



**State of Tennessee
State Workforce Development Board**

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State Workforce Development Board Policy One Stop Design

Effective Date: November 4, 2022

Expiration Date: Automatic Annual Renewal Pending Statute Limitations

Purpose

To establish the Local Workforce Development Areas (LWDAs) and the requirements and expectations of the American Job Center (AJC) system within those LWDAs. This policy will establish the LWDAs, definitions of the entities involved in the AJC system, the types of AJCs, and the functions that must take place within the AJCs.

Scope

- American Job Center Partners
- Fiscal Agent
- Local Workforce Development Board
- One-Stop Operator
- State Workforce Development Board
- Workforce Innovation and Opportunity Act Core Partners
- Chief Local Elected Officials (CLEOs)

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Definitions

Establishment of Regions/LWDAs: Tennessee’s workforce development system is divided into nine (9) Local Workforce Development Areas (LWDAs) across three (3) Grand Planning Regions:

East Region	Middle Region	West Region
Northeast LWDA	Northern Middle LWDA	Northwest LWDA
East LWDA	Southern Middle LWDA	Southwest LWDA
Southeast LWDA	Upper Cumberland LWDA	Greater Memphis LWDA

The LWDAs align the State’s workforce and economic development regions. Each LWDA is established with an agreement amongst all the Local Elected Officials (LEOs), also referred to as County Mayors, who select a Chief Local Elected Official (CLEO) to act as the signatory for the LWDA. An agreement

between the elected CLEO and Local Workforce Development Board (LWDB) chairperson is established to confirm the establishment of the LWDA and how it will operate¹.

Entities and Required Partners of the American Job Center System: The following are the major entities and their role in the AJC system:

- **County Mayor/ Local Elected Official (LEO)/ Chief Local Elected Official (CLEO)**

This entity:

- Is the recipient of and responsible for WIOA Title I funds for their established LWDA
- Establishes the Local Workforce Development Board

- **Local Workforce Development Board/Chairperson**

This entity consists of²: local business leaders, workforce representatives, education administrators, core WIOA partners, and other leaders designated by the CLEO. It is responsible for carrying out all functions of WIOA sec. 107(d) and may utilize staff known as LWDB Staff to complete these daily functions.

- **Regional Planning Council**

This council must consist of the following entities:

- Title I- Workforce Development Activities
- Title II- Adult Education and Literacy
- Title III- Amendments to the Wagner-Peyser Act
- Title IV- Amendments to the Rehabilitation Act of 1973

This council should also include the following partners:

- Career and Technical Education
- Post-secondary Representatives
- Department of Human Services
 - Temporary Assistance for Needy Families (TANF)
 - Supplemental Nutrition Assistance Program (SNAP)
- Economic and Community Development
- Department of Corrections
- Other partners required to meet the State Vision, Goals, and Objectives

This entity's role is to:

- Conduct regional strategic planning
- Execute regional sector initiatives
- Align regional business outreach and services
- Meet quarterly to advise and recommend action plans for the Local Workforce Development Areas (LWDAs)
- Ensure the WIOA regional plan streamlines regional workforce systems by focusing on key State goals and objectives provided in the Regional and Local Plan policy
- Set WIOA implementation schedules and meetings with stakeholders

- **One-Stop Operator³**

The oversight for this agency is with the Local Workforce Development Board. This entity can be⁴:

¹ 20 CFR 679.210

² 20 CFR 679.320

³ 20 CFR 662.400

⁴ 20 CFR 662.400(a)

- A public, private, or non-profit organization
- A consortium, which must include at least three (3) required WIOA partners
- An institution of higher education
- A State Wagner-Peyser Employment Agency
- A community based, non- profit organization
- Interested Organizations such as local Chamber of Commerce, business or labor organization

This entity's role is to:

