

Southwest Georgia

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Connecting Talent with Opportunity  
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## **SOUTHWEST GEORGIA LOCAL WORKFORCE DEVELOPMENT REGION 10/AREA 17**

### **One-Stop Certification Guidelines PY20-21**

Policy #WIOA-2017-063

WDB Approval Date 6/2/2020 to Adopt State Certification Criteria for PY20-21

## **Background**

The American Job Center network includes the mandated programs and partners of Title I Adult, Dislocated Worker, and Youth workforce services; Title II Adult Education and Carl Perkins Technical Education; Title III Wagner-Peyser, Unemployment Insurance, Veterans Services and Trade Adjustment; Title IV Vocational Rehabilitation; Community Service Block Grants; Senior Community Service Employment Program; Job Corps; YouthBuild; HUD Employment programs; and Migrant and Seasonal Farm Workers. Through the one-stop system, these partners ensure employers and job seekers have access to information and services in the workforce system. The management of this network is the shared responsibility of SWDB, LWDBs, elected officials, and the partner programs.

In accordance with 20 CFR § 678.800, the Local Workforce Development Board (LWDB) developed the following minimum criteria for the certification of comprehensive and affiliate one-stops throughout Region 10.

The LWDB must complete one-stop certification for each location as either a comprehensive or affiliate site. Sites must be certified by the LWDB in order to utilize their locally negotiated infrastructure cost agreement.

The Region's One-Stop Certification is comprised of the following categories, which evaluate the one-stop for effectiveness:

- a. Customer Flow of Services
- b. Memorandum of Understanding
- c. Operational Details
- d. WorkSource Georgia Branding Identifier
- e. Customer Satisfaction
- f. Continuous Improvement
- g. Accessibility and Equal Opportunity Certification

LWDBs may include additional categories of certification criteria and/or additional criteria under existing categories. While the SWDB does not require review of LWDB added criteria, the additional criteria must be approved through a LWDB vote. OWD will review completed certification documentation after the June 30, 2020 deadline. Additionally, OWD will verify no changes to certification have occurred as part of the annual monitoring. OWD will update the monitoring tools annually to ensure accurate oversight of the established criteria.

The Southwest Georgia WDB approved and adopted the State One-Stop and Affiliate Certification criteria as stated above on June 2, 2020.

One-Stop certification criteria must be reviewed every two years, and re-certification must be completed at least once every three years. The criteria above may be used for the certification of one-stops during PY20 (July 1, 2020 - June 30, 2021) and PY21 (July 1, 2021 - June 30, 2022).

## **Understanding the One-Stop System**

Federal service delivery requirements are different for Comprehensive and Affiliate sites; therefore, these guidelines require LWDBs to complete distinct certification tools for each type of location. Furthermore, a certification tool must be completed for each potential Comprehensive and Affiliate site. Regardless of designation, all sites must be physically and programmatically accessible to individuals with disabilities, as required by WIOA section 188 and the implementing regulations in 29 CFR part 38.

## **Memorandums of Understanding & Infrastructure Cost Agreements**

WIOA Section 121(c)(2) stipulates the requirements for developing a memorandum of understanding. Each LWDA must draft and execute an umbrella MOU or series of MOUs detailing their one-stop service delivery network. The MOU(s) must be negotiated and executed by all of the required partners present within the LWDA. When an LWDA's service delivery network includes affiliate sites, the umbrella MOU, or site-specific MOU, must address and detail the services provided at each of the affiliate sites. In the event that the LWDA uses an umbrella MOU, one option is to add an addendum or attachment to the MOU which identifies and details each of the LWDA's affiliate sites. In addition to identifying each affiliate site's location and detailing the method and type of services which will be provided, the affiliate site must address infrastructure costs. If the LWDA chooses not to utilize an umbrella MOU, it will need to create stand-alone, site specific MOUs for every affiliate site within its network.

It is important to note that while WIOA requires all of the required partner programs present within an LWDA to contribute to the comprehensive one-stop's infrastructure, only those required partners whose programs are accessible at the affiliate site must contribute to the affiliate site's infrastructure. Therefore, if only WIOA Title I services are provided at an affiliate site, then the infrastructure costs will be solely funded by WIOA Title I. When two or more required partner programs provide access to their services at the affiliate site, the infrastructure funding agreement must ensure each partner provides a fair share consistent with the program's proportionate use and relative benefit received. Furthermore, any infrastructure contribution must comply with the regulations set forth in the Uniform Administrative Guidance.

