



**To:** Indiana's Workforce Investment System

**From:** Indiana Department of Workforce Development (DWD)

**Date:** December 18, 2020

**Subject:** DWD Policy 2020-09  
One-Stop American Job Center Certification

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## Purpose

To communicate the process and criteria for evaluating and certifying Indiana's comprehensive and affiliate One-Stop American Job Centers (AJCs) pursuant to the Workforce Innovation and Opportunity Act (WIOA).

## Rescission

- DWD Policy 2016-10 - One-Stop Center Certification

## References

- WIOA Sec. 121, 134, 188
- 20 CFR 678.300 – 320, 678.400 - 678.415, 678.430, 678.800, 678.900 and 680.200
- 2 CFR parts 200 and 2900
- 29 CFR part 38
- TEGL 16-16 One-Stop Operations Guidance for the American Job Center Network

## Content

### Background

Title I of WIOA requires the State Board (Governor's Workforce Cabinet or GWC), in consultation with Regional Chief Elected Officials (RCEOs) and Local Workforce Development Boards (WDBs), to establish objective criteria and procedures for the local WDBs to evaluate and certify the comprehensive and affiliate one-stop centers<sup>1</sup> located within its Local Workforce Development Area (LWDA). The evaluation and certification process examines effectiveness (including customer satisfaction), physical and programmatic accessibility, and continuous improvement. Each one-stop center must be certified to be designated as a "one-stop center" to receive funding. The certification of one-stop centers is essential in setting a minimum level of quality and consistency of services in the workforce system across the state.

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<sup>1</sup> Comprehensive and Affiliate one-stop centers will be collectively referred to throughout this policy as "one-stop center(s)".

## ***Roles and Responsibilities***

DWD, on behalf of the GWC is responsible for oversight of the one-stop center certification process. In consultation with the GWC, DWD must see that the one-stop certification criteria are reviewed and updated every two years as part of the review and modification of the WIOA State Plan. DWD conducts the certification of one-stop centers when the local board is the one-stop operator in a LWDA. The WDBs are responsible for oversight of the one-stop center certification process at the local level and for the appointment of a certification team to conduct the one-stop certification reviews for each one-stop center in its LWDA (unless the local WDB is also the one-stop operator, discussed more fully below). The local WDB must use the *Indiana One-Stop Center Certification Review Form* (Attachment A) and the corresponding criteria established by the State.

The local WDB may set higher standards for service coordination beyond those identified in the one-stop certification criteria established by the State. However, the additional criteria must be clearly identified in an addendum to the *Indiana One-Stop Center Certification Review Form*.

## ***Definitions***

### **Comprehensive One-Stop Center**

WIOA requires at least one comprehensive physical center in each LWDA. A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center must have at least one WIOA title I staff person physically present.

The comprehensive one-stop center must provide:

- Career services described in WIOA regulations 20 CFR § 678.430.
- Access to training services described in WIOA regulations 20 CFR § 680.200;
- Access to any employment and training activities carried out under sec. 134(d) of WIOA;
- Access to programs and activities carried out by one-stop partners listed in WIOA regulations 20 CFR §678.400 through 678.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA title III (Wagner-Peyser Act Employment Service program); and
- Workforce and labor market information.

Access to partner programs 20 CFR §678.305 (d) is defined as:

- Having a program staff member physically present at the one-stop center;
- Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- Making available a direct linkage through technology to program staff who can provide meaningful information or services.
  - A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.
  - A “direct linkage” cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

All comprehensive one-stop centers must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec. 188.

### **Affiliate One-Stop Center**

WIOA also allows for affiliate one-stop centers in each LWDA. An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level. Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area. If used by local areas as a part of the service delivery strategy, affiliate sites must be implemented in a manner that supplements and enhances customer access to services. Wagner-Peyser employment services cannot be provided as a stand-alone service at an affiliated site. In addition to the above requirements for an affiliate center, affiliate centers means physical buildings owned and/or operated by the local WDB and its designees, that has combined program staff present more than 50% of the time the center is open.

All affiliated sites must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec. 188.

