

Workforce Development Council
ONE-STOP CENTER CERTIFICATION REVIEW

CONTENTS

<i>Rapid City Job Service</i>	<i>2</i>
<i>Spearfish Job Service.....</i>	<i>5</i>
<i>Vermillion Job Service</i>	<i>7</i>
<i>Yankton/Lake Andes.....</i>	<i>9</i>

To ensure the One-Stop delivery system meets minimum quality standards in accordance to the Workforce Innovation and Opportunity Act (WIOA), the South Dakota Workforce Development Council (WDC) has developed One-Stop Career Center certification criteria. This standard certification criterion promotes the objectives of South Dakota’s WIOA State Plan. The WDC is authorized to certify South Dakota One-Stop Career Centers. Refer to [One-Stop Career Center Certification](#) Policy 3.3 for more information.

A review was completed in March 2023.

PROGRAM REVIEW

FINDING #1: Files reviewed indicated areas where the case management of participant was not consistent or provided at the level of intensity required for program success.

[Policy 4.8 Basic Skills Deficient](#) and [Policy 4.9 Assessments](#) were not being followed as many files were missing assessments required to determine basic skills deficient and needs for additional services or the assessment were not within the allowable date range of six months prior to enrollment or 60 days after enrollment.

Two of nine DVOP case managed files reviewed lacked consistent contact with the veteran. In both files, there was a reassignment of the customer to a new DVOP. In one case, there were no contact efforts noted or services taken in SDWORKS. In the other case, it was two months after the reassignment of the case before contact was made with the customer. Consistent contact was the biggest concern noted by VETS in December 2022.

TANF participants must be co-enrolled into DLR Title III and Title I programs per [Policy 5.75 Temporary Assistance for Needy Families](#). If co-enrollment does not occur, a case note must be entered in the DSS. This was not evident in all fields reviewed.

Required Action #1: To improve upon the case management of participants, the Job Service Office should review policy requirements and establish a plan for improvement that addresses these three specific areas.

FINDING #2: [Policy 4.6 Selective Service](#) states that all males born on or after January 1, 1960 must present documentation showing compliance with Selective Service registration requirement to be eligible for Title I services. During the review, several files were missing Selective Service documentation. (Policy 4.6 provides instruction for obtaining the appropriate verification.) This includes youth participants under the age of 17 who turn 18 while on the program.

Required Action #2: Review [Policy 4.6 Selective Service](#) as a team. Review active files of males over the age of 18 to identify files missing selective service registration. Return a list of files missing selective service registration. Upload missing verification to the participant's Document Management section. WIOA [Policy 8.20 Document Management](#) may be of assistance.

FINDING #3: ABAWD participants must be provided an explanation of time-limited benefits and the importance of participating to maintain eligibility. ABAWD files display working with participants in non-qualifying components and not outlining conversations surrounding participation to maintain eligibility.

Required Action #3: Review the following sections in [SNAP E&T Policy 5.71](#):

- Able-Bodied Adults Without Dependents (including all subsections)
- Intake and Orientation (including all subsections)
- Participation Requirements (including all subsections)
- Components (including all subsections) paying particular attention to Qualifying vs Non-Qualifying Components SNAP E&T specific staff are required to complete Provide a signature of those who complete this review.

RESOLUTION

Completed on June 26, 2023

Completed on June 26, 2023

Completed on June 26, 2023

FINDING #4: The 12-Week Exemption for the TANF process was not followed. A minimum of monthly contact is required during the 12-week exemption period. Also, if the child under the age of 12 weeks is in the home of a work mandatory participant that participant is exempt from participation requirements. This is true even if the child under 12-weeks is not included in the TANF grant.

Required Action #4: All TANF specific staff need to review the [12 Week Exemption desk guide](#) as a team. Provide a signature of those who complete this review.

Completed on June 26, 2023

FINDING #5: When placing any sanction on a TANF case, the case must be reviewed by a manager, TANF LPS, or TANF LES to ensure policy and procedure were followed and all opportunities provided by the ES to avoid negative action. Additionally, for the first occurrence of a sanction (50% sanction imposed) the ES must try to re-engage the participant in participation activities, which begins with a series of contact attempts to schedule a meeting with the participant to discuss re-engagement and barriers to re-engagement. This process was not followed in all section files reviewed.

Required Action #5: All TANF specific staff need to review the following sections in the TANF Manual:

- 17100 Refusal to Cooperate
- 17200 Failure to Participate in the Work Component
- 17210 Penalties for Non-Participation
- 17211 Reduction in Payment Amount
- 17212 Case Closure
- 17300 Good Cause for Not Participating

Provide a signature of those who complete.

