



STATE OF TENNESSEE  
**DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT**  
WORKFORCE SERVICES DIVISION  
220 French Landing Drive  
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(615) 741-1031

**WORKFORCE SERVICES POLICY #19.0**

**Subject:** CAREER CENTER CHARTERING

**Topic:** This policy provides Local Boards and other Workforce System Sub-Recipients with instruction and guidance on the required standards and implementation of the Career Center Chartering process. In support of the commitment of the State Integrated Plan 2012-2017, Career Center Chartering is essential to communicating functional alignment and seamless service throughout the Workforce System.

**Scope:** Tennessee Department of Labor and Workforce Development (TDLWD), State Workforce Development Board (State Board), One-Stop Operator (Operator) as defined in 662.220; Local Workforce Investment Boards (LWIB), Local Workforce Investment Areas (LWIA), other Workforce System Sub-Recipients (Sub-Recipients), and Workforce System Partners (Partners). Comprehensive Career Center (Center); Affiliate Career Center (Affiliate Career Center); Workforce Services Division (WSD); American Job Centers (Workforce System)

**References:** Title I of the WIA of 1998, as amended (29 U.S.C. 2801 et seq.); WIA Regulations, 20 CFR Part 652 et. al., 29 CFR Part 95-97; Office of Management and Budget (OMB) cost principles codified in 2 CFR Part 220, Part 225 and Part 230; Tennessee Workforce Development Act of 1999, TCA Title 4, Chapter 3, Part 14, §4-3-1401 et. seq., One-Stop Comprehensive Financial Management Technical Assistance Guide (Chapters I-1 through I-6), Workforce Service Policy #7 Service Integration and Workforce Service Policy #8 One-Stop Delivery System.

**Background:** The chartering policy is the foundation to aligning all workforce system policies and procedures. The following criteria will outline the principles, functions and organization of the Career Center to achieve chartering. The policy is essential to supporting and communicating functional alignment and seamless services outlined in the Governor's vision. The chartering policy requires a partner agency alignment of job seeker and business services, and a seamless service-delivery system that reduces customer confusion and establishes a functional approach to helping business find workers and workers find employment. It specifies minimum standards for the service menu and customer service to be met and a branding requirement that demonstrates a

statewide workforce system. The Chartering process will demonstrate that the local workforce investment boards can ensure that employment and training programs in their communities operate at a high level of quality and also satisfy the expectations and needs of their customers.

## **Criteria for Charter**

### **Managed Integrated Service Delivery**

#### **A. Established Functional Alignment in the Workforce System**

- 1) Welcome Function
  - Every new job seeker is provided with an evaluation of service needs and offered an initial assessment
  - Services associated with the welcome function are available as described in the approved annual plan
  - Staffing is provided through a shared partnership as described in accordance to the approved plan or as defined in the Resource Sharing Agreement
- 2) Skills/Career Development
  - Established criteria for staff to provide skills analysis, facilitate assessments and testing, identify support needs, provide career guidance and coaching, arrange for soft skills training, and refer job seekers to program specific occupational training
  - Staff will provide guidance for enrollment in Wagner Peyser
  - Services comply with the description provided in the LWIA approved annual plan
- 3) Business Services
  - Staff have been identified for this function
  - Active plan in place to bridge business and job candidates by coordinating with all American Job Center staff to actively recruit and refer qualified job candidates based on the needs of business
  - Services comply with the description provided in the LWIA approved annual plan

#### **B. Established Functional Management in the Workforce System.**

- 1) Partner Consortium
  - Partner Consortium is established in accordance to Workforce Services policy
  - Partner Consortium complies with the description provided in the LWIA approved annual plan
- 2) Site Leads
  - Site lead assigned with the following duties: create staffing plans that provide adequate office coverage at all times in a manner that allows fair and equitable opportunity for time off; ensure all staff are adequately trained; ensure all staff adheres to policies and procedures; ensure all staff present a professional and positive image; ensure consistent communication procedures are followed; ensure internal policy and procedures are followed; ensure the environment is

professional; design a room-scheduling system for workshops and meetings; and, approve posted informational signs.

- Site lead complies with the description provided in the LWIA approved annual plan

3) Partner Staff Supervision

- A clear negotiated list of roles and responsibilities of Wagner Peyser staff and Workforce Investment Act staff as well as other full-time co-located partners is provided for Partner staff supervisors
- Partner staff supervisor complies with the description provided in the LWIA approved annual plan, state and federal laws, policies and procedures

**C. Staff Cross Training**

- 1) Staff cross training provided annually at a minimum. Cross training will ensure:
  - Non-duplication of services and efficient and effective service delivery
  - Referrals for services outside the Center are made with definite contact information and, where possible, confirmed appointment dates and times
  - Customers register with the Workforce System, not with an individual agency or program. When customers need to speak with more than one staff person, subsequent staff people have the customer's basic information.
- 2) Staff cross training complies with the description provided in the LWIA approved annual plan.

**D. Implementing Service Integration and Functional Management**

- 1) Developed and implemented integrated services and functional management plan, developed with significant partner participation
- 2) Complies with the description provided in the LWIA approved annual plan

**E. Shared Outreach and Branding**

- 1) Brochures, flyers, advertising media and announcements, stationery, business cards, and name tags used by the Center staff reflect the American Job Center branding

**F. Communication Protocol**

- 1) Well established and documented communication protocol

**G. Confidentiality**

- 1) Confidential information is stored securely, appropriate to the nature of the information
- 2) Written policies that staff is trained in storage and sharing of confidential information

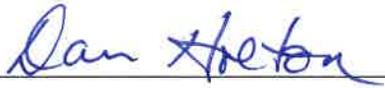
**H. Accessibility**

- 1) The Center is compliant with the Americans with Disability Act
- 2) The Center provides assistive technology for customers to use when accessing computers and other services
- 3) Identified staff to assist people with disabilities in case of emergency

**Contact:** For questions regarding the WIA Title I program, please contact Susie Bourque, Director of Policy and Special Projects, at 615-741-1031 or [Susie.Bourque@tn.gov](mailto:Susie.Bourque@tn.gov) .

**Effective Date:** December 12, 2014

**Duration:** June 30, 2015



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