### **Review Process**

#### **Coronavirus**

Due to the ongoing dynamic situation with the coronavirus pandemic, caution should be used and Center for Disease Control (CDC) guidance on social distancing, masks, risk factors and other important information should be taken into account when planning and executing certification visits and interviews. Center certification teams are encouraged to employ flexible means to assess the center requirements. Examples include, but are not limited to, minimizing the number of team members who go to the physical centers, using phone, picture or video technology to accomplish review requirements. One-stop certification reviews do not have to be conducted on site for Program Year (PY) 2020.

#### **Certification Teams**

If the local WDB does not serve in the role of the one-stop operator for its LWDA, the local WDB has the discretion to appoint a team of three or more individuals to conduct the one-stop certification review, so long as there are no conflicts of interest. One of the three individuals appointed to serve on the certification team must be a local WDB member. The local WDB shall notify the RCEO of the certification team selection.

If the local WDB does serve in the role of one-stop operator for a LWDA, DWD shall be responsible for conducting the one-stop center certification for each one-stop center in that LWDA. DWD will appoint a review team of three or more state staff to conduct the certification and ensure there are no conflicts of interest. The individuals selected to be on either the local WDB or DWD certification team must be able to conduct an independent and objective evaluation of the one-stop centers and make a recommendation to the local WDB (if local WDB certification team) or the GWC (if DWD certification team). One individual on the certification team must serve as the "team lead" for contact purposes.

## Certification Process

The certification team shall contact each center to schedule a time to conduct the one-stop certification review. The certification team shall conduct staff interviews with applicable staff<sup>2</sup>. Interviewees shall include the Center Manager, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) staff at the one-stop center to determine their level of knowledge pertaining to the following:

- WIOA partner programs/services;
- Local initiatives;
- One-stop center policies and procedures;
- Staff roles and contributions to performance; and
- Awareness of accessibility requirements and available assistive technologies.

The certification team shall review all necessary documentation including the following:

- The local MOU;
- Business and/or Local Plan;
- Marketing and other printed materials; Training schedules;
- Customer feedback reports;
- Customer employment plans/case notes;
- Local policies, procedures, manuals; and
- Complaints and compliance findings;

Certification teams shall use the *Indiana One-Stop Center Certification Review Form* provided in Attachment A, which includes a *Determination* sheet, for each center reviewed. A completed form for each One-Stop Center must be submitted to the DWD Policy Department and the local WDB (if a local WDB certification team conducted the review) or the GWC (if a DWD certification team conducted the review) for each center within thirty (30) days of conducting the one-stop center certification review.

## Non-Certification

In the event of non-certification, an action plan and timetable will be prepared by DWD in consultation with the one-stop operator, to bring the one-stop center into compliance and a date for a follow-up review within ninety (90) days from the determination date will be set.

If a one-stop center fails to achieve certification after the ninety (90) day re-evaluation review, the center shall be deemed probationary, and DWD will notify the RCEO. The local WDB shall have six months to bring a probationary one-stop center into compliance (infrastructure cost-funding will not be impacted during this time frame). If a local WDB fails to certify any one-stop center after the six month probationary period, that one-stop center will not be eligible for infrastructure-cost funding for the ensuing program year.<sup>3</sup> Local WDBs and the GWC, if the WDB is also the one-stop operator, may consider additional ramifications for failing one-stop certifications in their one-stop operator contracts.

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<sup>2</sup> An affiliate center will likely not have all the identified staff for the purpose of staff interviews. The certification team should interview the available staff in those centers.

<sup>3</sup> WIOA Sec. 121(g)(4)

### ***Submitting Documentation***

Documentation regarding the one-stop center certification should be emailed to [policy@dwd.in.gov](mailto:policy@dwd.in.gov).

### **Action**

All comprehensive and affiliate one-stop center reviews shall be completed no later than March 31, 2021. Once certified, the certification status will remain in effect for three years. Future certifications shall be completed no later than March 31<sup>st</sup> immediately preceding the beginning of the third program year (i.e. March 31, 2024 for the next round of certifications).

### **Effective Date**

Immediately.

### **Ending Date**

Upon rescission.

### **Attachments**

Attachment A - *Indiana One-Stop Center Certification Review Form*

### **Additional Information**

Questions regarding the content of this publication should be directed to DWD Policy: [policy@dwd.in.gov](mailto:policy@dwd.in.gov).

