V must be completed. *\*In the instance of connection sites only, evaluations may be completed by site staff, LWDB staff, or the LWDB Certification Team. However, the certification action must be completed by LWDB staff or LWDB Certification Team.*

When connection sites are added or removed, the MOU must be re-signed within 60 days if partners at the connection site are signatories to the MOU.

NOTE: Please refer to the Washington State Workforce Plan for further guidance and definitions.

#### 4. Definitions: (quotes from TEGL 16-16 and 20 CFR 678.300-325)

- **Access** - Access to each partner program and its services means:
  - (1) Having a program staff member physically present at the one-stop center;
  - (2) Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
  - (3) Making available a direct linkage through technology to program staff who can provide meaningful information or services.
    - (i) A 'direct linkage' means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer.
    - (ii) A 'direct linkage' cannot exclusively be providing a phone number or computer website or providing information, pamphlets, or materials.

- **Comprehensive One-Stop** - (20 CFR 678.305 and 34 CFR 361.305) a physical location where job seeker and employer customers can access the programs, services, and activities of ALL required one-stop partners (WIOA Sec. 121(b)(1)(B), along with any additional partners as determined by the LWDB. Each LWDB must have at least one certified comprehensive one-stop in the local area.
  - Must have at least one WIOA Title I-B staff person physically present and at least one Title III-Employment Services staff person physically present during all hours of operation.
  - Must provide:
    - Career services described in 20 CFR § 678.430 and TEGL 16-16;
    - Access to training services described in 20 CFR § 680.200;
    - Access to any employment and training activities carried out under WIOA Sec. 134(d);
    - Access to programs and activities carried out by one-stop partners listed in [§§ 678.400](#) through 410, including the Employment Service programs authorized under the Wagner-Peyser Act, as amended by WIOA Title III; and
    - Workforce and Labor Market information
  - Customers must have access to these programs, services, and activities during regular business days; LWDB may establish other service hours at other times to accommodate the schedules of individuals (customers) who work on regular business hours/days.
  - Must be physically and programmatically accessible to individuals with disabilities, per 29 CFR 38 and WIOA Sec. 188
  - Must demonstrate how the one-stop is following is branding expectations consistent with WorkSource Standards and include the AJC tagline.

\*Per TEGL 16-16 'providing' career services does not mean that EACH (meaning 1 FTE per program) required partner must provide these services directly on-site in the comprehensive one-stop. However, it does mean that some career services must be provided directly on-site. The process in which these services are adequately provided by on-site program staff must be detailed in your Local Plan, MOU and accurately reflected in the IFA. Career services may be provided through access to one-stop partner programs and activities which, per 20 CFR 678.305(d), may be delivered in one of three ways:

- Having a program staff member physically present at the comprehensive one-stop site
- Having a staff member from a different partner program physically present at the comprehensive one-stop site and *appropriately trained* to provide information to customers about the programs, services, and activities available through all partner programs; or
- Making available a direct linkage through technology to a program staff member who can provide meaningful information or services. (See the definition of Access above)

NOTE: Please refer to the [Washington State Workforce Plan](#) for further guidance and definitions.

LWDBs, in conjunction with partners and one-stop operators, must establish the means or methods of providing access to partner programs and document such means or methods in their Memoranda of Understanding (MOU).

- **Affiliate One-Stop** - (*per TEGL 16-16, 20 CFR 678.310-320 and 34 CFR 681.310*) Affiliate one-stop sites are access points accessible to the general public in addition to (not a substitute for) the comprehensive one-stop site. If part of the local service delivery strategy, affiliate sites must be implemented in a manner that supplements and enhances customer access to services and must be described and documented in the WIOA Local Plan and MOU. Affiliate sites must:

