



Oklahoma Office of Workforce Development
900 N. Portland Ave.
Oklahoma City, OK 73107

OKLAHOMA WORKFORCE DEVELOPMENT ISSUANCE #07-2017

TO: Chief Local Elected Officials
Workforce Development Board Chairs
Workforce Development Board Staff
Workforce Development Fiscal Agents
WIOA Workforce System Partners

FROM: Erin E. Risley-Baird, Executive Director

DATE: June 30, 2017

SUBJECT: Certification of comprehensive and affiliate Oklahoma Works (One-Stop) Centers, a proud partner of the American Job Center network, under the Workforce Innovation and Opportunity Act of 2014 (WIOA)

PURPOSE: The Oklahoma Office of Workforce Development (OOWD) as the Governor's chosen Workforce Innovation and Opportunity Act (WIOA) administrative entity provides this issuance as guidance to communicate Oklahoma's process and procedures for evaluating and certifying comprehensive and affiliate Oklahoma Works - A Proud Partner of the American Job Center Network (One-Stop) Centers.

These guidelines:

1. Establish minimum criteria for Local Workforce Development Boards (LWDBs) to apply when assessing and certifying one-stop centers in their areas;
2. Provide procedures for LWDBs to evaluate and certify one-stop centers; and,
3. Prescribe timelines for local certification of one-stop centers and for reporting outcomes to the State.

BACKGROUND: WIOA envisions high-quality one-stop-center systems that are business driven, customer-centered, integrated, and tailored to meet the needs of regional economies. The law emphasizes the need for partnerships and strategies that align workforce development, education, and economic development programs with regional needs.

RESCISSIONS None	EXPIRATION DATE Continuing
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Each local area must have at least one physical comprehensive one-stop center location that provides on-demand access to career services, training services, employment services, and all required programs and data. These State criteria and procedures set the standards for which local workforce boards must apply to ensure each comprehensive and affiliate one-stop center meets minimum criteria for certification. Per WIOA Sec. 121 (g)(3), **LWDBs may develop additional criteria to respond to labor market, economic, demographic, or other conditions or priorities within their region or local area.**

High-quality, comprehensive one-stop centers are designed to:

1. Serve jobseekers and workers by increasing access to, and opportunities for, employment, education, training, and support services that help them overcome barriers and succeed in the labor market; and
2. Serve businesses by, at a minimum, developing (including the provision of education and training for their current workforce) and/or finding (internally and through access to other supports) workers possessing the skills required to keep their companies globally competitive.

WIOA Sec. 121(g)(1) requires the State workforce development board (state board), in consultation with chief local elected officials (CLEOs) and LWDBs, to establish objective criteria and procedures for use by LWDBs in assessing and certifying comprehensive and affiliate one-stop centers for effectiveness, including customer satisfaction, physical and technology accessibility, and continuous improvement. LWDBs must establish a certification team to certify one-stop sites at least once every three years in order for those sites to share infrastructure costs among the required partners; however, in order to ensure an aligned schedule of updating the certification criteria and conducting the certifications, the OOWD establishes that the certification team shall certify one-stop sites every two years. In accordance with 20 CFR 678.800 (a)(3), when the LWDB serves as the Oklahoma Works (One-Stop) Operator, the state board must certify the one-stop center.

Establishing State standard certification criteria helps ensure a minimum level of quality and consistency of services in Oklahoma Works (one-stop) centers throughout Oklahoma, regardless of their location. These criteria and procedures are also intended to ensure objectivity in the certification process while allowing local flexibility to develop additional criteria or service coordination requirements responding to the needs of their regional economies.

REFERENCES:

- The Workforce Innovation and Opportunity Act (WIOA) Sections 101(d)(6), 121(e)(2), 121(g)(1), 121(g)(3)
- Training and Employment Guidance Letter (TEGL) 16-16
- 20 CFR 678.800 (a)(3), and 188 CFR 678 Subpart F; 20 CFR 678.400-430; 20 CFR 678.800(b)); 20 CFR 361.400-430; 29 CFR 38; 34 CFR 463.410-430; 20 CFR 678.300(d)(3)
- [Title I of the Americans with Disabilities Act](http://www.ada.gov/ada_title_I.htm), which applies to employment settings (http://www.ada.gov/ada_title_I.htm)
- [Title II of the Americans with Disabilities Act](http://www.ada.gov/ada_title_II.htm), which applies to state and local governments (http://www.ada.gov/ada_title_II.htm)
- [Title III of the Americans with Disabilities Act](http://www.ada.gov/ada_title_III.htm), which applies to private places of public accommodation (http://www.ada.gov/ada_title_III.htm)

- [Oklahoma Works Workforce System Access for All](https://www.ok.gov/abletech/Workforce_for_All/index.html)
(https://www.ok.gov/abletech/Workforce_for_All/index.html)

MESSAGE: This Oklahoma Workforce Development Issuance (OWDI) is intended to provide guidance to the local workforce boards to ensure each comprehensive and affiliate one-stop center meets minimum criteria for certification by the appropriate date. As stated earlier, LWDBs may develop additional criteria to respond to labor market, economic, demographic or other conditions or priorities within their region or local area.

Types of Oklahoma Works (One-Stop) Centers

Comprehensive Center:

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 title I staff person physically present.

The comprehensive one-stop center must provide:

- (1) Career services, described in 20 CFR 678.430 and TEGL 16-16;
- (2) Access to training services described in 20 CFR 680.200;
- (3) Access to any employment and training activities carried out under sec.134(d) of WIOA;
- (4) Access to programs and activities carried out by one-stop partners listed in 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
- (5) Workforce and labor market information.