## Attachment A

# Indiana One-Stop Center Certification Review Form

<b>LWDA:</b> Choose an item.				<b>Date:</b> Click here to enter a date.		
<b>Review Team Lead:</b> Click here to enter text.				<b>Job Title:</b> Click here to enter text.		
<b>Phone:</b> Click here to enter text.				<b>Email:</b> Click here to enter text.		
<b>Location Reviewed (Office Name):</b> Click here to enter text.				<b>City:</b> Click here to enter text. <b>State:</b> IN <b>Zip Code:</b> Click here to enter text.		
<b>Address (At time of review)</b>						
<b>Line 1:</b> Click here to enter text.						
<b>Line 2:</b> Click here to enter text.						
<b>Location Type (Check One):</b> Comprehensive Center <input type="checkbox"/>				<b>Other (describe)</b> <input type="checkbox"/>		
				Click here to enter text.		
<b>Hours of Operation:</b>						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
<b>Review Team Members:</b>						
First Name	Last Name	Role	Phone	Email		
Click here to enter text	Click here to enter text	Click here to enter text	Click here to enter text	Click here to enter text		
Click here to enter text	Click here to enter text	Click here to enter text	Click here to enter text	Click here to enter text		
Click here to enter text	Click here to enter text	Click here to enter text	Click here to enter text	Click here to enter text		
Click here to enter text	Click here to enter text	Click here to enter text	Click here to enter text	Click here to enter text		
Click here to enter text	Click here to enter text	Click here to enter text	Click here to enter text	Click here to enter text		
Click here to enter text	Click here to enter text	Click here to enter text	Click here to enter text	Click here to enter text		

PLEASE FILL OUT THIS FORM FOR  
THE ONSITE OR VIRTUAL REVIEW OF EACH CENTER

## Access to Required Programs/ Partners

*Check the appropriate box for each required Program/ Partner.*

*This section will require an interview with the Center Manager.*

**Note- Access to ALL partner programs is only required for comprehensive one-stop centers.**

Required Program/ Partner	Program Staff On-Site (Average hours per week)	Partner Program Staff On-Site (Check box)	Direct Linkage (Check box)	Not Applicable (Partner not in region)	Non-Compliant with Access Requirements
<b>WIOA Title I Adult</b>	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<b>WIOA Title I Dislocated Worker</b>	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<b>WIOA Title I Youth</b>	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<b>Job Corps</b>	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>YouthBuild</b>	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>WIOA Title II Adult Education and Literacy</b>	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>WIOA Title III Wagner-Peyser</b>	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Migrant and Seasonal Farmworker Programs (MSFW)</b>	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>WIOA Title IV Vocational Rehabilitation</b>	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Senior Community Service Employment Program (SCSEP)</b>	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Access to Required Programs/ Partners on Site or Virtually

(Continued)

Check the appropriate box for each required Program/ Partner.

This section will require an interview with the Center Manager.

**Note- Access to ALL partner programs is only required for comprehensive one-stop centers.**

Required Program/Partner	Program Staff On-Site (Average hours per week)	Partner Program Staff On-Site (Check box)	Direct Linkage (Check box)	Not Applicable (Partner not in region)	Non-Compliant with Access Requirements
Temporary Assistance for Needy Families (TANF)	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-Secondary Career and Technical Education	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veteran's Employment Services	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (TAA)	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing and Urban Development Employment and Training	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Compensation	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Development Block Grant Employment and Training	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Second Chances Act	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA Title I Native American Programs	Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## Services Checklist

Select the appropriate choice from the drop-down list in the “Access Available” box.

**Note- All services *MUST* be provided through comprehensive one-stop centers.**

**Affiliate centers only need to provide one or more of these services.**

Service	Access Available	Service	Access Available	Service	Access Available
<b>Career Services</b>					
Determinations of whether the individuals are eligible to receive assistance from adult, dislocated worker, or youth programs	Choose an item.	Referrals to and coordination of activities with other programs and services, including programs and services within the one- stop delivery system and, in appropriate cases, other workforce development programs	Choose an item.	Information, in formats that are usable by and understandable to one-stop center customers, relating to the availability of supportive services or assistance	Choose an item.
Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system	Choose an item.	Workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas	Choose an item.	Information and assistance regarding filing claims for unemployment compensation	Choose an item.
Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs	Choose an item.	Performance information and program cost information on eligible providers of training services	Choose an item.	Establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under WIOA	Choose an item.
Labor Exchange Services (job search/ placement, career counseling, business services on behalf of employers)	Choose an item.	Information in formats that are usable by and understandable to one- stop center customers, regarding how the local area is performing on the local performance accountability measures	Choose an item.	Services, if determined to be appropriate in order for an individual to obtain or retain employment	Choose an item.
<b>Follow-up Services</b>	Choose an item.				