## **Comprehensive Sites**

A comprehensive site is a physical location where job seekers and employer customers can access the programs, services, and activities of all required one-stop partners, along with any additional partners as determined by the LWDB.

The comprehensive one-stop center must have:

1. At least one WIOA Title I staff person physically present, and provide career services as described in §678.430 (full listing of basic and intensive career services);
2. Access to training services described in §680.200. (Not all-inclusive, but provides listing of training services for adult and dislocated workers);
3. Access to any employment and training activities carried out under WIOA section 134(d) (listing of adult and dislocated worker employment and training activities);
4. Access to programs and activities carried out by one-stop partners listed in

§ 678.400 through § 678.410 (includes full listing of required partner activities);  
and,  
5. Workforce and labor market information.

Customers must have access to these programs, services, and activities during regular business days at a comprehensive one-stop center. The LWDB may establish other service hours outside of normal business hours to accommodate the schedules of individuals who work on regular business days. The SWDB will evaluate operational hours as part of the evaluation of effectiveness in the one-stop certification process described in § 678.800(b).

#### Affiliate Sites

As described in § 678.310, an affiliate site is a location that provides access to one or more of the one-stop partners' programs, services, and activities. As such, an affiliated site does not need to provide access to every required one-stop program, but should be knowledgeable about and able to make referrals as needed. The frequency of program staff's physical presence in the affiliated site will be determined at the local level, and must be formalized in the MOU. The regulations specify that affiliate sites may be established in LWDA's to enhance and broaden the impact of the LWDA's service delivery network.

When considering designation as an affiliate site, it is important to remember that Adult, Dislocated Worker, and Youth programs are considered different programs under Title I. Therefore, if providing WIOA Title I Youth, Adult, and Dislocated Worker programs only, the location still constitutes an affiliate. Furthermore, if only two of the above stated programs are provided, the location still constitutes an affiliate. If only one of those programs is being provided, the location may constitute an affiliate or specialized site (see next section for more information regarding specialized sites).

#### Specialized Sites

The One-Stop system may have additional sites outside of comprehensive and affiliate sites, which includes the designation of "specialized sites" to address specific needs, such as Dislocated Workers, Youth, Veterans, key industry sectors or clusters. Per § 678.320, a specialized site is similar to an affiliate in that it does not need to provide access to every required partner, but should be knowledgeable about and able to make referrals as needed.

A location constitutes a specialized site if:

- Is a stand-alone partner program office (e.g. GVRA);
- Is time-limited (i.e., In response to a regional lay-off event, WARN event); OR
- Includes only one WIOA title I program (i.e., Veteran or Youth only site)

While not requiring full certification, specialized sites must be physically and programmatically accessible to individuals with disabilities, as required by section

188 of WIOA and its implementing regulations at 29 CFR part 38. OWD will monitor compliance with accessibility requirements through the annual monitoring process.

#### Wagner-Peyser Co-location

Per 20 CFR §678.315, if Wagner-Peyser Act employment services are provided at an affiliate site, there must be at least one or more other partner(s) in the affiliate with a physical presence of combined staff more than 50% of the time the center is open. As such, Wagner-Peyser cannot be a separate, stand-alone office. If there are any GDOL centers offering Wagner-Peyser services, these centers must meet the definition of and be certified as an affiliate site. However, the other partner **must not be** the partner administering local veterans' reemployment representatives, disabled veterans' outreach representatives, disabled veterans' outreach program specialties, or unemployment compensation programs.

#### Technical College Campus Site

Some LWDA's provide WIOA Title I-funded career services at local technical college campuses. These services are typically provided by contractors, subrecipients, or LWDA programmatic staff. Since these sites "make available to job seeker and employer customers one or more of the one-stop partners' program, services, and activities," they meet the definition of an affiliate site. Therefore, if the career services are provided out of office space that is rented or leased by a contractor or local WIOA Title I service provider for the sole purpose of providing WIOA Title I services, the location would be considered an affiliate site.

If the site is only providing Adult Education and Carl Perkins activities, OWD has determined the location does not constitute an affiliate site. Perkins dollars fund instruction, but no direct services to participants or case management is offered. However, if Adult, Dislocated Worker, Youth, or other partner program activities are also offered at that location, it constitutes an affiliate and must be certified as such.