Customers must have access to these programs, services, and activities during regular business days and hours at a comprehensive one-stop center. The Local Workforce Development Board (LWDB) may establish other service hours at other times to accommodate the schedules of individuals who work on regular business days.

“Access” to each partner program and its services means:

- (1) Having a program staff member physically present at the one-stop center;
- (2) 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
- (3) 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 website that can be used at an individual’s home; providing information, pamphlets, or materials; or making arrangements for the customer to receive services at a later time or on a different day. If the direct linkage is provided via telephone, access must be a phone line dedicated to serving one-

stop customers in a timely manner. If the direct linkage is provided via technology, access must enable trained staff to provide remote assistance through technology such as live web chat (e.g. Skype, Facetime), video conference, or other similar technology that involves a form of one-on-one assistance. As applicable and practical, one-stop partners should make services accessible to individuals electronically in a way that improves efficiency, coordination, and quality in the delivery of one-stop partner services.

All comprehensive one-stop centers and the technology they provide to Job Seekers must be accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec.188. **Oklahoma's Access for All** was developed as a system-wide effort and includes two parts to the Access for All Certification in Oklahoma. One considers accessibility in the physical space and the other considers accessibility in technology. Both focus on the environments that Job Seekers interact with when participating in services provided by the Oklahoma Works Workforce System Partners. In the end, Oklahoma Works Workforce System Partners and Workforce Areas work through an Access for All Accessibility Process to achieve certification.

Affiliate Center:

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 with a physical presence of combined staff more than 50 percent of the time the center is open. 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 established in a manner that supplements and enhances customer access to services. All affiliated sites must be accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec. 188.

If Wagner-Peyser Act employment services are provided at an affiliated site, there must be at least one or more other partners in the affiliated site with a physical presence of combined staff more than 50 percent of the time the center is open. Additionally, the other partner must not be the partner administering local veterans' employment representatives, disabled veterans' outreach program specialists, or unemployment compensation programs. If Wagner-Peyser Act employment services and any of these 3 programs are provided at an affiliated site, an additional partner or partners must have a presence of combined staff in the center more than 50 percent of the time the center is open.

States, in conjunction with the Local WDBs, must examine lease agreements and property holdings throughout the one-stop delivery system in order to use property in an efficient and effective way. Where necessary and appropriate, States and Local WDBs must take expeditious steps to align lease expiration dates with efforts to consolidate one-stop operations into service points where Wagner-Peyser Act employment services are co-located as soon as reasonably possible. These steps must be included in the State Plan.

Specialized Center:

Any network of one-stop partners or specialized centers, as described in 20 CFR 678.300(d)(3), must be connected to the comprehensive one-stop center and any appropriate affiliate one-stop

centers, for example, by having processes in place to make referrals to these centers and the partner programs located in them. Wagner-Peyser Act employment services cannot stand alone in a specialized center. Unlike comprehensive and affiliate centers, specialized centers do not need to be certified.

Minimum Certification Criteria

The Governor’s Council for Workforce and Economic Development (GCWED or The Council), in consultation with the CLEOs and LWDBs, must establish objective criteria and procedures for LWDBs to apply when certifying comprehensive and affiliate Oklahoma Works (One-Stop) Centers. These certification criteria and procedures will be released for comment for a period of no less than five (5) business days to CLEOs and Staff through electronic means. Comments will be reviewed and considered for incorporation into the policy.

Categories comprising the Oklahoma Works (One-Stop) Center certification criteria include:

- **Governance of One Stop Operations** – Includes criteria regarding the local MOU, the One-Stop Operator, and cost effectiveness;
- **Responsiveness to needs of participants** – Includes criteria regarding integration of services and referrals, tracking outcomes, the customer feedback process, hours of operation, and website functionality;
- **Responsiveness to needs of businesses** - Includes criteria regarding responding to economic needs of the local area, relationships with businesses, the customer feedback process, and the employer services team;
- **Physical Site** - Includes criteria regarding the One-Stop environment, hours of operation, access to public transport, adequate parking, Oklahoma Works Workforce System Access for All certification, interior signage, meeting rooms, and the Emergency Action Plan;
- **Performance** - Includes criteria regarding performance outcomes;
- **Resource Area (s)** - Includes criteria regarding the area’s computer access, internet accessibility, staff assistance, sufficient space, assistive technology, and the calendar of services and/or events;
- **Equal Opportunity Awareness** - Includes criteria regarding partner staff trainings on EO practices, assistive technology, discrimination prevention procedures, ability to communicate with individuals with disabilities, and corrective action plans;
- **Programmatic Accessibility** - Includes criteria regarding availability of basic and individualized career services, access to One-Stop services, direct connections/direct linkage availability, communication tools, coordination of service partners, the referral process, avoiding duplicative information, staff cross-training, assistive technology, technology accessibility environment (tools and resources, including web-based software, offered by or through the One-Stop), Oklahoma Works Workforce System Access for All certification, the reasonable accommodation policy, bilingual materials, and signage; and
- **Continuous Improvement** - Includes criteria regarding performance reports, board meeting minutes, customer satisfaction surveys, customer feedback processes, tracking operational efficiency and effectiveness, joint trainings, meeting the technical assistance needs of customers, and assessment of staff skills, core competencies, and gaps.