### Services Checklist

Select the appropriate choice from the drop-down list in the “Access Available” box.

**Note- All services MUST be provided through comprehensive one-stop centers.**

**Affiliate centers only need to provide one or more of these services.**

Service	Access Available	Service	Access Available	Service	Access Available
<b>Training Services</b>					
Occupational skills training, including training for non-traditional employment	Choose an item.	On the job training (OJT)	Choose an item.	Incumbent worker training	Choose an item.
Programs that combine workplace training with related instruction, which may include cooperative education programs	Choose an item.	Training programs operated by the private sector	Choose an item.	Skills upgrading and retraining;	Choose an item.
Entrepreneurial training	Choose an item.	Transitional jobs	Choose an item.	Job readiness training provided in combination with other identified training services	Choose an item.
Adult education and literacy activities, including activities of English language acquisition, integrated education and training programs, provided concurrently or in combination with the aforementioned training services (excluding transitional jobs)	Choose an item.	Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training	Choose an item.		
<b>Business Services</b>					
<b>Service</b>				<b>Access Available</b>	
Labor Exchange Activities				Choose an item.	
Develop, Convene, or Implement Sector Partnerships <sup>4</sup>				Choose an item.	

<sup>4</sup> The one-stop center’s role in providing this service is ensuring the business services team is sharing information acquired through employer engagement with one-stop partners and the local WDB. This can be verified through monthly board/partner meeting minutes and/or ICC documentation.

## Certification Criteria Checklist

The following are the criteria by which the local workforce development boards shall assess and certify the Indiana one-stop centers. The local certification review team shall assess and determine if the one-stop center has met each criterion below by indicating “Meets,” “Does Not Meet,” or “In Progress.” Comments are required for each criterion for which “Does Not Meet” or “In Progress” are denoted.

**Standards highlighted in green are NOT applicable to affiliate centers.**

Standard 1 - One-Stop Administration				
<b>1.1</b>	<b>The Local MOU between the local workforce board and all required one-stop partners is signed and in place.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Request a copy of the local MOU to ensure the requirement has been met.</i>			
Comments: <a href="#">Click here to enter text.</a>				
<b>1.2</b>	<b>Cost sharing agreements are in place with all Job Center Partners ensuring the center is maximizing resources, both financially and in-kind, to provide the best possible services to customers.<sup>5</sup></b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify cost sharing processes and procedures are in place and that there is a current cost sharing agreement amongst all partners attached to the local MOU/ IFA.</i>			
Comments: <a href="#">Click here to enter text.</a>				
<b>1.3</b>	<b>There are no center-specific, unresolved programmatic, administrative, or Equal Opportunity compliance findings.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Request a copy of all monitoring reports since the prior center certification, showing final resolution of all findings.</i>			
Comments: <a href="#">Click here to enter text.</a>				

<sup>5</sup> Some local WDBs may have been granted an extension for these agreements. If this is the case, the cost-sharing agreements will need to be in place by the date identified in the request for extension.

1.4	<b>The center has a “center manager” (may be referred to by other titles) who has oversight of center operations.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Identify the center manager. This will likely be the same manager as the comprehensive center(s).</i>			
Comments: <a href="#">Click here to enter text.</a>				
1.5	<b>There is regular and meaningful communication between the center manager and front line one-stop center staff regarding center operations. This includes regularly scheduled meetings attended by all staff.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Does the center hold staff meetings? How regularly? Conduct staff interviews to determine if clear meaningful communication is occurring on a regular basis.</i>			
Comments: <a href="#">Click here to enter text.</a>				
1.6	<b>Does the one-stop center adhere to branding and utilize the official American Job Center (AJC) logo?</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Review all signage, websites and request copies of all printed materials?<sup>6</sup> Does the center appear to be in compliance?</i>			
Comments: <a href="#">Click here to enter text.</a>				
1.7	<b>The one-stop center adheres to all applicable issuances, guidance, and procedure manuals issued by DWD and/ or the local WDB.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Conduct staff interviews to determine if they are aware of relevant issuances and procedure manuals. Do they know where to access them? Does the center appear to be in compliance?</i>			
Comments: <a href="#">Click here to enter text.</a>				