If a technical college site is deemed an affiliate and needs a cost sharing structure, the LWDB should use their own discretion when determining what is the "site" (i.e., if only sharing room, single building, single office, the affiliate does not need to be the entire campus).

#### Mobile Units

Depending on its use, mobile units can be classified as either affiliate or specialized sites. When considering certification for mobile units, affiliates have an element of permanency. If the unit essentially acts as another affiliate site that happens to travel around the LWDA's service delivery area, then it may be classified as an affiliate. If the unit changes function, it may be appropriate to classify it as a specialized site instead.

This allows LWDBs flexibility; however, LWDBs can always raise the bar and vote to certify mobile units as affiliates, even if they only meet the definition of a

specialized site. Both affiliate and specialized sites must be physically and programmatically accessible to individuals with disabilities, as required by section 188 of WIOA and its implementing regulations at 29 CFR part 38, regardless of whether the site requires certification or not. OWD will monitor compliance with accessibility requirements through the annual monitoring process if the site is not certified as an affiliate.

#### What does "access" mean?

As described in § 678.305(d), the federal regulations define "access" as the following:

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 customer 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. 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.
  - b. A direct linkage cannot exclusively be providing a phone number and/or website, or providing information, pamphlets, and/or materials.

#### Note on "access points"

The term "access point" is used throughout federal guidance regarding the One-Stop System and certification requirements. OWD interprets this to mean that every location within the One-Stop system is an access point, and not that an "access point" is a unique type of location. All access points must be determined to be Comprehensive or Affiliate Sites and certified as such, or meet the definition of a specialized site.

#### **Certification Instructions**

Each LWDA must have at least one certified Comprehensive One-Stop and an executed MOU by June 30, 2020. The MOU, executed in accordance with 20 CFR § 678.500 and § 678.755 by all required partners present within the LWDA, outlines the services delivery structure, and identifies the services delivery sites, both potential comprehensive and affiliate sites.

Utilizing the prospective service delivery sites identified in the MOU, each LWDA must assign staff to perform certification. The steps below briefly outline how this process should occur prior to the June 30, 2020 deadline.

1. LWDBs, or an appropriate LWDB committee, must meet and vote to adopt the State's minimum criteria. If an LWDB determines additional certification

criteria will be added to the mandated State criteria, the LWDB must meet and vote to add such criteria.

2. Determine which entity will be responsible for completing certification. Per §678.800(3), "when the LWDB is the one-stop operator as described in §678.410 of this chapter, the SWDB must certify the one-stop center." Furthermore, if the local fiscal agent or programmatic administrator functions as the one-stop operator, that entity may not perform the certification either, due to the inherent conflicts of interest. In either case, the LWDB must notify OWD in writing by June 1, 2020.
3. Identify the prospective locations and schedule onsite inspections and interviews. Note that these locations should only consist of those locations identified in the proposed MOUs.
4. Complete certification process by completing the appropriate forms for each prospective location and present to LWDB (or the appropriate LWDB committee).
  - a. Complete Partner Presence (Form A) and Accessibility & EO certification (Form B) for each site, to include those considered specialized.
  - b. Depending on site designation, complete either Comprehensive (Form C) or Affiliate (Form D) Certification.
5. LWDB, or appropriate LWDB committee, shall review the tools and vote on whether to certify sites prior to the June 30, 2020 deadline.
6. Provide OWD with an executed certification packet for each site the LWDB votes to certify within 10 days of LWDB approval. An executed certification packet should include completed tools for each site, not just the signature pages, and LWDB minutes verifying the vote.
  - a. Completed packets should be submitted to [WIOAcompliance@tcsg.edu](mailto:WIOAcompliance@tcsg.edu).
7. If a prospective location identified in the MOU is not certified, the LWDB shall provide an explanation and justification as to why. The LWDB shall also include the completed tools for the location that failed certification, so that OWD may provide technical assistance to remedy the failed certification.