Completed on June 26, 2023

AMERICANS WITH DISABILITIES ACT (ADA)

FINDING #1 – MEDIUM EFFORT: Are the access aisles marked so as to discourage parking in them?

ADA Required Action #1: Parking lot needs to be repainted.

RESOLUTION

Completed on June 26, 2023

FINDING #2 – LOW EFFORT: For all objects on circulation paths through public areas, e.g. fire extinguishers, drinking fountains, signs, etc. is the bottom leading edge at 80" or higher above the floor?

ADA Required Action #2: Raise the shelf with the US flag so that the bottom of the shelf is at minimum 80" above the floor. It is currently 70".

Completed on June 26, 2023

FINDING #3 – LOW EFFORT: Are there signs designating permanent rooms and spaces not likely to change over time, e.g. room numbers and letters, room names, and exit signs? Do text characters contrast with their backgrounds? Are text characters raised? Is there Braille?

ADA Required Action #3: Finish installing ADA approved braille signs on all permanent rooms after construction is complete as per ADA standards shown below. Order as needed.

Completed on June 26, 2023

DLR RECOMMENDATION

DLR recommends continuing with the American Job Center Comprehensive Site Certification for this location.

Kendra Ringstmeyer, DLR Director of Workforce Services

Date

CERTIFICATION

The Workforce Development Council (WDC) recognizes the criteria detailed in the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center Certification (OSC) Policy 3.3, has been met. All findings listed above have been successfully completed. Therefore, the Monitor is closed and certification for the Rapid City Job Service is approved through June 30, 2027.

Signed and approved by the undersigned on behalf of the Workforce Development Council Members.

Lee Anderson, Chairman, Workforce Development Council

Date

A review was completed on March 2023.

PROGRAM REVIEW

RESOLUTION

FINDING #1: File reviewed including an On-the-Job Training (OJT) that did not include a justification note, dates were inconsistent, and it still had not been paid out after months of being completed. [Policy 5.28 On-the-Job Training](#) states all justifications related to the OJT must be in a SDWORKS case note. This justification note should include the process to determine the participant need, recommendations from the Employment Specialist, wage rate and the number of hours based on O*Net SVP code. Include a summary and date of the justification note in the comment box on the Obligation Voucher. Additionally, there was a Youth file reviewed that had a +750-hour work experience rolled into an OJT. There was an OJT offered to follow the work experience. There was no justification note, no explanation of what skills still needed to be improved or how the 460 hours determined for OJT. The original work experience hours should have been considered when determining this amount.

Required Action #1: Review [Policy 4.6 On-the-Job Training](#) as a team. Provide a signature page of those in attendance. Set up a time to discuss On-the-Job Training with a Labor Program Specialist in person or via Microsoft Teams.

Completed on June 30, 2023

FINDING #2: During a review of a Youth file, it was found that only two monitors were completed on a work experience that took place over five months. The file lacked a final monitor for the work experience before an OJT started with the same employer and participant. [Policy 5.36 Work Experience](#) states monitors must be completed for any training that exceeds 30 days. Form 19 Work-Based Training Plan Agreement and Monitor will be used to monitor a Work Experience. To ensure the service meets the participant’s needs the Employment Specialist is required to monitor the training service monthly. The purpose is to evaluate the progress to date and identify issues that may concern any party to ensure successful training. One reviewed Youth file’s timecard signatures did not match those on the training plan agreement. Policy 5.36 also states timecards must be signed by an authorized signatory identified on the Work-Based Training Agreement Form 19 and the participant.

Required Action #2: Review [Policy 5.36 Work Experience](#) as a team. Provide a signature page of those in attendance. When talking about Work Experiences explain to the business when completing the Training Plan Agreement that you will be completing monthly monitors, the purpose of these, and that the participant and supervisor that signs the agreement must sign all timecards. Ask if they need additional signature on Training Plan Agreement. Set up a time to discuss work experiences with a Labor Program Specialist in person or via Microsoft Teams.

Completed on June 30, 2023

FINDING #3: There were several files reviewed that had situations related to a need for improved document management. Situations noted included:

- Lacking selective service verification for males over the age of 18, including youth who turn 18 while a participant in the program.
- Missing signatures on the Wagner-Peyser application and Forms 1, 2, and 3.
- File Director case files were missing verification documentation as outlined in the TANF Manual, 1510 Case File Order and Contents.