<sup>6</sup> All signage, websites, promotional materials, printed materials, etc. as stated in DWD Policy 2019-07 WorkOne Brand Policy, should reviewed and copies requested if printed.

1.8	<p><b>Do one-stop center staff utilize the State case management system (ICC), or other applicable system, to document all customer activities for job seekers and employers?</b></p>	Meets	Does Not Meet	In Progress
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>Verify through observation, client file review and staff interviews.</p> <p>Comments: <a href="#">Click here to enter text.</a></p>			
1.9	<p><b>Staff are provided on-going training and cross training to ensure they have the knowledge necessary to appropriately serve customers. The center manager ensures staff attend mandatory training sessions.</b></p>	Meets	Does Not Meet	In Progress
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>Review staff training calendar/schedule. What training has staff received in the past year? Do staff appear knowledgeable as they work with customers? Verify through observation, client file review and staff interviews.</p> <p>Comments: <a href="#">Click here to enter text.</a></p>			
1.10	<p><b>The one-stop center abides by Veterans Preference and Priority of Service Requirements.</b></p>	Meets	Does Not Meet	In Progress
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>Observe welcome/intake process. Are customers always asked if they are a veteran? How does the center know which customers are veterans? What policies and procedures are followed? Do staff appear to be aware of Veteran priority of service? Interview the center's Disabled Veteran Outreach Program specialist (if applicable).</p> <p>Comments: <a href="#">Click here to enter text.</a></p>			

<b>1.11</b>	<b>The one-stop center ensures Priority of Service for Adult program participants.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>How is the center ensuring priority for eligible adult program participants? Are staff aware of these requirements? What procedures are in place to ensure priority of service for adult participants?</i>			
Comments: <a href="#">Click here to enter text.</a>				
<b>1.12</b>	<b>All staff have an awareness of the region's sector strategies and career pathways. Staff understand what that means in terms of providing services to customers.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through staff interviews. Do staff know what the targeted sectors are for the region? Have staff received information and/ or training on sector strategies and career pathways? Do staff appear to understand career pathways and how to use pathway information when assisting customers?</i>			
Comments: <a href="#">Click here to enter text.</a>				

## Standard 2 - Responsiveness to the needs of Jobseekers

2.1	<b>The one-stop center has effectively integrated WIOA core partners and coordinated services among other required partner programs available to job seekers.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Are core partners co-located, at least on a part-time basis? If not co-located, what procedures are in place to ensure all partner programs are accessible and available through the one-stop center? How are partners collaborating to ensure customers receive the most appropriate services?</i></p> <p>Comments: <a href="#">Click here to enter text.</a></p>			
2.2	<b>Staff clearly understand how to assess customer needs and provide the appropriate services to address those needs.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Verify through client file review, staff interviews and observation of customer/staff interaction.</i></p> <p>Comments: <a href="#">Click here to enter text.</a></p>			
2.3	<b>The one-stop center has demonstrated high customer satisfaction from jobseekers.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Review Customer Satisfaction Report for the year immediately preceding certification. High customer satisfaction means a job seeker satisfaction rate of 90% or higher.</i></p> <p>Comments: <a href="#">Click here to enter text.</a></p>			