These categories of criteria stem from the four larger categories identified in WIOA. These are:

A. Effectiveness Criteria

These criteria evaluate the comprehensive and affiliate Oklahoma Works (One-Stop) Center’s effectiveness in meeting the workforce development needs of participants and the employment needs of businesses. They also evaluate whether the center is operating in a cost-efficient manner, coordinating services among partner programs physically or through direct linkage on demand and in real time, and providing maximum access to partner program services at times that meet participant needs, including providing services outside of regular business hours where there is a workforce need, as identified by the LWDB. (20 CFR 678.800(b)). Effectiveness also means required partners focus on outcomes and have the capacity to measure attainment of goals and other outcomes.

B. Physical Accessibility Criteria

Minimum certification criteria are required by WIOA to evaluate the comprehensive and affiliate Oklahoma Works (One-Stop) Center’s physical accessibility. This includes ensuring that the center’s location and layout are inclusive of individuals regardless of their range of abilities and mobility, and that reasonable accommodations for access are provided, when appropriate. This also requires the physical characteristics of the facility to conform with checkpoints found in the Oklahoma Works Workforce System Access for All Physical Accessibility Checklist.

Physical accessibility also involves **technology accessibility** (see details below in programmatic accessibility criteria).

C. Programmatic Accessibility Criteria

These criteria evaluate the comprehensive Oklahoma Works (One-Stop) Center’s programmatic accessibility, ensuring it provides equal access to all required programs, services, and activities to eligible participants and to employers regardless of their range of abilities, mobility, age, language, learning style, intelligence, or education level. Essentially, services must be made available without unlawful discrimination.

Programmatic Accessibility actions include, but are not limited to:

1. Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against any persons, including those with disabilities;
2. Administering programs in the most appropriate integrated setting;
3. Communicating with persons with disabilities as effectively as with others; and
4. Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in and enjoy the benefits of, the program or activity.

Technology. In addition, minimum certification criteria are required in Oklahoma to evaluate the One-Stop Center’s technology environment for accessibility. This includes ensuring that the center’s website, social media and other software offered for use by Job Seekers is accessible. Such technology must adhere to the Web Content Accessibility Guidelines 2.0, Level AA. In addition, the center must conform to the Oklahoma Works Workforce Access for All Information and Communication Technology Checkpoints. In

instances where the center does not meet all of the checkpoints, the center will create an Equally Effective Alternative Access Plan.

The full Access for All Certification Process details the requirements necessary, and provides tools, to receive certification under the Oklahoma Works Workforce System Access for All initiative.

D. Continuous Improvement Criteria

These criteria evaluate the comprehensive and affiliate Oklahoma Works (One-Stop) Center's continuous improvement, meaning the center has the mechanisms and processes in place and has the capacity to assess and improve upon the effectiveness, physical accessibility, and programmatic accessibility of the center. This includes a regular process for identifying and responding to technical assistance needs, a regular system of continuing professional staff development, and having systems in place to capture and respond to specific customer feedback. Continuous improvement also includes supporting the achievement of the negotiated levels of performance for the local indicators of performance (20 CFR 678.800(c)).

Detailed certification criteria are identified in Attachment A: Oklahoma Works (One-Stop) Center Certification Checklist (Certification Checklist). To evaluate one-stop centers on the required certification criteria, LWDBs must use the appropriate Certification Checklist. GCWED, in consultation with CLEOs and LWDBs, must review and update the Certification Checklist criteria every two years as part of the review and modification of the WIOA State Plan.

LWDBs may establish additional criteria and/or set higher standards for service coordination than those established by the State. If they do, they must also review and update those additional criteria and standards every two years as part of the WIOA Local Plan update process. Any additional criteria must be clearly identified in addenda to the Certification Checklist.

Each individual criterion listed in the Certification Checklist is identified as being either "benchmark", "Standard for Excellence", or "general". Benchmark criteria are identified with an asterisk (*) and are those which are mandatory for a Center to meet in order to be certified. Standard for Excellence criteria are identified with a plus (+) and are those which go above and beyond the standard duties of the Center and allow the Center to potentially receive a special "Standard for Excellence" designation. General criteria have no unique identifier and give flexibility to the local areas to meet at least half (of their choice) to receive certification.

There are four possible certification determinations that may be assigned to an Oklahoma Works (One-Stop) Center: (1) certification, (2) certification with Standard for Excellence designation, (3) provisional certification with a requirement that one-stop operators provide action plans and timelines for meeting certification standards, and (4) not certified or decertified.

Certification is determined by a combination of the percentage of each type of criteria met:

- Certification may be awarded if 100% of benchmark criteria and no less than 50% of general criteria are met;
- Certification with Standard for Excellence designation may be awarded if 100% of benchmark criteria and more than 50% of Standard for Excellence criteria are met;

- Provisional certification may be awarded if less than 100% but not less than 75% of benchmark criteria are met; or
- Centers are considered not certified or decertified if less than 75% of benchmark criteria are met.

Procedure for Local Certification of Comprehensive and Affiliate Oklahoma Works (One-Stop) Centers

A. Center Evaluation and Certification Frequency

Oklahoma Works (One-Stop) Center sites will be evaluated and certified no less than once every two years. LWDBs may direct “for-cause” site evaluation and certification as determined appropriate and warranted, as a result of a complaint or concern. In support of the goal of continuous improvement, each certified site will provide an annual report to the LWDB, due August 1 each year, with a copy electronically delivered to the state board, detailing the progress toward reaching and exceeding standards set forth in the certification criteria.