- Manage Daily AJC Operations
- Ensure Coordination of Partner Programs within the AJC system
- Evaluate Customer Experience
- Evaluate Negotiated Performance Measures
- Be the primary Functional Leader for the AJC System
- **Title I- Adult, Dislocated Worker, and Youth⁵**
The oversight for this agency is with the Local Workforce Development Board.
- **Title II- Adult Education⁶**
The oversight for this agency is with the Tennessee Department of Labor and Workforce Development, Division of Adult Education
- **Title III- Wagner-Peyser⁷**
The oversight for this agency is with the Tennessee Department of Labor and Workforce Development, Division of Workforce Services.
- **Title IV- Vocational Rehabilitation⁸**
The oversight for this agency is with the Tennessee Department of Human Services, Division of Vocational Rehabilitation

1. Types of AJCs

1.1 Comprehensive American Job Centers (AJCs)⁹

A Comprehensive AJC is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners¹⁰. A Comprehensive AJC must:

- Have at least one (1) Title I staff person physically present¹¹
- Have at least one (1) non-Title I staff member physically present¹²
- Provide Career Services as defined in 20 CFR 678.430¹³
- Provide access to training services as described in 20 CFR 680.200¹⁴

⁵ WIOA Sec. 101 through 195

⁶ WIOA Sec. 201 through 243

⁷ WIOA Sec. 301 through 308

⁸ WIOA Sec. 401 through 492

⁹ 20 CFR 678.305

¹⁰ 20 CFR 678.400

¹¹ 20 CFR 678.305(a)

¹² 20 CFR 678.305(d)(2)

¹³ 20 CFR 678.305(b)(1)

¹⁴ 20 CFR 678.305(b)(2)

- Provide access to employment and training activities as described in WIOA sec. 134(d)¹⁵
- Provide access to workforce and labor market information¹⁶
- Make direct linkage, through technology, to a program staff member who is not physically present to provide meaningful information or services¹⁷
- Be physically and programmatically accessible to individuals with disabilities, per WIOA sec. 188¹⁸
- Be certified¹⁹ by the LWDB to utilize infrastructure funding²⁰

1.2 Affiliate American Job Centers²¹

An Affiliate American Job Center is a physical location to provide access to program services in addition to a Comprehensive AJC. An Affiliate AJC must:

- Provide access to one or more of the programs, services, and activities
- Determine the frequency of staff that will be physical present²² through the LWDA Memorandum of Understanding (MOU)
- Not include Wagner-Peyser staff if one or more partner staff is not physically present 50 percent or more of the time in which the AJC is open²³
- Be physically and programmatically accessible to individuals with disabilities, per WIOA sec. 188²⁴
- Be certified²⁵ by the LWDB to utilize infrastructure funding²⁶

1.3 Specialized American Job Centers²⁷

A Specialized American Job Center is a physical location that addresses specific needs, including those of dislocated workers, youth, or key industry sectors, or clusters. A specialized AJC must:

- Identify a specific need(s) that is supported by labor market data
- Provide access or direct linkage to services not offered at the AJC
- Provide flexible hours to meet the needs of the identified need(s)
- Be physically and programmatically accessible to individuals with disabilities, per WIOA sec. 188²⁸

¹⁵ 20 CFR 678.305(b)(3)

¹⁶ 20 CFR 678.305(b)(5)

¹⁷ 20 CFR 678.305(d)(3)

¹⁸ 20 CFR 678.305 (e)

¹⁹ 20 CFR 678.800

²⁰ 20 CFR 678.700

²¹ 20 CFR 678.310

²² 20 CFR 678.310 (a)

²³ 20 CFR 678.315 (b)

²⁴ 20 CFR 678.310(d)

²⁵ 20 CFR 678.800

²⁶ 20 CFR 678.700

²⁷ 20 CFR 678.300(d)(3)

²⁸ 20 CFR 678.310(d)

- Be certified by the LWDB in order to utilize infrastructure funding²⁹

1.4 Access Points

Access Points are sites established by non-traditional partners, such as non-profit agencies, to provide a connection to the workforce system structure. The agencies that are assessed to serve as access points will connect clients to the public workforce system by referring clients and providing access to training and limited support based on the resources that the non-traditional partner can provide. Access Points must:

- Not be certified by the LWDB
- Not utilize infrastructure funding
- Have a Memorandum of Understanding in place with the LWDB
- Track services

2. Branding of AJCs

The branding of the American Job Centers is the responsibility of the LWDB to oversee. The branding of the AJC must:

- Follow the guidelines established by the State Workforce Development Board (SWDB)
- Contain the common identifier “American Job Center” or “a proud partner of the American Job Center network” in all communication³⁰

3. AJC Hours/Closures

All Comprehensive AJCs must be open during statewide core hours at a minimum of 8:00 a.m. to 4:30 p.m. during weekdays. Additional certified AJCs must have hours that are agreed upon in the Memorandum of Understanding with all applicable partners. All AJCs that the LWDB oversees must have their address and working hours posted on the LWDB website and updated, when necessary

4. Firewall

The AJC system firewall establishes that each entity involved in the system has its own role to serve within the system and should not deviate from that role. The purpose of the firewall is to ensure that one entity is not both providing service and overseeing the compliance of that service. A natural firewall has been established in Tennessee to ensure that no one entity will serve multiple roles within the AJC system.

²⁹ 20 CFR 678.700

³⁰ 20 CFR 678.900

5. Functional Teams

Each LWDA must establish the three primary functional teams listed below. The leader for these functional teams is the One-Stop Operator (OSO) and it is that entity's role to coordinate the functional teams and assign leaders for each individual team.

5.1 Welcome Team

The Welcome Team is a shared function amongst all core partners that focuses on the customer's entry point into the AJC system. This team can include an independent staff supervised by the OSO and paid through the Infrastructure Funding Agreement (IFA). This function must focus on:

- Provision of basic career services
- Monitoring AJC traffic
- Collection and review of VOS greeter data
- Initial assessment of customer needs
- Referral to WIOA partner programs for eligibility determination
- Orientation of AJC services and labor market data
- Resource Room assistance

5.2 Skill Development (Case Managers)

The Skill Development Team will consist of staff from all core and required partners that are present under the LWDBs Memorandum of Understanding. This team will consist primarily of individuals who are considered Case Manager. This team's focus will be to:

- Comprehensive and specialized assessments of skills levels and service needs
- Determine eligibility for their respective program
- Provide basic and individualized career services³¹
- Referrals to partner programs and services provided within the AJC system

5.3 Business Services

The Business Service Team will consist of staff that have a primary focus on serving the employers within the LWDA. This team's focus will be to:

- Act as a resource for business customers; to answer questions, address concerns, and provide resources
- Work with Tennessee Economic and Community Development (TNECD) to promote job expansion and attract new businesses
- Establish a process to deliver employer services through a functionally aligned, seamless delivery system

³¹ 20 CFR 678.430

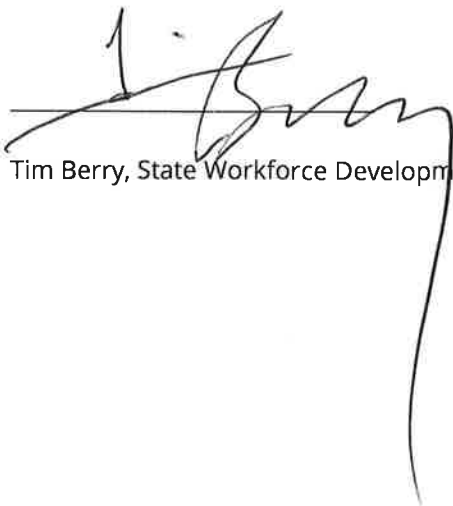
- Use the AJC brand to market a consistent message and image to employers

6. Automatic Annual Renewal

All policies approved by the State Workforce Development Board will be automatically renewed on July 1 of every year unless the statute of limitations for the policy expires or changes. A list of policies that will be automatically renewed are submitted to the State Workforce Development Board during the meeting prior to July 1 every year. If a policy requires any type of substantial change, the policy will be resubmitted to the State Workforce Development Board for a new approval and will not be subject to the annual renewal process.

Contact

For any questions related to this policy, please contact the Program Integrity Unit at Workforce.Board@tn.gov.

A handwritten signature in black ink, appearing to read 'Tim Berry', is written over a horizontal line. A long, thin vertical line extends downwards from the end of the signature.

Tim Berry, State Workforce Development Board Chair