## Standard 3 - Responsiveness to the needs of businesses

3.1	<p><b>The one-stop center has effectively integrated WIOA core partners and coordinated services among other required partner programs available to businesses.</b></p>	Meets	Does Not Meet	In Progress
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Review business plan (or local plan). Interview business services staff. Are all core partners represented on the region's business services team? Are business outreach efforts coordinated amongst partners to avoid duplication? Are partners documenting employer contacts in the case management system or elsewhere, to the extent possible?</i></p> <p>Comments: <a href="#">Click here to enter text.</a></p>			
3.2	<p><b>Staff clearly understand how to assess individual local employer needs and provide the appropriate services to address those needs.</b></p>	Meets	Does Not Meet	In Progress
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Review business plan (or local plan). Is there a process in place for assessing the workforce needs of local employers and addressing the needs identified?</i></p> <p>Comments: <a href="#">Click here to enter text.</a></p>			
3.3	<p><b>The one-stop center has demonstrated high customer satisfaction from businesses.</b></p>	Meets	Does Not Meet	In Progress
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Review Customer Satisfaction Report for the year immediately preceding certification. High customer satisfaction means an employer customer satisfaction rate of 90% or higher.</i></p> <p>Comments: <a href="#">Click here to enter text.</a></p>			



## Standard 4 - Performance

Standard 4 - Performance				
4.1	The one-stop center staff positively contribute to the achievement of local levels of performance.	Meets	Does Not Meet	In Progress
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Do center management and staff know and understand the WIOA performance measures? Has training been provided? Does the center management and staff understand their role in achieving performance?</i>			
Comments: <a href="#">Click here to enter text.</a>				

## Standard 5 - Program Coordination

Standard 5 - Program Coordination				
5.1	<b>An inventory containing partner agency contact information and services offered is available to all center staff.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify written or electronic inventory listing is in place and readily available to all staff.</i>			
Comments: <a href="#">Click here to enter text.</a>				
5.2	<b>The one-stop center integrates available services across partners, to the extent possible.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>How does the one-stop center management staff identify ways to integrate services to prevent duplication? Are there regular meetings amongst center staff and partners to address integration of services?</i>			
Comments: <a href="#">Click here to enter text.</a>				
5.3	<b>Employment plans are specifically designed to meet the unique needs of each individual customer and are jointly developed with partners, when appropriate.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify with staff interviews. Review a sampling of employment plans and case notes from client files.</i>			
Comments: <a href="#">Click here to enter text.</a>				

## Standard 6 - Programmatic Accessibility

6.1	<b>The one-stop center provides access to all partner programs consistent with the WIOA definition on page 2 of DWD Policy 2020-09 WIOA One-Stop AJC Certification. Customer referrals to partner services are coordinated.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through observation and staff interviews. Are there policies and procedures in place for making referrals to ALL partner programs? This should also be identified in the local MOU(s).</i>			
Comments: <a href="#">Click here to enter text.</a>				
6.2	<b>All 13 required career services are available in person or on demand via technology at or through the center.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>These 13 elements listed in 20 CFR § 678.430.</i>			
Comments: <a href="#">Click here to enter text.</a>				
6.3	<b>Customers have access at or through the one-stop center through technology to training services, education services, employment services, supportive services, and business services.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>These services are listed in 20 CFR § 680.200.</i>			
Comments: <a href="#">Click here to enter text.</a>				
6.4	<b>There is always at least one Title I staff member present at the one-stop center during business hours.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through observation or timesheets.</i>			
Comments: <a href="#">Click here to enter text.</a>				

6.5	<b>The center provides maximum access to partner agency programs, which may include providing services outside normal business hours if the local WDB determines there is a need for an extension of service hours.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Does the center provide services outside of regular business hours when the need is identified?</i>			
Comments: <a href="#">Click here to enter text.</a>				
6.6	<b>Regular business hours are clearly visible outside of the one-stop center building.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through observation.</i>			
Comments: <a href="#">Click here to enter text.</a>				
6.7	<b>The one-stop center is programmatically accessible per 29 CFR 38, which includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communicating with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through reviewing a copy of the procedures, staff interviews and observation.</i>			
Comments: <a href="#">Click here to enter text.</a>				

## Standard 7 - Equal Opportunity Awareness

7.1	<b>The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify the last time the EO officer reviewed/ updated policies and procedures. Have staff received training? How often is training provided? Are new employees trained?</i> Comments: <a href="#">Click here to enter text.</a>			
7.2	<b>The required Equal Opportunity tagline is included on all documents and web pages.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Review flyers, forms, brochures, handouts and websites provided to all customers.</i> Comments: <a href="#">Click here to enter text.</a>			
7.3	<b>All Equal Opportunity signage is posted prominently, in reasonable numbers and places, in available and conspicuous physical locations in the one-stop.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through observation.</i> Comments: <a href="#">Click here to enter text.</a>			
7.4	<b>There is a process in place for customers to file Equal Opportunity complaints/ grievances and a process for addressing these complaints/grievances when they are filed.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Review procedural documents pertaining to EO complaints/grievances.</i> Comments: <a href="#">Click here to enter text.</a>			