B. Certification Teams

Oklahoma Works (One-Stop) Center certification teams will be established by LWDBs and are responsible for conducting independent and objective evaluations of one-stop sites and making certification recommendations to LWDBs. The LWDB has discretion in forming the review team’s size and membership. Foremost, certification team members must be free of conflicts of interest in the Center. For example, those conducting the review and recommending certification must not include any program partner with staff co-located in the center, or a one-stop operator who is responsible for the delivery of career services within the center. Certification teams may include local experts who represent targeted populations, experts from the state level, a third-party evaluator, or experts from outside of the local area to ensure evaluations are objective, so long as they have no conflict of interest with the comprehensive and affiliate site(s). Certification teams must not be comprised of that area’s LWDB members and staff. A representative from the team should be identified as the primary contact person.

C. Process

Each LWDB will establish a process for center certification, which must be updated every two years as part of the Local Plan update process. This process must be established within a local policy, and include a timeline for the completion of the process. The process must include at least one on-site observation visit.

D. Non-Certification

If an existing comprehensive and affiliate one-stop center is ultimately not certified following a standard or “for-cause” evaluation, the LWDB and one-stop operator must have a plan to ensure continuity of service between the time a site is not certified and another has been found and certified.

E. Review of Certification Procedures

Both the State board and LWDBs must review and update the evaluation criteria every two years as part of the review and modification of the state and local planning process.

An example process that may be used or tailored to fit a local area's needs:

1. **Request** - Each comprehensive and affiliate center must file an application requesting certification. Application should include:
 - Organization name;
 - Date;
 - Contact person;
 - Phone;
 - Email;
 - Site to be certified;
 - Website;
 - Hours of operation;
 - Current Certification Status (not applicable for initial certification request); and
 - Desk Review materials – including any written procedures, business plans, Access for All certifications, Emergency Action Plans, and other related items.

2. **Desk Review** - The local review team's primary contact person will provide the Certification Review Team with the certification request and electronic materials to begin a desk review. The review team members should familiarize themselves with the materials provided, as they will be helpful during the on-site reviews. The LWDB is responsible for the certification process and activities; however, OOWD recommends the desk review be completed within thirty (30) days of the request.

3. **On-Site Review** – The local review team will conduct an on-site review. OOWD recommends this be scheduled and conducted within sixty (60) days of the request.

4. **Documentation** – The local review team must identify hard data and documentation when making their determination. This data may include: reports, minutes, signed MOUs, procedures manuals, customer satisfaction data, surveys and questionnaires, and interviews with customers, partners, and staff, and performance information.

5. **Exit Interview** – OOWD recommends an exit interview occur with the One-Stop Operator and relevant staff within two (2) weeks of the on-site review. The exit interview should note any outstanding practices by the one-stop system and any areas that were not met. For measures not met, the One-Stop Operator should provide the review team with a solution and time line for meeting the measure(s).

6. **Certification Determination**- Once the review has been completed, the Local Certification Team shall present within 30 days the completed Certification Checklist and a letter signed by the Local Certification Team to the LWDB recommending which of the four determinations to assign to the center: (1) certification, (2) certification with Standard for Excellence designation, (3) provisional certification with a requirement that one-stop operators provide action plans and timelines for meeting certification standards, or (4) not certified or decertified.

Provisional certifications must be accompanied by a detailed description of the issues/concerns identified so one-stop operators have sufficient information around which to develop required action plans and timelines.

Once the recommendation is approved by the LWDB, the board must get the signature of the CLEO(s) for final approval. In the event that the Local Certification Team recommends that a comprehensive or affiliate one-stop center not be certified, the LWDB will send a letter signed by the Local Certification Team to the one-stop operator with specific corrective action items that must be taken before certification can be approved. A copy of the letter shall also be sent electronically to OOWD. Once the one-stop operator informs the LWDB chair that all issues preventing certification have been resolved, the LWDB chair or designee can reconvene the Local Certification Team to conduct a follow-up evaluation using the same method as the initial evaluation.

Once the LWDB and CLEO approve the certification of a comprehensive or affiliate one-stop center, the LWDB chair or designee submits electronically all executed letters and copies of the completed Certification Checklist and necessary documentation to OOWD. *The core and required partners must share infrastructure cost of the certified comprehensive center regardless of State or Local funding mechanism.*

7. **Re-Certification** - In order to be eligible to receive infrastructure funding under the state infrastructure funding mechanism, the one-stop center must be certified every 2 years.

Ongoing Reporting of Certification Reviews and Approvals

Each time a LWDB reviews and updates the certification criteria and process for the comprehensive or affiliate Oklahoma Works (One-Stop) Center, the LWDB must electronically submit an update to OOWD.

Each time a LWDB's certification team certifies/decertifies a comprehensive or affiliate one-stop center or provides an action plan for improvement, the LWDB must electronically submit the executed letter and a completed Certification Checklist with necessary documentation to OOWD.

TIMELINE: The established deadline for completion of the certification process, as established in TEGL 16-16, is June 30, 2017. *Certification is a prerequisite for one-stop centers to be eligible to receive infrastructure funding.* If a LWDB is unable to certify all of its comprehensive and affiliate Oklahoma Works (One-Stop) Centers by June 30, 2017, the LWDB must submit electronically to OOWD by the same date a Certification Extension Plan that must include:

- a list of centers not yet certified,
- an explanation of why they are not yet certified,
- a plan using the timeline below for how the LWDB that has uncertified centers will certify them, and
- a technical assistance request (if needed) to complete the certification by the timeline below.

The LWDB must adopt the certification decision and improvement recommendations for each center and submit its decision on certification to OOWD no later than June 30, 2017, and then at least every two years.