#### 7. Attachments

Attachment 1: Form A - Partner Presence

Attachment 2: Form B -Accessibility & Equal Opportunity Certification

Attachment 3: Form C - Comprehensive One-Stop Certification

Attachment 4: Form D -Affiliate One-Stop Certification

## Comprehensive & Affiliate One-Stop Certification Forms

## Form A: Partner Presence

1. Under "Physical Presence: Average Hours/Week On-Site," include the number of hours per week the agency is on-site, if applicable.
2. Under "Agency Personnel Name and Schedules," enter the names and schedules of those on-site.
3. Under "Electronic Presence," indicate whether or not the partner agency has an electronic presence on-site.
4. If questions do not apply to the particular partner agency, indicate so in the "Not Applicable" column.

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
<b>WIOA Title I Adult Services</b>				
<b>WIOA Title I Dislocated Worker Services</b>				
<b>WIOA Title I Youth Services</b>				
<b>Job Corps</b>				
<b>YouthBuild</b>				
<b>Native American programs</b>				

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
<b>Migrant and Seasonal Farmworker programs</b>				
<b>Wagner-Peyser Act programs</b>				
<b>Vocational Rehabilitation Program</b>				
<b>Senior Community Service Employment Program</b>				
<b>Carl D. Perkins programs</b>				
<b>WIOA Title II Adult Education and Literacy programs</b>				

<b>REQUIRED PROGRAMS/PARTNERS</b>				
<b>REQUIRED PARTNERS</b>	<b>PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE</b>	<b>AGENCY PERSONNEL NAMES AND SCHEDULES</b>	<b>ELECTRONIC PRESENCE (Y/N)</b>	<b>NOT APPLICABLE (Explain)</b>
<b>Trade Adjustment Assistance programs authorized under Title II of the Trade Act</b>				
<b>Jobs for Veterans State Grants programs</b>				
<b>Community Services Block Grant employment and training programs</b>				
<b>Department of Housing and Urban Development employment and training activities</b>				
<b>Programs authorized under State unemployment and compensation laws</b>				

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
<b>Programs authorized under Sec. 212 of the Second Chance Act</b>				
<b>List other programs available</b> 1. 2. 3. 4. 5.				

**BASED UPON THE ABOVE RESPONSES, THIS CENTER QUALIFIES FOR CERTIFICATION AS:**

<p style="text-align: center;"><b>Comprehensive One-Stop</b></p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;">(Complete Form C)</p>	<p style="text-align: center;"><b>At a minimum, includes access to:</b></p> <p style="text-align: center;">WIOA Title I Adult, Dislocated Worker, and Youth Services*  Wagner-Peyser Employment Services programs^  Vocational Rehabilitation Services^  Adult Education and Literacy^  Job Corps  Youthbuild  Native American programs  Migrant and Seasonal Farmworker programs  Senior Community Service Employment program  Carl D. Perkins programs  Trade Adjustment Assistance programs  Jobs for Veterans State Grants programs  Community Services Block Grant employment and training programs  Department of Housing and Urban Development employment and training activities  Programs authorized under State unemployment and compensation laws  Programs authorized under Sec. 212 of the Second Chance Act</p> <p style="text-align: center;">*Must be physically present  ^Preference is for physical presence</p>
<p style="text-align: center;"><b>Affiliate One-Stop</b></p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;">(Complete Form D)</p>	<p style="text-align: center;"><b>At a minimum, includes access to:</b></p> <p style="text-align: center;">One or more of the above-required partners such that programs (other than Wagner-Peyser) have a physical presence of combined staff more than 50% of the time the center is open<sup>1</sup>.</p>

<sup>1</sup> § 678.310 What is an affiliated site and what must be provided there?

(a) 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.

§ 678.315 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% of the time the center is open. Additionally, the other partner must not be the partner administering local veterans' reemployment representatives, disabled veterans' outreach representatives, disabled veterans' outreach program specialties, or unemployment compensation programs.

FORMB:ACCESSIBILITY&EQUALOPPORTUNITY

**CERTIFICATION**

Please complete to show compliance with applicable accessibility and equal opportunity standards.