Required Action #3: Review related guidance to these three specific items and provide a signature page of those in attendance for the review.

Completed on June 30, 2023

FINDING #4: A TANF file reviewed indicated the participant was placed in Activity 32 Managed Training, but a Managed Training Agreement was not located in File Director.

Required Action #4: Review section 11261 Managed Training Site (Activity 32) and 11260 Community Service (Activity 31) in the TANF Manual. TANF Specific staff are required to complete, provide a signature of those who complete.

Completed on June 30, 2023

FINDING #5: Several reviewers identified files that had findings related to consistent and intensive case management of participants. Situations noted included:

- Entering case notes within five days of the interaction requiring documentation.
- [Policy 4.8 Basic Skills Deficient](#) and [Policy 4.9 Assessments](#) were not being followed as many files were missing assessments required to determine basic skills deficient and needs for additional services or the assessments were not within the allowable date range of six months prior to enrollment or 60 days after enrollment. Additionally, multiple Youth files reviewed did not have Basic Skills Deficient scores uploaded or noted to explain how this barrier impacted participant.
- Files reviewed were lacking an employment plan. [Policy 4.11 Employment Plan](#) states the Employment Plan should be reviewed and updated with the participant frequently. The Individual Employment Plan service should be entered into SDWORKS when new goals are established (and a new plan is signed and uploaded) with the exception of Wagner-Peyser Title III Employment Plans.
- During RES Intake, file reviewed did not have LMI during Intake. [Policy 5.60 Re-Employment Services](#) states intake meeting must include completion of [Form 64 Labor Market Information](#).

Required Action #5: To improve upon the case management of participants, the Job Service Office should review policy requirements and establish a plan for improvement that addresses these specific areas.

Completed on June 30, 2023

DLR RECOMMENDATION

DLR recommends continuing with the American Job Center Comprehensive Site Certification for this location.

Kendra Ringstmeyer, DLR Director of Workforce Services

Date

CERTIFICATION

The Workforce Development Council (WDC) recognizes the criteria detailed in the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center Certification (OSC) Policy 3.3, has been met. All findings listed above have been successfully completed. Therefore, the Monitor is closed and certification for the Spearfish Job Service is approved through June 30, 2027.

Signed and approved by the undersigned on behalf of the Workforce Development Council Members.

Lee Anderson, Chairman, Workforce Development Council

Date

A review was completed on March 2023.

PROGRAM REVIEW

FINDING #1: There were several files reviewed that had situations related to a need for improved document management. Situations noted included:

- Lacking selective service verification for males over the age of 18, including youth who turn 18 while a participant in the program.
- Missing signatures on Forms 1, 2, and 3 or the application.
- Self-attestation was chosen for verification, yet the application was not signed.
- Eligibility verification items were not uploaded. Related an RESEA file had an expired passport.

Required Action #1: Review related guidance to these specific items and provide a signature page of those in attendance for the review.

RESOLUTION

Completed on June 5, 2023

FINDING #2: A TANF intake meeting must be conducted within two business days of receipt. Several files had more than two business days between date of application/receipt and the scheduled intake meeting without explanation.

Required Action #2: Review 5200 Work Interview and 5300 Scheduling the Interview in the TANF Manual. TANF Specific staff are required to complete; provide a signature of those who complete.

Completed on June 5, 2023

FINDING #3: [Policy 5.34 Support Services](#) provides a formula for determination fuel assistance. It allows to round to the formular answer to the nearest dollar. A file reviewed showed the formula amounted to 16.74. Instead of rounding to \$17, the support service was issued for \$20.

Required Action #3: Review [Policy 5.34 Support Services](#) as a team. Provide a signature page of those in attendance.

Completed on June 5, 2023

AMERICANS WITH DISABILITIES ACT (ADA)

FINDING #1 – LOW EFFORT: Are there signs designating permanent rooms and spaces not likely to change over time, e.g. room numbers and letters, room names, and exit signs?

ADA Required Action #1: Order and install “Conference Room” sign on conference room door, so the baseline of the lowest character is at least 48” above the floor and the baseline of the highest character is no more than 60” above the floor.

RESOLUTION

Completed on August 8, 2023

FINDING #2 – LOW EFFORT: If the mirror is over a lavatory or countertop, is the bottom edge of the reflecting surface no higher than 40” above the floor?

ADA Required Action #2: Lower the mirror from 44” to 40”.