Deadline	Deliverable
June 23, 2017	All Centers notified of baseline requirements and certification criteria so they may prepare to meet the certification requirements
June 30, 2017	LWDBs unable to certify comprehensive and affiliate centers by June 30, 2017, must submit to the State Board their Certification Extension Plan.
July 31, 2017	All LWDBs submit the Board-approved certification process to the State Board.
August 31, 2017	The LWDB completes the certification process.
August 31, 2017	Any LWDB who is the one-stop operator, must submit a self-assessment of the criteria to the state board for review, verification, and a decision.
September 15, 2017	For those centers that did not meet certification requirements, the board must set target dates and action plans to be completed by October 31, 2017
September 30, 2017	The LWDB submits to the state board the Board-approved certification decision with required continuous improvement plans.
November 30, 2017	For any LWDB who is the one-stop operator, the State Board will issue a certification decision with required continuous improvement plans.

ACTION REQUIRED: This OWDI is to become a part of the permanent records of all local Workforce Development Boards and shared with all appropriate staff.

INQUIRIES: If you have any questions about this issuance, contact system coordinator staff in the Oklahoma Office of Workforce Development. Contact information can be found on the Oklahoma Works website about page: (<http://www.oklahomaworks.gov/about/>).

Oklahoma Works (One-Stop) Center Certification Checklist

(This form is to be completed by the Certification Team for on-site review.)

COMPREHENSIVE OKLAHOMA WORKS (ONE-STOP) CENTER CERTIFICATION CHECKLIST				
Date:				
Comprehensive Center Address:				
Contact Name:	Contact Phone:	Contact Email:		
STANDARDS			MET	NOT MET
1. Governance of One Stop Operations				
1.1*	The local MOU between the local workforce board and required one-stop partners is signed and in place			
1.2*	The local MOU reflects the name and location of the comprehensive Oklahoma Works (One-Stop) Center(s) and the way in which required partners will integrate services within the center			
1.3*	The Center is implementing the MOU specifications applicable to the center			
1.4*	The Oklahoma Works (One-Stop) Operator is competitively selected and is in compliance with state and federal guidelines			
1.5*	Roles and responsibilities of the one-stop operator within the Oklahoma Works (One-Stop) Center are clearly identified			
1.6*	Roles and responsibilities of the Career Services Provider within the one-stop center are clearly identified			
1.7*	At least one Title I staff person and one Wagner-Peyser ES staff person physically present			
1.8+	The one-stop center is operating in a cost-efficient manner			
1.9+	The one-stop center actively conducts outreach and provides access to non-co-located partner customers to participate in one-stop center-based services such as workshops and recruitment events			
1.10+	System marketing materials provide an overview of all partner services for distribution to customers at the one-stop center and at all non-co-located partner locations			
1.11+	The one-stop center connects with the community through multiple community partnerships and community access points			
1.12+	The one-stop center staff identifies with the one-stop system (and not just their specific program), believes that all customers are shared customers, and contributes to providing a positive experience for every customer			
1.13+	The one-stop center strives to increase the number and percentage of all customers placed in high wage, sustainable employment			
1.14+	The one-stop center strives to increase the number and percentage of all customers receiving skill development and training services			

2. Responsiveness to needs of participants			
2.1+	The one-stop center operates optimum business hours and identifies consistent timeframes outside of regular business hours to accommodate customers' work, child care, or transportation needs. Discussions regarding business hours are conducted periodically with the LWDB and reflected in meeting minutes		
2.2+	The one-stop center delivers both on-site and virtual services		
2.3+	All one-stop center staff know the region's target sectors, can identify regional sector pathways, and understand what those mean in terms of providing services to customers		
2.4+	The one-stop center has skill development and training opportunities for customers at all skill levels and levels of experience		
2.5+	The one-stop center has a robust menu of training services, and has staff who are able to assist customers with access and enrollment in these programs, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeships		
2.6+	The one-stop center staff are committed to and competent in helping customers navigate career pathways		
2.7+	The one-stop center does not have cumbersome entry requirements that prohibit easy access to education and training that leads to industry-recognized credentials		
2.8+	The one-stop center actively promotes targeted sector opportunities and high-demand occupations to all Oklahoma Works customers		
2.9	Required partners identify specific ways the one-stop center will integrate services and referrals among partner programs, as identified in local plans Describe how:		
2.10	Required partners will begin tracking the outcomes of integrated services and referrals and compile the outcomes in a report available to the board and public Describe how:		
2.11	A customer feedback process is in place and issues are addressed regularly Describe how:		
2.12	Website functionality is user friendly to all customers, including mobile compatibility, accessibility, well-organized information architecture, well-formatted content that is easy to scan, fast load times, compatible with multiple browsers, effective navigation, accessible interface, and has current and working links to resources Describe how:		
3. Responsiveness to needs of businesses			
3.1+	The one-stop center has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers		
3.2+	The one-stop center offers a wide range of one-stop center-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skills verification, and hiring and training subsidies		
3.3+	The one-stop center regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance		

