Northern Area Local WORKFORCE DEVELOPMENT BOARD

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
POLICY NOTICE NO. 30 Rev. 4

EFFECTIVE DATE: September 14, 2026
SUBJECT: ONE-STOP POLICY

I. PURPOSE

This policy establishes standards and requirements for operating the One-Stop delivery system within the Northern Area Local Workforce Development Board (NALWDB) region.

This policy ensures integrated, accessible, and compliant service delivery through the One-Stop/American Job Center system; clarifies partner roles and responsibilities; and aligns One-Stop operations with applicable federal, state, and local workforce requirements.

II. AUTHORITY

This policy is issued pursuant to:

- Workforce Innovation and Opportunity Act (WIOA) §§ 121, 134, and 188
- 20 CFR Part 678 (One-Stop Operations)
- 20 CFR Part 652 (Wagner-Peyser Employment Service)
- 20 CFR Part 680 (Adult and Dislocated Worker Programs)
- 20 CFR Part 681 (Youth Programs)
- 20 CFR Part 677 (Performance Reporting)
- 29 CFR Part 38 (Equal Opportunity and Nondiscrimination)
- 2 CFR Part 200 (Uniform Administrative Requirements, Cost Principles, and Audit Requirements)
- 11.2.5 NMAC – Workforce Innovation and Opportunity Act One Stop System and Partnerships.
- Americans with Disabilities Act (ADA), as amended
- Rehabilitation Act of 1973, Section 504
- NMDWS Policy 16-001 – One-Stop Operator
- NMDWS Policy 16-002 – One-Stop Certification
- NMDWS Policy 24-004 – One-Stop Common Identifier
- NALWDB Policy No. 10 – Referral Process
- NALWDB Policy No. 30 – Electronic File Policy
- NALWDB Monitoring Policy

III. POLICY STATEMENT

The NALWDB shall operate an integrated One-Stop delivery system that provides job seekers and employers with coordinated, customer-centered access to workforce programs, services, and resources.

Northern Area Local WORKFORCE DEVELOPMENT BOARD

One-Stop operations shall emphasize:

- Integrated service delivery across required and additional partners.
- Universal access to services.
- Physical, programmatic, and digital accessibility.
- Effective referral and coordination processes.
- Protection of participant confidentiality; and
- Continuous quality improvement.

IV. ONE-STOP SYSTEM GOVERNANCE AND ROLES

A. The One-Stop delivery system shall operate in accordance with 20 CFR Part 678, which governs system operations, partner responsibilities, and service coordination.

B. Wagner-Peyser Employment Service activities provided through the One-Stop system shall be governed by 20 CFR Part 652 and administered in coordination with other One-Stop partners.

C. The One-Stop Operator shall coordinate service delivery, partner integration, and day-to-day operations consistent with the executed Memorandum of Understanding (MOU), and applicable State and Federal requirements.

The One-Stop Operator shall not exercise fiscal or programmatic authority over partner funds or programs.

V. REFERRALS AND PARTNER COORDINATION

One-Stop partners shall collaborate to ensure customers are informed of available services and connected to appropriate programs in a timely and effective manner.
Referral processes shall be transparent and customer-centered, ensure warm handoffs when appropriate, avoid duplication of services, and be documented in accordance with system requirements. Referral activities shall align with NALWDB Policy No. 10, Referral Process.

VI. ACCESSIBILITY AND REASONABLE ACCOMMODATION

All One-Stop services, facilities, programs, and activities shall comply with WIOA Section 188 and 29 CFR Part 38, which prohibit discrimination and require equal opportunity and access for individuals with disabilities in all WIOA Title I–financially assisted programs and activities.

Accessibility requirements apply to all aspects of One-Stop operations, including:

A. Physical Facilities: One-Stop locations shall be physically accessible to individuals with disabilities and shall comply with applicable federal and state accessibility standards. This includes, but is

not limited to, accessible entrances, restrooms, parking, interior routes, signage, and service areas.

B. Programmatic Service Delivery: Programs, services, and activities shall be delivered in a manner that ensures equal access and participation for individuals with disabilities. Eligibility criteria, service requirements, and participation standards shall not unlawfully screen out, exclude, or limit individuals with disabilities from participation.