<b>ACCESSIBILITY &amp; EQUAL OPPORTUNITY CERTIFICATION</b>				
	<b>YES</b>	<b>NO</b>	<b>IF NO – Corrective Action Plan</b>	<b>NOTES</b>
Does the one-stop have policies and procedures to ensure that no individual is excluded from participation or denied the benefits any WIOA Title program on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship or participation? (29 C.F.R. § 38.5)				
Does the one-stop ensure that no qualified individual with a disability is excluded from participation in, or denied the benefits of a service, program or activity because the one-stop facility is inaccessible or unusable by individuals with disabilities? (29 C.F.R. § 38.13)				
Does the one-stop comply with the				

<b>ACCESSIBILITY &amp; EQUAL OPPORTUNITY CERTIFICATION</b>				
	<b>YES</b>	<b>NO</b>	<b>IF NO – Corrective Action Plan</b>	<b>NOTES</b>
<p>applicable provision of Title II of the ADA in the new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards? (29 C.F.R. § 38.13)</p>				
<p>Does the one-stop comply with the accessibility obligations under Section 504 of the Rehabilitation act and the implementing regulations at 29 C.F.R. part 32? (29 C.F.R. § 38.13)</p>				
<p>Does the one-stop provide</p>				

<b>ACCESSIBILITY &amp; EQUAL OPPORTUNITY CERTIFICATION</b>				
	<b>YES</b>	<b>NO</b>	<b>IF NO – Corrective Action Plan</b>	<b>NOTES</b>
<p><b>programming and activities that are programmatically accessible, 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 to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity? (29 C.F.R. § 38.13)</b></p>				
<p><b>Does the one-stop comply with the obligations outlined in subparts A and B</b></p>				

<b>ACCESSIBILITY &amp; EQUAL OPPORTUNITY CERTIFICATION</b>				
	<b>YES</b>	<b>NO</b>	<b>IF NO – Corrective Action Plan</b>	<b>NOTES</b>
<b>of 29 C.F.R. § 38 which are the implementing regulations of WIOA Section 188?</b>				

FORMC:COMPREHENSIVEONE-STOPCERTIFICATION GUIDELINES

Customer Flow of Services

Provide a detailed chart and description of the customer intake and flow of services.

CUSTOMER INTAKE AND FLOW OF SERVICES	
<p><b>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers? How does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</b></p>	
<p><b>Provide a brief overview of the One-Stop Operator’s role and duties. Please address how the operator ensures the seamless provision of the required partner services.</b></p>	

Memorandum of Understanding

Answer the following questions concerning the One-Stop MOU.

MOU			
	YES	NO	NOTES
Does the LWDA have a fully executed MOU signed by all locally present required partners?			
Does the MOU describe the method in which each required partner program delivers services through the one-stop delivery system?			
Does the MOU identify how the one-stop operator will coordinate service delivery?			
Does the MOU describe how program integration is achieved and how the costs of these services will be funded?			
Does the MOU include an infrastructure funding agreement that ensures each present required partner contributes a proportionate share of infrastructure costs?			

<b>MOU</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Does the MOU address sharing of costs associated with “other shared costs,” as defined by federal regulation? Specifically, are required basic career services proportionally shared amongst all present required partners?</b>			
<b>Does the MOU address the provision of career services? (Reference TEGL 10-16, released December 19, 2016)</b>			
<b>Does the MOU outline the methods for customer referrals between partners?</b>			
<b>Does the MOU have an amendment provision?</b>			
<b>How often does the board review and renew the MOU? What is the date of the last renewal or the initial execution date? (Must be renewed at least once every three years)</b>	<b>Frequency of renewal:</b>  <b>Date of last renewal or initial execution date:</b>		
<b>Is there a process for periodic</b>			

<b>MOU</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>reconciliation of the Infrastructure Funding Agreement?</b>			
<b>Is the duration of the MOU defined?</b>			
<b>Does the MOU cover the period of time in which the infrastructure funding agreement is effective?</b>			
<b>Does the MOU describe the process for the parties to resolve disputes?</b>			

**I. Operational Details**

Answer the following questions with as much detail as possible

COMPREHENSIVE ONE-STOP CRITERIA			
	YES	NO	NOTES
Is the one-stop center accessible to those in the area?			Please describe the steps taken to make it accessible:
What are the one-stop center's open hours?			