3.4	Required partners identify specific ways the center will respond to economic needs of the local area, as specified in local plans Describe how:		
3.5	Required partners identify specific ways in which the one-stop center will match businesses with the skilled workers they seek. This should include existing business relationships as well as the development of new relationships. These goals should be documented in the local plan or MOU for each required partner Describe how:		
3.6	A customer feedback process is in place and issues are addressed regularly Describe how:		
3.7	A business services team is in place and working cooperatively		
4. Physical Site			
4.1*	The “Oklahoma Works a proud partner of the American Job Center network” identifier is highly visible inside and outside of the facility		
4.2+	The Center is easily identified in the community Describe how:		
4.3+	Center interior and exterior exudes a professional and friendly environment Describe how:		
4.4+	Customers who take public transportation can access the one-stop center within a reasonable distance		
4.5+	Adequate parking (including accessible parking) is available for customers who drive to the facility		
4.6+	Interior signage results in easy navigation for customers		
4.7+	Meeting rooms are sufficient to meet partner and/or job seeker and business customer demands		
4.8+	Adequate safety and security precautions are in place to protect both customers and staff		
4.9+	Emergency Action plan is up to date and easily accessible. (29 CFR Part 1910.38; 29 CFR Part 1910.38) More information can be found on the OSHA website : (https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&p_id=9726) Location of plan and plan date:		
4.10	Center hours are easily identifiable Describe how and note the hours listed:		
4.11	The one-stop is accessible consistent with the Oklahoma Works Workforce Access for All standards found on the ABLE Tech website (https://www.ok.gov/abletech/Workforce_for_All/index.html)		
4.12	Participants have the opportunity to request that services be provided outside of business hours, as needed, and a written center procedure documents how requests are accommodated		
5. Performance			
5.1+	The one-stop center contributes to the achievement of WIOA Performance Indicators for all Core Program Partners		
5.2	Performance outcomes are tracked by required partners and are periodically reported to the LWDB, as reflected in meeting minutes		
5.3	The policies, processes, and actions of the one-stop center support the achievement of all partners’ negotiated local levels of performance		

6. Resource Area(s)			
6.1+	There is technology available to assist all customers (including those with disabilities and those who are non-English speaking) Describe how:		
6.2	Resource areas include high-quality, up-to-date information about the services and supportive services available		
6.3	There are sufficient computers stations to meet customer needs		
6.4	Internet access and governance Describe the precautions for ensuring non-abuse of internet access.		
6.5	Staff assistance is readily available Describe how:		
6.6	There is sufficient space and work areas for customers and it is easily accessible from public areas Describe how:		
6.7	A calendar of services and events is easily available Describe how:		
7. Equal Opportunity Awareness			
7.1+	The Local Equal Opportunity Officer periodically reviews the one-stop center's policies, procedures, and facility for accessibility and equal opportunity and provides recommendations and technical assistance		
7.2*	The one-stop center implements the veteran's preference and priority of service requirements		
7.3	Periodic program partner staff trainings are provided on Equal Opportunity practices		
7.4	Program partner staff are able to demonstrate they know how to use assistive technologies and are aware of the available resources		
7.5	The center provides reasonable accommodations in order to avoid discrimination and meet individual's needs, as necessary (e.g.- allowing an individual with cognitive disabilities extra time to complete forms)		
7.6	Program partner staff are able to effectively and appropriately communicate with individuals with disabilities		
7.7	Corrective action plans are developed if required partners or customers identify barriers to participation in services		
8. Programmatic Accessibility			
8.1*	All basic and individualized career services are available in person or on demand via technology at or through the center		
8.2*	Customers have access to training services, education services, employment services, supportive services, and business services at/through the one-stop center		
8.3*	All services are available on demand through a direct connection with the one-stop center within a reasonable time, either through onsite staff or via real-time technology consistent with the "direct linkage" requirement		
8.4*	The "Oklahoma Works a proud partner of the American Job Center network" identifier appears on all products, programs, activities, services, facility and related property		
8.5+	Required partners specify how referrals and direct linkage are made, document the referral and direct linkage system in place, and articulate how referrals and direct linkage are tracked and corrective action plans are put in place, if needed		

8.6+	Staff at the one-stop center are cross-trained and provided information on all required programs, services, and activities in the one-stop center and have received an orientation to all partner programs and services		
8.7+	All program services, not just those through vocational rehabilitation, are made available to and are accessible to all individuals, including those with disabilities as detailed in the Oklahoma Works Workforce Access for All initiative		
8.8+	The one-stop center has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services		
8.9+	All co-located partners have identified the Career Services that are applicable to their program and the one-stop center has developed methods to align/integrate the delivery of those services		
8.10	Participant applications and assessment tools do not seek duplicative information for individuals enrolled in multiple programs		
8.11	All one-stop center staff are able to make knowledgeable referrals to partner programs		
8.12	Staff can explain the circumstances when individuals with disabilities receive separate or different services and that they are ensured to be as effective as services provided to others		
8.13	Assistive technology devices or other auxiliary aids are readily available		
8.14	A written policy explains how required partners in the one-stop center make reasonable accommodations and includes procedures for handling requests for accommodations		
8.15	The one-stop center's resources include bilingual materials or an on-demand translation service, if needed		
8.16	Required partners take specific steps to coordinate programs, service delivery, and referrals, such as: Staff work in functional rather than program teams (as evidenced by an organizational chart that reflects functional roles)		
8.17	Phone, real-time Web-based communications or other technology is physically present, enables real-time interaction (e.g., via Skype) and is accessible to the Web Content Accessibility Guidelines 2.0, AA		
9. Continuous Improvement			
9.1*	The one-stop center provides workforce and labor market information		
9.2+	Required partners and the one-stop operator use periodic performance reports and customer satisfaction results to identify goals and tactics for improving outcomes		
9.3+	A system is in place to assess the satisfaction of both co-located and non-co-located partners with the one-stop center and its services		
9.4+	The required one-stop partners meet on a regular basis to discuss the one-stop system and the one-stop center's contribution to the system, and make recommendations for continuous improvement		
9.5+	The one-stop center has regular staff meetings with all one-stop center staff (i.e., the staff of all onsite partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for one-stop center improvement		
9.6+	The one-stop center is an integral partner in the implementation of the Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services		

