

Workforce Services

Tier One Program

March 2021



The Workforce Innovation and Opportunity Act (WIOA) lays out a vision for the one-stop delivery system in the Training and Employment Guidance Letter (TEGL) 04-15, which focuses on providing high quality customer service to job seekers, workers, and businesses through the one-stop delivery system. The workforce system envisioned by WIOA is quality focused, employer driven, customer-centered and tailored to the needs of regional economies. To reach the vision of WIOA Title I, Public Law 113-128, §§101 and 121; WIOA Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions, Vol. 81, No. 161, Fed. Reg. 55791; and TEGL 04-15 requires establishing a one-stop center certification criteria. Additionally, staff must be courteous, polite, responsive and helpful. The state and Local Workforce Development Boards (LWDBs) must train and equip staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities and businesses. The TEGL requires LWDBs to staff customers with trained career counselors.

To meet this need, a task force including DEO, CareerSource Florida and members of the LWDBs was created to design a training plan to ensure all staff are equally trained and prepared on how their functions support and contribute to the overall vision of WIOA and the Florida workforce system. In 2012, the Tier One Program for frontline staff was launched by and is now maintained by DEO. The Tier One Program includes modules about the history and structure of Florida's workforce development system, key processes for engaging workforce customers, and how to provide superior customer service. Subsequently in 2013, the Tier One Certificate Exam was created and designates qualified staff members as a Florida Certified Workforce Professional (FCWP).

In 2016, DEO developed the *One-Stop Staff Credentialing and Skills Standards, Administrative Policy Number 92* to provide information on skill standards for employees who provide direct customer service and information regarding workforce development professional certifications. Staff have three opportunities to take the comprehensive final exam within one year of their date of hire and may elect by request, to participate in tutoring sessions from the Workforce Training & Coordination team at DEO/Bureau of One Stop and Program Support. Additionally, to maintain certification, staff must complete in the second year and each year thereafter, 15 hours of continuing education units. See the *One-Stop Staff Credentialing and Skills Standards, Administrative Policy Number 92* for detailed criteria.

For additional information, please email: wfstraining@deo.myflorida.com or call: 1-866-352-2345



Ron DeSantis, Governor
Dane Eagle, Executive Director, DEO