## Standard 8 - Physical Accessibility

8.1	<p><b>Center physical accessibility is in compliance with all accessibility requirements under Federal Law. The one-stop center meets the physical accessibility requirements under WIOA Sec. 188, set forth in 29 CFR 38.</b></p>	Meets	Does Not Meet	In Progress
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Verify with Local EO Officer and State EO Officer.</i></p>			
<p>Comments: <a href="#">Click here to enter text.</a></p>				
8.2	<p><b>Staff and program partners demonstrate they know how to use adaptive and assistive technologies and are aware of the available resources.</b></p>	Meets	Does Not Meet	In Progress
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Verify through staff interviews and observation.</i></p>			
<p>Comments: <a href="#">Click here to enter text.</a></p>				
8.3	<p><b>A written policy explains how required partners in the one-stop center make reasonable accommodations and includes procedures for handling requests for accommodations.</b></p>	Meets	Does Not Meet	In Progress
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Review reasonable accommodations policy and/or procedures.</i></p>			
<p>Comments: <a href="#">Click here to enter text.</a></p>				

8.4	<b>Workshops are accessible to all customers whether provided in person or virtually. The one-stop center provides reasonable accommodations to ensure equal access.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through observation and staff interviews to ensure workshops are accessible and reasonable accommodations are provided as needed.</i> Comments: <a href="#">Click here to enter text.</a>			
8.5	<b>The one-stop center utilizes available resources, such as Vocational Rehabilitation Services, to ensure accessibility.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through staff interviews and observation. Do staff know when to make appropriate referrals to agencies such as VR, when needed? Are staff aware of available interpreter services/ technology for limited English proficient (LEP) individuals?</i> Comments: <a href="#">Click here to enter text.</a>			

## Standard 9 - Continuous Improvement

9.1	<b>The one-stop center has a process in place for customers to provide feedback or complaints outside of the customer feedback survey. The process should address complaint tracking and corrective action plans.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Review process for filing complaints to ensure it contains these requirements.</i>			
Comments: <a href="#">Click here to enter text.</a>				
9.2	<b>The one-stop center has internal systems in place to identify, track and improve operational efficiency and effectiveness. Specifically, the effectiveness of partner integration.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through staff interviews or documentation.</i>			
Comments: <a href="#">Click here to enter text.</a>				
9.3	<b>The one-stop center has a system and procedures in place to assess staff members' skills and core competencies, as well as gaps.</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>In Progress</b>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through staff interviews and review of procedural documentation.</i>			
Comments: <a href="#">Click here to enter text.</a>				



## Determination

<b>Determination*:</b>	Choose an item.	<b>Determination Date:</b>	Click or tap to enter a date.
<b>All criteria reviewed:</b>	Choose an item.		
<i>*In the event of non-certification, an action plan and timetable will be prepared by DWD in consultation with the one-stop operator, to bring the one-stop center into compliance; and a date for a follow-up review within ninety (90) days from the determination date will be set.</i>			
<b>Details regarding sections denoted “Does Not Meet” or “In Progress”:</b>			
If additional space is needed please insert additional rows in the table below. It is acceptable to go onto multiple pages.			
<b>Section #</b>	<b>Details</b>		
Choose an item.			
Choose an item.			
Choose an item.			
Choose an item.			
Choose an item.			
Choose an item.			
Choose an item.			
Choose an item.			
Choose an item.			
Choose an item.			
Choose an item.			
Choose an item.			
<b>Overall Comments:</b>			
<i>I certify that the information contained herein is true and accurate to the best of my knowledge and that this completed Indiana One-Stop Center Certification Review Form has been approved for the Workforce Development Board (WDB) by the Workforce Development Board Chair.</i>			
WDB Chair Name:			
Signature:		<b>Date:</b>	Click or tap to enter a date.