9.7+	The one-stop center staff have received customer service and customer-centered design training		
9.8+	All one-stop center staff have received training on how to use labor market information to help customers identify career pathways, develop in-demand skills and credentials, and find jobs		
9.9+	All one-stop center staff have received training under the Oklahoma Works Workforce Access for All initiative on serving individuals with barriers to employment, including customers with disabilities		
9.10+	There is a capacity building and/or professional development plan for staff and partners		
9.11	LWDB meeting minutes reflect discussion about outcomes and strategic improvements		
9.12	Customer satisfaction survey records indicate regular data collection		
9.13	Customer satisfaction survey data can be disaggregated by category of customer (employer or job seeker)		
9.14	Customer satisfaction surveys allows customers to provide comments		
9.15	Customer satisfaction survey results are periodically reported to the LWDB and used to identify continuous improvement efforts		
9.16	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 identify how complaints are tracked and corrective action plans are implemented		
9.17	The one-stop center has internal systems in place to identify and track operational efficiency and effectiveness		
9.18	Joint training in new policies, procedures or regulatory guidance is available to one-stop center staff and program partners in a timely manner		
9.19	The one-stop center has a system and procedures in place to provide professional development in WIOA compliance and customer service		
9.20	The one-stop center has an established process for examining how the center will identify and respond to technical assistance needs of customers		

Oklahoma Works (One-Stop) Center Certification Checklist

(This form is to be completed by the Certification Team for on-site review.)

AFFILIATE OKLAHOMA WORKS (ONE-STOP) CENTER CERTIFICATION CHECKLIST				
Date:				
Affiliate Center Address:				
Contact Name:		Contact Phone:	Contact Email:	
STANDARDS			MET	NOT MET
1. Governance of One Stop Operations				
1.1*	The local MOU between the local workforce board and required one-stop partners is signed and in place			
1.2*	The local MOU reflects the name and location of the affiliate Oklahoma Works (One-Stop) Center(s) and the way in which required partners will integrate services within the center			
1.3*	The Center is implementing the MOU specifications applicable to the center.			
1.4*	The Oklahoma Works (One-Stop) Operator is competitively selected and is in compliance with state and federal guidelines			
1.5*	Roles and responsibilities of the one-stop operator within the Oklahoma Works (One-Stop) Center are clearly identified			
1.6*	Roles and responsibilities of the Career Services Provider within the one-stop center are clearly identified			
1.7+	The one-stop center is operating in a cost-efficient manner			
1.8+	The one-stop center staff identifies with the one-stop system (and not just their specific program), believes that all customers are shared customers, and contributes to providing a positive experience for every customer			
1.9+	The one-stop center strives to increase the number and percentage of all customers receiving skill development and training services			
2. Responsiveness to needs of participants				
2.1+	The one-stop center has skill development and training opportunities for customers at all skill levels and levels of experience			
2.2+	The one-stop center staff are committed to and competent in helping customers navigate career pathways			
2.3+	The one-stop center does not have cumbersome entry requirements that prohibit easy access to education and training that leads to industry-recognized credentials			
2.4+	The one-stop center actively promotes targeted sector opportunities and high-demand occupations to all Oklahoma Works customers			
2.5	Required partners identify specific ways the one-stop center will integrate services and referrals among partner programs, as identified in local plans Describe how:			
2.6	Required partners will begin tracking the outcomes of integrated services and referrals and compile the outcomes in a report available to the board and public Describe how:			

AFFILIATE OKLAHOMA WORKS (ONE-STOP) CENTER CERTIFICATION CHECKLIST

Date:				
Affiliate Center Address:				
Contact Name:		Contact Phone:		
Contact Email:				
STANDARDS			MET	NOT MET
2.7	A customer feedback process is in place and issues are addressed regularly Describe how:			
2.8	Website functionality is user friendly to all customers, including mobile compatibility, accessibility, well-organized information architecture, well-formatted content that is easy to scan, fast load times, compatible with multiple browsers, effective navigation, accessible interface, and has current and working links to resources Describe how:			
3. Responsiveness to needs of businesses				
3.1+	The one-stop center has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers			
4. Physical Site				
4.1*	The “Oklahoma Works a proud partner of the American Job Center network” identifier is highly visible inside and outside of the facility			
4.2+	The Center is easily identified in the community Describe how:			
4.3+	Center interior and exterior exudes a professional and friendly environment Describe how:			
4.4+	Interior signage results in easy navigation for customers			
4.5+	Adequate safety and security precautions are in place to protect both customers and staff			
4.6+	Emergency Action plan is up to date and easily accessible. (29 CFR Part 1910.38; 29 CFR Part 1910.38) More information can be found on the OSHA website: (https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&p_id=9726) Location of plan and plan date:			
4.7	Center hours are easily identifiable Describe how and note the hours listed:			
4.8	The one-stop center is accessible consistent with the Americans with Disabilities Act’s (ADA) standards			
5. Performance				
5.1+	The one-stop center contributes to the achievement of WIOA Performance Indicators for all Core Program Partners			
5.2	Performance outcomes are tracked by required partners and are periodically reported to the LWDB, as reflected in meeting minutes			