C. Electronic Systems and Records: Electronic case management systems used in service delivery shall support accessibility and reasonable accommodation, consistent with confidentiality, data security, and privacy requirements.

D. Websites, Virtual Services, and Digital Platforms: Websites, online applications, virtual appointments, and digital service delivery platforms shall be accessible to individuals with disabilities. Reasonable accommodations shall be provided to ensure access to virtual services, including alternative formats or communication methods when necessary.

E. Communication Materials: Information provided to customers, including forms, notices, outreach materials, and informational resources, shall be made available in accessible formats upon request.

F. Reasonable accommodations shall be provided for qualified individuals with disabilities to ensure equal access to services and activities. Accommodation requests shall be addressed in a timely and individualized manner and shall not result in a fundamental alteration of the program or an undue financial or administrative burden, consistent with applicable law.

G. Individuals who believe they have been subjected to discrimination or denied access to services on a prohibited basis have the right to file a discrimination or equal opportunity complaint in accordance with WIOA Section 188 and 29 CFR Part 38. Complaint procedures, timelines, and contact information are established in *NALWDB Policy No. 24, Nondiscrimination and Equal Opportunity Provisions*.

H. Accessibility and non-discrimination requirements are also integral to the certification and recertification of One-Stop Centers. Compliance with accessibility standards and equal opportunity requirements shall be reviewed as part of the One-Stop certification and recertification process in accordance *with NALWDB Policy No. 21, One-Stop Certification/Recertification.*

VII. DATA SHARING AND CONFIDENTIALITY

One-Stop partners shall protect personally identifiable information (PII) and confidential records in accordance with federal and state privacy requirements.

Data sharing shall:

A. Be limited to authorized purposes.

B. Utilize secure electronic systems.

C. Align with the NALWDB Electronic File Policy.

The New Mexico Workforce Connection Online System shall serve as the official system for participant and service data collection, performance monitoring, and reporting, consistent with 11.2.5.16 NMAC. Partners shall share data under applicable data-sharing agreements.

VIII. MONITORING, OVERSIGHT, AND CONTINUOUS IMPROVEMENT

The NALWDB, state agencies, the New Mexico Department of Workforce Solutions, and federal oversight entities will monitor One-Stop operations. Monitoring activities include:

A. File reviews;
B. On-site or virtual assessments;
C. Data validation; and
D. Review of corrective actions.

Partners shall cooperate fully with monitoring activities and implement corrective actions as required.

IX. EQUAL OPPORTUNITY AND NONDISCRIMINATION

All One-Stop activities shall comply with WIOA Section 188 and 29 CFR Part 38.
Discrimination is prohibited based on race, color, religion, sex, national origin, age, disability, political affiliation or belief, and, where applicable, citizenship status or participation in a WIOA Title I-financially assisted program or activity.
EO notices and complaint procedures shall be made available at all One-Stop locations.

X. SAFETY, SECURITY, AND WEAPONS

One-Stop facilities shall maintain a safe and secure environment for customers, participants, staff, partners, and visitors. Threatening, intimidating, or violent conduct is prohibited.
Weapons, including but not limited to firearms, knives, batons, or pepper sprays, shall not be permitted within a One-Stop facility when prohibited by applicable law or by the entity having lawful control of the premises. Customers, participants, contractors, and visitors shall comply with all posted facility restrictions regarding firearms and other weapons.

This restriction shall not apply to authorized law enforcement officers who are legally authorized to carry a firearm while acting in an official capacity, subject to applicable law and facility requirements.
Violations may result in removal from the facility and, when appropriate, referral to law enforcement.

XI. EFFECTIVE DATE AND REVIEW

Northern Area Local WORKFORCE DEVELOPMENT BOARD

This policy supersedes all prior NALWDB One-Stop policies and is effective upon approval.
This policy shall be reviewed periodically and updated as necessary to ensure continued compliance with federal and state law and guidance.

INQUIRIES: Contact the WIOA Program Manager at (505) 986-0363.

NALWDB CHAIR

9-17-2026
DATE