<b>COMPREHENSIVE ONE-STOP CRITERIA</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Describe the internet/network infrastructure.</b>			
<b>Does the customer have seamless access to information and resources upon entering the one-stop?</b>			<b>Describe:</b>
<b>Does the one-stop center have options for customers to access Career Advisors or resources?</b>			
<b>Are customers referred to any partner services through virtual or electronic means?</b>			<b>How are referrals made?</b>
<b>What technical skills or training is provided to one-stop center staff to ensure they are knowledgeable and able to assist customers in accessing available basic career services?</b>			

<b>COMPREHENSIVE ONE-STOP CRITERIA</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Has the site completed the attached Accessibility and Equal Opportunity Certification? (Form B)</b>			

## II. [Statewide Branding](#)

Indicate whether the One-Stop signage complies with the statewide branding standards. Please see WIG PS-16-002 for more information regarding statewide branding standards: <https://tcsq.edu/worksource/resources-for-practitioners/policies-guidance/>

<b>STATEWIDE BRANDING</b>		
<b>*If the One-Stop has not received signage, please submit mockups of ordered signs</b>		
	YES	NO – Please provide a plan for correcting
<b>LOGO GUIDELINES</b>		
Does the logo include the tagline “Connecting Talent with Opportunity”?		
Does the logo include the AJC tagline?		
Is there adequate clear space left around the logo?		
Is the logo symbol placed to the left of “WorkSource”?		
<b>COLOR PALLETE</b>		
If in color, does the logo meet the guidelines of being in turquoise, orange, green, and gray?		
If in one color, does the logo meet the requirements of being in either turquoise, black, or white (with shades of said color providing the distinction in shapes within the mark)?		
Does the One-Stop appropriately use the WorkSource brand? Reference: WIG-PS-16-002		

### III. Customer Satisfaction

Answer the following questions with as much detail as possible.

<b>CUSTOMER SATISFACTION: Job Seekers</b>	
	<b>DESCRIBE</b>
<b>How do you plan on gathering customer feedback?</b>	
<b>How do you plan on having staff share and discuss feedback from customers?</b>	
<b>How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?</b>	

CUSTOMER SATISFACTION	
	DESCRIBE
<b>How will you measure the success or failure of integrating customer feedback?</b>	

<b>CUSTOMER SATISFACTION: Employers</b>	
	<b>DESCRIBE</b>
<b>How do you plan on gathering employer feedback?</b>	
<b>How do you plan on having staff share and discuss feedback from employers?</b>	
<b>How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?</b>	
<b>How will you measure the success or failure of integrating employer feedback?</b>	

#### IV. Continuous Improvement

Answer the following questions with as much detail as possible.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
How do you use data to improve upon the one-stop services?	
How do you share this data with staff?	
How do you incorporate staff ideas and feedback to improve the performance of the one-stop?	

<b>CONTINUOUS IMPROVEMENT</b>	
	<b>DESCRIBE</b>
<b>How is staff feedback utilized and incorporated into your practices?</b>	
<b>How do you let staff know that their ideas have been incorporated?</b>	
<b>How do you measure the success or failure of staff feedback integration?</b>	
<b>Share any best practices of the one-stop that contribute to continuous improvement.</b>	

<b>CONTINUOUS IMPROVEMENT</b>	
	<b>DESCRIBE</b>
<b>List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.</b>	

**LWDA:** \_\_\_\_\_

**One-Stop Location:** \_\_\_\_\_

**One-Stop Reviewer (Name and Affiliation):** \_\_\_\_\_

**Date of Review:** \_\_\_\_\_

\_\_\_\_\_  
**LWDB Board Chair Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Chief Local Elected Official Signature**

\_\_\_\_\_  
**Date**

FORMD: AFFILIATE ONE-STOP CERTIFICATION

Customer Flow of Services

Provide a detailed chart and description of the customer intake and flow of services.

CUSTOMER INTAKE AND FLOW OF SERVICES	
<p><b>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers? How does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</b></p>	
<p><b>Provide a brief overview of the One-stop Operator's role and duties. Please address how the operator ensures the seamless provision of the required partner services.</b></p>	

Memorandum of Understanding

Answer the following questions concerning the One-Stop MOU.

MOU			
	YES	NO	NOTES
Are the site’s methods of funding and services provided addressed in the LWDA’s primary (“umbrella”) MOU? If not, are they addressed in a separate MOU?			
Does an MOU describe the method in which the present required partner programs deliver services at the site?			
Does the MOU identify how the one-stop operator will coordinate services provided at the site?			
Does the MOU address how the site is integrated into the LWDA’s one-stop service delivery system?			
Does the MOU describe how program integration is achieved and how the costs of these services will be funded?			