AFFILIATE OKLAHOMA WORKS (ONE-STOP) CENTER CERTIFICATION CHECKLIST

Date:				
Affiliate Center Address:				
Contact Name:		Contact Phone:		
Contact Email:				
STANDARDS			MET	NOT MET
5.3	The policies, processes, and actions of the one-stop center support the achievement of all partners negotiated local levels of performance			
6. Resource Area(s)				
6.1+	There is technology available to assist all customers (including those with disabilities and those who are non-English speaking) Describe how:			
6.2	Resource areas include high-quality, up-to-date information about the services and supportive services available			
6.3	Internet access and governance Describe the precautions for ensuring non-abuse of internet access:			
6.4	Staff assistance is readily available Describe how.			
6.5	A calendar of services/events is easily available Describe how:			
7. Equal Opportunity Awareness				
7.1+	The Local Equal Opportunity Officer periodically reviews the one-stop center's policies, procedures, technology and facility for accessibility and equal opportunity and provides recommendations and technical assistance			
7.2*	The one-stop center implements the veteran's preference and priority of service requirements			
7.3	Periodic program partner staff trainings are provided on Equal Opportunity practices			
7.4	Program partner staff are able to demonstrate they know how to use assistive technologies and are aware of the available resources			
7.5	The center reasonably modifies procedures to avoid discrimination and meet individual's needs, as necessary (e.g.- allowing an individual with cognitive disabilities extra time to complete forms)			
7.6	Program partner staff are able to effectively and appropriately communicate with individuals with disabilities			
7.7	Corrective action plans are developed if required partners or customers identify barriers to participation in services			
8. Programmatic Accessibility				
8.1*	All basic and individualized career services are available in person or on demand via technology at or through the center			
8.2*	Customers have access to training services, education services, employment services, supportive services, and business services at/through the one-stop center			

AFFILIATE OKLAHOMA WORKS (ONE-STOP) CENTER CERTIFICATION CHECKLIST

Date:				
Affiliate Center Address:				
Contact Name:		Contact Phone:		
Contact Email:				
STANDARDS			MET	NOT MET
8.3*	All services are available on demand through a direct connection with the one-stop center within a reasonable time, either through onsite staff or via technology in real time consistent with the “direct linkage” requirement			
8.4*	The “Oklahoma Works a proud partner of the American Job Center network” identifier is highly visible inside and outside of the facility			
8.5*	The “Oklahoma Works a proud partner of the American Job Center network” identifier appears on all products, programs, activities, services, facility and related property			
8.6+	Required partners specify how referrals and direct linkages are made, document the referral and direct linkage system in place, and articulate how referrals and direct linkage are tracked and corrective action plans are put in place, if needed			
8.7+	Staff at the one-stop center are cross-trained and provided information on all required programs, services, and activities in the one-stop center and have received an orientation to all partner programs and services			
8.8+	All program services, not just those through vocational rehabilitation, are made available and are accessible to individuals with disabilities as detailed in the Oklahoma Works Workforce Access for All initiative			
8.9+	The one-stop center has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services			
8.10	Phone, real-time Web-based communications or other technology is physically present and enables real-time interaction (e.g., via Skype)			
8.11	Required partners take specific steps to coordinate programs, service delivery, and referrals, such as: Staff work in functional rather than program teams (as evidenced by an organizational chart that reflects functional roles)			
8.12	Participant applications and assessment tools do not seek duplicative information for individuals enrolled in multiple programs			
8.13	All one-stop center staff are able to make knowledgeable referrals to partner programs			
8.14	Staff can explain the circumstances when individuals with disabilities receive separate or different services and that they are ensured to be as effective as services provided to others			
8.15	Assistive technology devices or other auxiliary aids are readily available			
8.16	A written policy explains how required partners in the one-stop center make reasonable accommodations and includes procedures for handling requests for accommodations			

AFFILIATE OKLAHOMA WORKS (ONE-STOP) CENTER CERTIFICATION CHECKLIST

Date:

**Affiliate
Center Address:**

Contact Name:

Contact Phone:

Contact Email:

STANDARDS

MET

**NOT
MET**

8.17 The one-stop center’s resources include bilingual materials or an on-demand translation service, if needed

9. Continuous Improvement

9.1+ Partners and the one-stop operator use periodic performance reports and customer satisfaction survey results to identify goals and tactics for improving outcomes

9.2+ The one-stop center has regular staff meetings with all one-stop center staff (i.e., the staff of all onsite partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for one-stop center improvement

9.3+ The one-stop center is an integral partner in the implementation of the Board’s integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services

9.4+ The one-stop center staff have received customer service and customer-centered design training

9.5+ All one-stop center staff have received training on how to use labor market information to help customers identify career pathways, develop in-demand skills and credentials, and find jobs

9.6+ All one-stop center staff have received training under the Oklahoma Works Workforce Access for All initiative on serving individuals with barriers to employment, including customers with disabilities

9.7+ There is a capacity building and/or professional development plan for staff and partners

9.8 LWDB meeting minutes reflect discussion about outcomes and strategic improvements

9.9 Customer satisfaction survey records indicate regular data collection

9.10 Customer satisfaction survey data can be disaggregated by category of customer (employer or job seeker)

9.11 Customer satisfaction surveys allows customers to provide comments

9.12 Customer satisfaction survey results are periodically reported to the LWDB and used to identify continuous improvement efforts

9.13 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 identify how complaints are tracked and corrective action plans are implemented

9.14 The one-stop center has internal systems in place to identify and track operational efficiency and effectiveness

9.15 Joint training in new policies, procedures or regulatory guidance is available to one-stop center staff and program partners in a timely manner

AFFILIATE OKLAHOMA WORKS (ONE-STOP) CENTER CERTIFICATION CHECKLIST

Date:

**Affiliate
Center Address:**

Contact Name:

Contact Phone:

Contact Email:

STANDARDS

MET

**NOT
MET**

9.16	The one-stop center has a system and procedures in place to assess staff members' skills and core competencies, as well as gaps		
9.17	The one-stop center has an established process for examining how the center will identify and respond to technical assistance needs of customers		