Completed on August 8, 2023

DLR RECOMMENDATION

DLR recommends continuing with the American Job Center Comprehensive Site Certification for this location.

Kendra Ringstmeyer, DLR Director of Workforce Services

Date

CERTIFICATION

The Workforce Development Council (WDC) recognizes the criteria detailed in the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center Certification (OSC) Policy 3.3, has been met. All findings listed above have been successfully completed. Therefore, the Monitor is closed and certification for the Vermillion Job Service is approved through June 30, 2027.

Signed and approved by the undersigned on behalf of the Workforce Development Council Members.

Lee Anderson, Chairman, Workforce Development Council

Date

A review was completed on March 2023.

PROGRAM REVIEW

RESOLUTION

FINDING #1: Several reviewers identified files that had findings related to consistent and intensive case management of participants. Situations noted included:

- Entering case notes within five days of the interaction requiring documentation.
- Files reviewed were lacking an employment plan. [Policy 4.11 Employment Plan](#) states the Employment Plan should be reviewed and updated with the participant frequently. The Individual Employment Plan service should be entered into SDWORKS when new goals are established (and a new plan is signed and uploaded) with the exception of Wagner-Peyser Title III Employment Plans.
- [Policy 4.8 Basic Skills Deficient](#) and [Policy 4.9 Assessments](#) were not being followed as many files were missing assessments required to determine basic skills deficient and needs for additional services or the assessments were not within the allowable date range of six months prior to enrollment or 60 days after enrollment.
- TANF participants must be co-enrolled into DLR Title III and Title I programs per [Policy 5.75 Temporary Assistance for Needy Families](#). If co-enrollment does not occur, a case note must be entered in the DSS. This was not evident in all files reviewed.

Required Action #1: To improve upon the case management of participants, the Job Service Office should review policy requirements and establish a plan for improvement that addresses these specific areas.

Completed on July 12, 2023

FINDING #2: Files were identified that were not in compliance with [Policy 5.60 Reemployment Services](#). It was noted customers applying to repeat employers within 30 calendar days. In addition, there was a lack of a subsequent review despite longevity in the program justifying the completion of a subsequent review. Compliance and eligibility reviews are a critical component of the RESEA program.

Required Action #2: Review [Policy 5.60 Reemployment Services](#) with team members who work with the RESEA program. Provide a signature page of those in attendance. Provide a plan of how the office will implement a system that will help alleviate fraud by customer's using same job contacts within 30 days and ensure the completion of a Subsequent Eligibility review.

Completed on July 12, 2023

FINDING #3: There were several files reviewed that had situations related to a need for improved document management. Situations noted included:

- Lacking selective service verification for males over the age of 18, including youth who turn 18 while a participant in the program.
- Missing signatures on the Wagner-Peyser application and Forms 1, 2, and 3.
- Files were missing Forms 1, 2, and 3.
- Self-attestation was chosen for verification, yet the application was not signed.
- Eligibility verification items were not uploaded.

Required Action #3: Review related guidance to these specific items and provide a signature page of those in attendance for the review.

Completed on July 12, 2023

FINDING #4: SDWORKS files had system closed services (red 's' closure). This was specifically noted in RESEA and TANF files.

FINDING #5: TANF participants must be co-enrolled into DLR Title III and Title I programs per Policy 5.75. If co-enrollment does not occur, a case note must be entered into the DS. Title I enrollments have not been completed without case note as to why.

Required Action #5: Review [Policy 5.75 Temporary Assistance for Needy Families](#) for co-enrollment guidance. TANF Specific staff are required to complete; provide a signature of those who complete.

Completed on July 12, 2023

FINDING #6: The Yankton office has not logged any MSFW outreach events. Further, staff designated as MSFW outreach staff has not completed the required MSFW Outreach, General Complaint, and Complaint Process for Managers and Designee courses. 2022 WIOA SD Unified State Plan (e) Agricultural Outreach Plan (AOP) states in part, each local office must conduct MSFW Outreach and document these efforts in the MSFW Outreach Log form. Further, the plan states MSFW Outreach staff must be trained in both MSFW outreach responsibilities and the complaint process.

Required Action #6: The Yankton office must coordinate ongoing MSFW outreach and log the outreach efforts on the MSFW Outreach log form. The SMA report on a quarterly basis all MSFW outreach efforts, therefore, it is important each offices submits them. Further, all staff designated to conduct MSFW outreach must complete the MSFW Outreach, General Complaint, and Complaint Process for Managers and Designee courses.