<b>MOU</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Does the MOU include an infrastructure funding agreement that ensures each present required partner contributes a proportionate share of infrastructure costs?</b>			
<b>Does the MOU outline the methods for customer referrals between partners and between sites?</b>			
<b>Does the MOU have an amendment provision?</b>			
<b>How often does the board review and renew the MOU? What is the date of the last renewal or the initial execution date? (Must be renewed at least once every three years)</b>	<b>Frequency of renewal:</b>  <b>Date of last renewal or initial execution date:</b>		
<b>Is there a process for periodic reconciliation of the Infrastructure Funding Agreement?</b>			
<b>Is the duration of the MOU defined?</b>			
<b>Does the MOU cover the period of time in which the infrastructure</b>			

<b>MOU</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>funding agreement is effective?</b>			
<b>Does the MOU describe the process for the parties to resolve disputes?</b>			

[Affiliate One-Stop Criteria](#)

**I. Operational Details**

Answer the following questions with as much detail as possible

<b>AFFILIATE ONE-STOP CRITERIA</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Is the one-stop center accessible to those in the area?</b>			<b>Please describe the steps taken to make it accessible:</b>
<b>What are the one-stop center's open hours?</b>			
<b>Does the one-stop have secure document storage?</b>			<b>Describe how customer personal identification information is kept secure:</b>  <b>Describe how information is transferred between the customer and case manager and from case manager to case manager:</b>

<b>AFFILIATE ONE-STOP CRITERIA</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Detail and describe the site's resource room. How are both business and participant customer needs satisfied by the resources made available?</b>			<b>Describe:</b>
<b>Describe the internet/network infrastructure.</b>			
<b>Does the customer have seamless access to information and resources upon entering the one-stop?</b>			<b>Describe:</b>
<b>Does the one-stop center have options for customers to access Career Advisors or resources?</b>			

<b>AFFILIATE ONE-STOP CRITERIA</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Are customers referred to any partner services through virtual or electronic means?</b>			<b>How are referrals made?</b>
<b>What technical skills or training is provided to one-stop center staff to ensure they are knowledgeable and able to assist customers in accessing available basic career services?</b>			
<b>Has the site completed the attached Accessibility and Equal Opportunity Certification? (Form B)</b>			

## II. Customer Satisfaction

Answer the following questions with as much detail as possible.

<b>CUSTOMER SATISFACTION: Job Seekers</b>	
	<b>DESCRIBE</b>
<b>How do you plan on gathering customer feedback?</b>	
<b>How do you plan on having staff share and discuss feedback from customers?</b>	
<b>How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?</b>	

<b>CUSTOMER SATISFACTION: Job Seekers</b>	
	<b>DESCRIBE</b>
<b>How will you measure the success or failure of integrating customer feedback?</b>	

<b>CUSTOMER SATISFACTION: Employers</b>	
	<b>DESCRIBE</b>
<b>How do you plan on gathering employer feedback?</b>	
<b>How do you plan on having staff share and discuss feedback from employers?</b>	
<b>How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?</b>	

<b>How will you measure the success or failure of integrating employer feedback?</b>	
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### **III.** Continuous Improvement

Answer the following questions with as much detail as possible.

<b>CONTINUOUS IMPROVEMENT</b>	
	<b>DESCRIBE</b>
<b>How do you use data to improve upon the one-stop services?</b>	
<b>How do you share this data with staff?</b>	
<b>How do you incorporate staff ideas and feedback to improve the performance of the one-stop?</b>	

<b>CONTINUOUS IMPROVEMENT</b>	
	<b>DESCRIBE</b>
<b>How is staff feedback utilized and incorporated into your practices?</b>	
<b>How do you let staff know that their ideas have been incorporated?</b>	
<b>How do you measure the success or failure of staff feedback integration?</b>	
<b>Share any best practices of the one-stop that contribute to continuous improvement.</b>	

<b>CONTINUOUS IMPROVEMENT</b>	
	<b>DESCRIBE</b>
<b>List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.</b>	

**LWDA:** \_\_\_\_\_

**One-Stop Location:** \_\_\_\_\_

**One-Stop Reviewer:** \_\_\_\_\_

**Date of Review:** \_\_\_\_\_

\_\_\_\_\_  
**LWDB Board Chair Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Chief Local Elected Official Signature**

\_\_\_\_\_  
**Date**