- Make available to job seekers and employer customers, one or more of the one-stop partners' programs, services, and activities.
- Does not need to provide access to every required partner program, however, at a minimum, basic career services per 20 CFR 678.430(a) are accessible.
- The frequency of program staff's physical presence in the affiliated site will be determined at the local level within the parameters of 20 CFR 678.310 through the local MOU process.
- Per 20 CFR 678.315, Wagner-Peyser Act employment services cannot be a stand-alone affiliate site, and an additional partner or partners must be physically present more than a combined 50 percent of the time the site is open. The other partner must not be the partner administering local veterans' employment representatives (LVER), disabled veterans' outreach program (DVOP) specialists, or unemployment compensation (UI) programs. If Wagner-Peyser Act employment services and any of these 3 programs are provided at an affiliated site, an additional partner or partners must have a presence of combined staff in the center more than 50 percent of the time the center is open.
- Must be physically and programmatically accessible to individuals with disabilities, per WIOA Sec. 188, 29 CFR 38, and TEGL 16-16 Sec. 9.
- States, in conjunction with the LWDBs, must examine lease agreements and property holdings throughout the one-stop delivery system in order to use property in an efficient and effective way. Where necessary and appropriate, States and LWDBs must take expeditious steps to align lease expiration dates with efforts to consolidate one-stop operations into service points where Wagner-Peyser Act employment services are co-located as soon as reasonably possible. These steps must be included in the WIOA State Plan.
- Must demonstrate how the one-stop is following branding expectations consistent with WorkSource Standards and include the AJC tagline.

NOTE: Please refer to the [Washington State Workforce Plan](#) for further guidance and definitions.

- **Specialized One-Stop** - Based on local workforce needs, the LWDB, in conjunction with partners and one-stop operators, may determine that a specialized center is appropriate to serve a particular population(s) and must follow 20 CFR 378.320 and TEGL 16-16. Specialized sites are access points in addition to (not a substitute for) the comprehensive one-stop site. If part of the local service delivery strategy, specialized sites must be implemented in a manner that supplements and enhances customer access to services and must be described and documented in the WIOA Local Plan and MOU. Any network of one-stop partners or specialized sites, as described in 678.300(d)(3):
  - Do not need to provide access to every required partner, however, at a minimum, basic career services per 20 CFR 678.430(a) are accessible.
  - Must be connected to the comprehensive one-stop and any appropriate affiliate site(s) per 20 CFR 463.300(d)(3) and have processes in place to make referrals to these sites and the programs therein;
  - Wagner-Peyser Act employment services cannot stand alone (per 20 CFR 678.315), and an additional partner or partners must be physically present more than a combined 50 percent of the time the site is open. The other partner must not be the partner administering local veterans' employment representatives (LVER), disabled veterans' outreach program (DVOP) specialists, or unemployment compensation (UI) programs. If Wagner-Peyser Act employment services and any of these 3 programs are provided at an affiliated site, an additional partner or partners must have a presence of combined staff in the center more than 50 percent of the time the center is open.

- Must be physically and programmatically accessible to individuals with disabilities, per WIOA Sec.188, 29 CFR 38, and TEGL 16-16 Sec. 9.
- Must demonstrate how the one-stop is following branding expectations consistent with WorkSource Standards and include the AJC tagline.

NOTE: Please refer to the [Washington State Workforce Plan](#) for further guidance and definitions.

## 5. References:

- [WIOA Law](#) Section 121(e)(2) and Section 188
- [20 CFR 463.300](#) – What is the one-stop delivery system?
- [20 CFR 678 Subpart A](#) - Description of the One-Stop Delivery System (300-320)
- [20 CFR 678 Subpart B](#) – One-Stop Partners and their Responsibilities
- [20 CFR 678 Subpart F](#) – One-Stop Certification
- [20 CFR 678 Subpart G](#) – Common Identifier
- [29 CFR Part 38](#) Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA
- [34 CFR 463.320](#) - Are there any requirements for networks of eligible one-stop partners or specialized centers?
- [TEGL 16-16](#) – One-Stop Operations Guidance for the American Job Center Network - Parts 4 (American Job Center Network), 5 (Partner Roles and Responsibilities in the American Job Center Network), and 9 (American Job Center Certification)
- [TEGL 19-16](#) – Operating Guidance for the WIOA
- [WIOA Policy 5410](#) – Dispute Resolution and Appeals
- [Washington State Workforce Plan](#)

## 6. Supersedes:

- WorkSource System Policy 1016-Revision 1
- WIOA Policy 5612 (rescinded)

## 7. Website:

[Workforce Professionals Center](#)

## 8. Action:

Local Workforce Development Boards and their contractors must distribute this policy broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

## 9. Attachments:

[Attachment A](#) – One-Stop Site Assessment and Certification Tool (fillable PDF)

[Attachment B](#) - *DOL Guidance Communication on Off-Site Title I-B Service Locations*

**Direct Inquiries To:**

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