

One-Stop Virtual Learning Series

The Virtual Learning Series is a comprehensive technical assistance approach utilizing virtual support to connect the dots between One-Stop operations guidance and peer learning for the field. The series is aimed at both program and fiscal leaders, frontline staff, partners, and workforce boards to engage them in interactive dialogue. The result will be collective learning that evolves with the needs of the field.

◆ Opening Session: One-Stop Operations Guidance for the American Job Center Network

(Wednesday, February 15, 3:00 pm EST)

The newly released joint guidance provides direction for the implementation of operational requirements under the Workforce Innovation and Opportunity Act (WIOA) pertaining to the one-stop delivery system. Under WIOA, workforce development, education, and human services partners are encouraged to provide streamlined and efficient career services for all customers through the American Job Center Network. This webinar is the first in a series of technical assistance resources being provided to the workforce system. Staff from the Department of Labor, Department of Education, and Department of Health, and Human Services will provide a high-level review of key components of the joint guidance to include characteristics of the American Job Center Network, and benefits of participating in the American Job Center Network. A review of upcoming One-Stop technical assistance events will also be provided during this event.

◆ We are WIOA Partners; Now What?

(Wednesday, February 22nd, 3:00 pm EST)

WIOA creates new opportunities for partnership across multiple programs, to better serve job-seekers and employers through American Job Centers. But what makes a partnership great and what should it look like under WIOA? Get an overview of guidance in this area, including portions of recently-released Training and Employment Guidance Letter no. 16-16, "One-Stop Operations Guidance for the American Job Center Network." This webinar will focus discussion on developing meaningful memoranda of understanding for your partnership, maximizing referral processes to benefit participants, and using the WIOA performance system to ensure good results for all partner programs, job-seekers and employers. Participate in an interactive video panel session featuring local areas that have made great strides in aligning resources to accomplish great things for jobseekers and businesses, and actively participate by asking questions and responding to polls throughout the webinar to ensure your greatest concerns are addressed.

◆ Implementing Comprehensive, Affiliate, and Colocation Requirements:
Pillars for an Integrated One-Stop Delivery System

(Wednesday, March 1st, 3:00 pm EST)

The American Job Center network brings together workforce development, educational, and other human services partners in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. This webinar highlights key WIOA provisions for operating comprehensive, affiliate, and specialized sites in the American Job Center network. It also discusses the new co-location requirements contained in the WIOA. Presenters will share State and local experiences on the approaches and strategies they are using to overcome barriers and embrace opportunities for building integrated service delivery models to effectively serve area jobseekers and employers.

◆ One-Stop Operator Competition: "The Basics"

(Wednesday, March 8th, 3:00 pm EST)

Federal partners and field experts will engage the audience in an interactive dialogue and peer learning session regarding the topics covered in parts 1-3 of the One-Stop Operator Competition webcast series:

Part I: Background, Roles, and Functions

Part II: Eligible Entities

Part III: Procurement Standards

◆ Universal Design: A Customer Centered Approach

(Wednesday, March 15th, 3:00 pm EST)

Universal Design is a significant component of the customer centered design framework to provide exemplary service in American Job Centers (AJC). In this session, you will learn how universal design is a creative vehicle in applying "design thinking" for innovation across the workforce system to benefit job seekers with a wide range of learning styles, language levels, intelligences, and physical mobility to help foster meeting customer's needs more efficiently. The Greater Lowell Workforce Development Board and Spokane Area Workforce Develop Council will share their stories of working across WIOA partners to create a more customer centered approach.

◆ One-Stop Operator Competition: "Deep Dive"

(Wednesday, March 22nd, 3:00 pm EST)

Federal partners and field experts will engage the audience in an interactive dialogue and peer learning session regarding the topics covered in parts 4-7 of the One-Stop Operator Competition webcast series:

Part IV: Competitive Procurement Process

Part V: Essential Contract Elements

Part VI: Avoiding Conflicts of Interest

Part VII: Transition, Implementation, & Monitoring

The webcast content will not be presented during this session. Participants are encouraged to watch the pre-recorded webcast series ahead of time to be able to actively participate in the discussion.

◆ **American Job Center Branding for the Next Generation Workforce System**

(Wednesday, April 5th, 3:00 pm EST)

The Workforce Innovation and Opportunity Act (WIOA) requires each one-stop delivery system to use a common identifier on all products, programs, activities, services, electronic resources, facilities, and related property and new materials. This virtual event will offer nuts and bolts on the common identifier provisions under WIOA including the opportunity it provides to establish a recognizable brand for the workforce system nation-wide. Presenters will discuss the resources available to assist states and local areas with implementation of the common identifier while highlighting examples of branding success from around the country.

◆ **American Job Center Certification: A Tool to Maximize State's Quality and Consistency of Services**

(Wednesday, April 12th, 3:00 pm EST)

WIOA requires the state workforce development board (WDBs) to establish objective criteria and procedures when certifying its American Job Centers to help maximize quality of services and consistency across the state. In addition, Local WDBs must follow procedures and criteria established by the State WDB and certify its American Job Centers and network at least once every three years. In this session, you will learn of emerging practices occurring in states evaluating the effectiveness, physical and programmatic accessibility, and continuous improvement of American Job Centers. Presenters will discuss the process for defining those standards and its application, combined with an assessment of the impact on their system operations and outcomes.

◆ **MOU Part I: Overview & Development**

(Wednesday, April 26th, 3:00 pm EST)

This webinar will showcase a sample MOU document and provide an overview of the various components of an MOU under WIOA, including: essential elements, operating budget, and differences between the former Resource Sharing Agreement and the new Infrastructure Funding Agreement. The session will feature a Q&A segment.

◆ **Increasing Opportunity for Shared Customers:
Integrated Service Delivery through the American Job Center Network**

(Wednesday, May 17th, 3:00 pm EST)

Under WIOA, workforce development, education, and human services partners are encouraged to provide streamlined and efficient career services for all customers through the American Job Center Network. Whether working with UI claimants, TANF recipients, adult education participants, or others, local programs are building models of integrated service delivery to improve client outcomes and increase efficiency. Developing an integrated system requires strong partnerships and commitment; local partners have tremendous flexibility and

encouragement to serve job seekers by customizing services to an individual's needs. This webinar describes the characteristics of Integrated Service Delivery through the American Job Center Network, the benefits of participating in the American Job Center Network, along with some voices from the "field" to provide specific recommendations and examples for building an integrated service delivery system.

◆ MOU Part II: Local vs. State Funding Mechanism

(Wednesday, May 31st, 3:00 pm EST)

In this webinar, Federal partners will walk participants step by step through a hypothetical example of how partner contributions may be determined under the state funding mechanism, followed by an interactive dialogue and Q&A.

The webcast series content regarding the WIOA local and state funding mechanisms will not be presented during this session. Participants are encouraged to watch the pre-recorded webcast series ahead of time to be able to actively participate in the discussion.