Completed on July 12, 2023

FINDING #7: One of the four participant files reviewed indicated he was not correctly classified as MSFW. Customer was classified as non-MSFW, however, case file shows he worked a temporary farm work job and should have been classified as Seasonal Farmworker. No Yankton staff have completed the MSFW SDWORKS Data collection course. SDWORKS Enrollment Guide, Farmerworker Information Screen states in part the requirements for classifying an individual as MSFW.

Required Action #7: No Yankton staff have completed the MSFW SDWORKS Data Collection course. All staff, responsible for enrolling individuals into Wagner Peyser and WIOA, must complete this course and be reminded the importance of correctly classifying individuals as either MSFW or Non-MSFW. Case Notes should clearly explain why an individual is being classified as MSFW. If a participant has agricultural work history and is not classified as MSFW, case notes should clearly explain the reason. Additionally, SDWORKS Enrollment Guide, Farmworker Information Screen can provide staff additional guidance.

Completed on July 12, 2023

AMERICANS WITH DISABILITIES ACT (ADA)

FINDING #1 – MEDIUM EFFORT: The van accessible space needs to be at least 11' wide with an access aisle at least 5' wide or at least 8' wide with an access aisle at least 8' wide.

ADA Required Action #1: There is no marked/designated public parking, therefore there is no designated handicap parking. The parking area in the front of the building needs to be striped with one spot designated for van accessible parking. The access aisles need to be marked so as to discourage parking in them. There needs to be a sign reading "van accessible" at accessible space. The bottom edge of the sign needs to be at least 60" above the floor.

RESOLUTION

Completed on July 12, 2023

FINDING #2 – LOW EFFORT: Are there signs designating permanent rooms and spaces not likely to change over time, e.g. room numbers and letters, room names, and exit signs? With clear floor space beyond the arc of the door swing between the closed position and 45-degree open position, at least 18 x 18” centered on the tactile characters. So the baseline of the lowest character is at least 48” above the floor and the baseline of the highest character is no more than 60” above the floor.

ADA Required Action #2: Order and install signs as per ADA standards shown below for the following rooms:

- Conference Room (does not have braille)
- Hoteling Office
- River Room
- Resource Room

Completed on July 12, 2023

FINDING #3 – LOW EFFORT: Are there signs designating permanent rooms and spaces not likely to change over time, e.g. room numbers and letters, room names, and exit signs?

ADA Required Action #3: Order and install signs on the two offices and the Resource Room. Install per ADA guidelines shown below.

Completed on July 12, 2023

FINDING #4 – LOW EFFORT: Is the door equipped with hardware that is operable with one hand and does not require tight grasping, pinching, or twisting of the wrist or door handle?

ADA Required Action #4: Replace the knob on Room #115 with lever or loop hardware.

Completed on September 29, 2023

FINDING #5 – LOW EFFORT: Are pipes below the lavatory insulated or otherwise configured to protect against contact?

ADA Required Action #5: Install insulation on pipes under lavatories or otherwise configured to protect against contact.

Completed on July 12, 2023

FINDING #6 – LOW EFFORT: There needs to be signs designating permanent rooms and spaces not likely to change over time, e.g. room numbers and letters, room names, and exit signs.

ADA Required Action #6: Order and install an ADA approved handicap accessible sign on the restroom door, as per ADA guidelines below.

Completed on September 29, 2023

FINDING #7 – MEDIUM EFFORT: Mirrors located above lavatories or countertops shall be installed with the bottom edge of the reflecting surface 40” maximum above the finish floor or ground.

ADA Required Action #7: Lower the mirror above the lavatory to no higher than 40” above the floor. It is currently at 48.5”.

Completed on September 29, 2023

FINDING #8 – LOW EFFORT: Are pipes below the lavatory insulated or otherwise configured to protect against contact?

ADA Required Action #8: The pipes below the lavatory need to be insulated or otherwise configured to protect against contact.

Completed on September 29, 2023

DLR RECOMMENDATION

DLR recommends continuing with the American Job Center Comprehensive Site Certification for this location.

Kendra Ringstmeyer, DLR Director of Workforce Services

Date

CERTIFICATION

The Workforce Development Council (WDC) recognizes the criteria detailed in the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center Certification (OSC) Policy 3.3, has been met. All findings listed above have been successfully completed. Therefore, the Monitor is closed and certification for the Yankton/Lake Andes Job Service is approved through June 30, 2027.

Signed and approved by the undersigned on behalf of the Workforce Development Council Members.

Lee Anderson, Chairman, Workforce Development Council

Date